
**IBM z Systems
Introduction
February 2011**

Optional fee-base Support Services for z/OS

**IBM Lifecycle Extension for z/OS
and
IBM Service Extension Usage Support for z/OS
and
IBM Software Support Services, Specialist
Support Days (for z/OS)**

Frequently Asked Questions

Worldwide



ZSQ03028-USEN-00

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IBM Lifecycle Extension for z/OS V1.10 and IBM Lifecycle Extension for z/OS V1.9

What was announced on February 15, 2011, and May 11, 2010?

On February 15, 2011, IBM announced an extended lifecycle accommodation for z/OS® V1.10. This accommodation is for z/OS V1.10 only. The IBM Lifecycle Extension for z/OS V1.10 (5656-A01) provides fee-based corrective service (a fix, bypass, or restriction to a problem) for up to two years beyond the September 30, 2011 withdrawal of service date for z/OS V1.10 (5694-A01). The IBM Lifecycle Extension for z/OS V1.10 is planned to be available starting October 1, 2011.

On May 11, 2010, IBM announced an extended lifecycle accommodation for z/OS® V1.9. This accommodation is for z/OS V1.9 only. The IBM Lifecycle Extension for z/OS V1.9 (5646-A01) provides fee-based corrective service (a fix, bypass, or restriction to a problem) for up to two years beyond the September 30, 2010 withdrawal of service date for z/OS V1.9 (5694-A01). The IBM Lifecycle Extension for z/OS V1.9 is planned to be available starting October 1, 2010.

The IBM Lifecycle Extension for z/OS V1.9 (5646-A01) and IBM Lifecycle Extension for V1.10 (5656-A01) are separate offers.

NOTE: On June 9, 2009, IBM announced the Lifecycle Extension for z/OS V1.8 (5638-A01). This accommodation is for z/OS V1.8 only and was available starting October 1, 2009, and expires September 30, 2011.

NOTE: The Lifecycle Extension for z/OS V1.7 expired September 30, 2009 and is no longer available.

Do I have to pre-order a specific period of service? How can I order this Lifecycle Extension for z/OS V1.10 and Lifecycle Extension for z/OS V1.9 when I don't exactly know how long I'll need it?

For both Lifecycle Extension for z/OS V1.10 and Lifecycle Extension for z/OS V1.9 there is no need to pre-purchase a specific duration for your machine(s). You are billed periodically. As your migration plans progress, you may cancel at any time as long as you meet the 3 month minimum.

What are the terms of the Lifecycle Extension for z/OS V1.10 and Lifecycle Extension for z/OS V1.9?

The terms and duration for the Lifecycle Extension for z/OS V1.10 and the Lifecycle Extension for z/OS V1.9 are similar.

Terms and conditions and pricing accommodate single machines, Parallel Sysplex®, as well as differing migration schedules.

Terms for Lifecycle Extension for z/OS V1.10 include:

- There is a minimum 3-month purchase.
- The maximum duration is up through September 30, 2013
- The Lifecycle Extension must be ordered for all machines running z/OS V1.10 at a physical location. It can be ordered for an individual IBM z/Architecture® Machine or for one or more IBM z/Architecture Machines within a qualified Parallel Sysplex (in which case MSU aggregation may apply)
- You may add any number of machines running z/OS V1.10 and have your future invoices adjusted accordingly.

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- You may cancel any number of machines once migrations off z/OS V1.10 are accomplished and have your future invoices adjusted accordingly. For example, you may cancel all machines and terminate all Lifecycle Extension for z/OS V1.10 invoices all at once. Or, you may cancel one machine at a time and have your future invoices adjusted.
 - It is your responsibility to notify IBM if:
 - The permanent MSUs change for any IBM z/Architecture Machine running z/OS V1.10
 - You add or remove an IBM z/Architecture Machine that is running z/OS V1.10
 - You add or remove z/OS V1.10 from any IBM z/Architecture Machine

You must notify IBM within the same calendar month that the changes occur as these changes may affect the pricing for that Machine or qualified Parallel Sysplex.

Terms for Lifecycle Extension for z/OS V1.9 include:

- There is a minimum 3-month purchase.
- The maximum duration is up through September 30, 2012
- The Lifecycle Extension must be ordered for all machines running z/OS V1.9 at a physical location. It can be ordered for an individual IBM z/Architecture Machine or for one or more IBM z/Architecture Machines within a qualified Parallel Sysplex (in which case MSU aggregation may apply)
- You may add any number of machines running z/OS V1.9 and have your future invoices adjusted accordingly.
- You may cancel any number of machines once migrations off z/OS V1.9 are accomplished and have your future invoices adjusted accordingly. For example, you may cancel all machines and terminate all Lifecycle Extension for z/OS V1.9 invoices all at once. Or, you may cancel one machine at a time and have your future invoices adjusted.
- It is your responsibility to notify IBM if:
 - The permanent MSUs change for any IBM z/Architecture Machine running z/OS V1.9
 - You add or remove an IBM z/Architecture Machine that is running z/OS V1.9
 - You add or remove z/OS V1.9 from any IBM z/Architecture Machine
- You must notify IBM within the same calendar month that the changes occur as these changes may affect the pricing for that Machine or qualified Parallel Sysplex.

What kind of service is provided by the Lifecycle Extension for z/OS V1.9 and Lifecycle Extension for z/OS V1.10 (and Lifecycle Extension for z/OS V1.8)? Will I be able to receive preventive service?

The same level of service is provided by all: Lifecycle Extension for z/OS V1.9 and Lifecycle Extension for z/OS V1.10 (and Lifecycle Extension for z/OS V1.8, which will be discontinued September 2011).

The Lifecycle Extension for z/OS provides corrective service (which may be a fix, bypass, or restriction to a problem) for suspected residual defects in z/OS that you might encounter. The IBM Lifecycle Extension for z/OS does not provide preventive service or new function, nor does it provide any extension or change to IBM's coexistence or migration policy for z/OS.

If you acquire the IBM Lifecycle Extension for z/OS, defect problem reporting remains unchanged for the duration of the Lifecycle Extension agreement. During this time, the IBM Support Center can be contacted to report suspected IBM product defects that may be associated with z/OS, and the IBM Support Center will provide a fix, bypass or restriction for new problems that prove to be defects in z/OS.

As always, any PTF for z/OS that was available prior to the withdrawal of z/OS program services will continue to be available through the existing service acquisition portals such as SMP/E RECEIVE ORDER and ShopzSeries, the Internet, and fee-based services such as SoftwareXcel or ETS.

Please note that the IBM Lifecycle Extension for z/OS is not intended for "How To" types of questions.

What happens if I choose not to get the Lifecycle Extension for z/OS V1.10 and let z/OS V1.10 support expire on Sept 30, 2011? What about z/OS V1.9?

Any PTF for z/OS V1.10 that was available prior to the withdrawal of z/OS V1.10 program services (September 30, 2011) will continue to be available through the existing service acquisition portals such as SMP/E RECEIVE ORDER and ShopzSeries, the Internet, and services such as SoftwareXcel or ETS.

Without the Lifecycle Extension for z/OS V1.10, you will not have access to any PTF for z/OS V1.10 that was made available after the withdrawal of z/OS V1.10 program services (September 30, 2011). In addition, you will be unable to contact the IBM Support Center to report suspected IBM product defects that may be associated with z/OS V1.10.

Regarding z/OS V1.9: Any PTF for z/OS V1.9 that was available prior to the withdrawal of z/OS V1.9 program services (September 30, 2010) will continue to be available through the existing service acquisition portals. Without the Lifecycle Extension for z/OS V1.9, you will not have access to any PTF for z/OS V1.9 that was made available after the withdrawal of z/OS V1.9 program services. In addition, you will be unable to call the IBM Support Center to report suspected IBM product defects that may be associated with z/OS V1.9.

What does it mean that there will be no preventive service?

The corrective service provided by the Lifecycle Extension for z/OS (V1.10 and V1.9) services offering is for defect support only. The defect support is provided on a one-off basis, that is, only companies who have experienced a suspected defect in z/OS V1.10 or z/OS V1.9 code and who have acquired the Lifecycle Extension for z/OS (V1.10 or V1.9) can receive the appropriate corrective service (which would be a fix, bypass, or restriction to the problem).

If the corrective service is not shared, how do ISVs get the same service I do? What if I have a problem with an ISV that might be related to a fix for z/OS V1.10 or for z/OS V1.9?

In the unlikely event that an IBM fix may have impacted ISV software, please open a problem report with IBM describing the situation, the ISV product, and the name and contact method for the ISV rep. Also, open a second problem report with the ISV describing the situation, listing the IBM fix, and the name and contact method for the IBM rep. The IBM rep will work directly with the ISV rep to resolve the problem, when such collaboration is needed. The ISV can not open a problem on behalf of the customer.

When can I order this Lifecycle Extension for z/OS V1.9 and Lifecycle Extension for z/OS V1.10?

The Lifecycle Extension for z/OS V1.9 was available for ordering starting September 2, 2010.

Regarding the Lifecycle Extension for z/OS V1.10, price quotes are available as of February 15, 2011, upon request. IBM plans to start accepting orders for the Lifecycle Extension for z/OS V1.10 starting September 2, 2011. Do not order prior to September 2, 2011 as this may affect your billing. Contact your IBM representative or Business Partner to start planning your purchase. October 1, 2011 is the earliest possible customer billing effective date.

How soon after ordering do the [fee-based] services become effective?

IBM recommends that you order the Lifecycle Extension for z/OS at least 2 weeks prior to your requested start date to allow for order processing time. In addition, appropriate contracts (such as the IBM Customer Agreement Attachment for IBM Lifecycle Extension for IBM System z[®] Programs (Z125-8279 or INTC-8279) should be signed at order placement time. For z/OS V1.10, in order to have preventive service in place by October 1, 2011, it is recommended that appropriate contracts are signed and that orders are placed by mid- September.

Is there any special customer number against which the Lifecycle Extension for z/OS support offering should be ordered?

It is recommended that you order the Lifecycle Extension for z/OS using the same customer number(s) that you will reference when reporting a defect for z/OS. This is done to facilitate handling of the request.

Can I cancel my Lifecycle Extension for z/OS V1.9 or Lifecycle Extension for z/OS V1.10 support if I complete the migration to z/OS earlier than planned?

Yes, cancel when you are done as long as you meet the three month minimum. While a refund or credit will not be given for time already invoiced, you may cancel this offering at any time. You may cancel any number of machines at any time. For example, you may cancel one or all machines and terminate all Lifecycle Extension for z/OS V1.9 (or z/OS V1.10) invoices all at once. Or, you may cancel one machine at a time and have your future invoices adjusted accordingly.

I have a Parallel Sysplex environment with several servers running z/OS V1.10 all on different migration schedules. How does the Lifecycle Extension for z/OS V1.10 accommodate multiple machines and schedules?

In order to get extended corrective support of z/OS V1.10, you must acquire the Lifecycle Extension for z/OS V1.10 for all IBM z/Architecture servers running z/OS V1.10 per physical location. There is a minimum three-month purchase. If your machines are in a qualified Parallel Sysplex, and the MLC MSU are aggregated, then the MSUs may also be aggregated for the Lifecycle Extension for z/OS.

You are billed periodically. As the servers are migrated to z/OS V1.10, you may cancel one or more machines at a time and have your future invoices adjusted accordingly.

There are similar terms and conditions for the Lifecycle Extension for z/OS V1.9 as well.

What is a qualified Parallel Sysplex?

With IBM's Parallel Sysplex technology, you can harness the power of up to 32 z/OS systems, yet make these systems behave like a single, logical computing facility. To accomplish all this, the z/OS Parallel Sysplex combines two critical capabilities: The first is parallel processing, and the second is enabling read/write data sharing across multiple systems with full data integrity. More information on IBM's Parallel Sysplex Technology can be found at:

<http://ibm.com/systems/z/advantages/psol/>

Aggregation across a qualified Parallel Sysplex is possible when certain criteria are met. To qualify, machines must comply with the criteria in each of the following four categories: hardware, software, operation and validation. Details regarding the criteria for a qualified Parallel Sysplex can be found at:

<http://ibm.com/servers/eserver/zseries/swprice/sysplex/>. Information about the aggregation verification process is available in the, '[Sysplex Verification Package](#)' at <http://ibm.com/servers/eserver/zseries/swprice/sysplex/verification/>

How are the Lifecycle Extension for z/OS V1.10 and Lifecycle Extension for z/OS V1.9 priced?

Pricing is the same for both Lifecycle Extension for z/OS V1.10 and Lifecycle Extension for z/OS V1.9.

For example: The Lifecycle Extension for z/OS V1.9 is priced based on the total permanent MSU capacity for each server running z/OS V1.9 (if not in a qualified Parallel Sysplex) or total aggregate MSU capacity for all servers running z/OS V1.9 in a qualified Parallel Sysplex if the MSUs are also aggregated for MLC software. The MSU value of servers can be found at:

<http://ibm.com/servers/eserver/zseries/library/swpriceinfo/hardware.html>.

Please note that the MSUs for each server or for the qualified Parallel Sysplex will be based on the full capacity MSUs of the server. Sub-capacity pricing and output from the Sub-Capacity Reporting tool (SCRT) do not apply to any Lifecycle Extension for z/OS.

IBM System z Lifecycle Charges (SzLC) will be used for pricing Lifecycle Extension for z/OS V1.10 and Lifecycle Extension for z/OS V1.9.

<http://ibm.com/zseries/swprice/other/>

Contact your IBM representative or IBM Business Partner for details.

How often does IBM bill for this support?

Method of billing is the same for both Lifecycle Extension for z/OS V1.10 and Lifecycle Extension for z/OS V1.9. An IBM invoice will be issued quarterly if you receive quarterly software invoices, or monthly if you receive monthly software invoices. Although the Lifecycle Extension for z/OS is a support offering, it will be billed similar to MLC software.

Is there any restriction on servers?

Any currently supported IBM zEnterprise™ server, IBM System z9® Enterprise Class, IBM System z9 Business Class, IBM System z10® Enterprise Class, and IBM System z10 Business Class™ (z9® EC, z9 BC, z10 EC™, z10 BC™) or IBM eServer™ zSeries® 800, 900, 890, 990, (z800, z900, z890, z990) running z/OS V1.10 (for the IBM Lifecycle Extension for z/OS V1.10, 5656-A01) or running z/OS V1.9 (for the IBM Lifecycle Extension for z/OS V1.9, 5646-A01) are supported.

What is the process to obtain this Lifecycle Extension for z/OS?

The IBM Lifecycle Extension for z/OS V1.10 is ordered via product number 5656-A01. The IBM Lifecycle Extension for z/OS V1.9 is ordered via product number 5646-A01.

Contact your IBM representative or IBM Business Partner for details. You will need to provide the machine type and model as well as capacity setting for all servers running z/OS V1.10 (for the Lifecycle extension for z/OS V1.10) and all servers running z/OS V1.9 (for the Lifecycle Extension for z/OS V1.9) at a physical location.

You will also need to sign the IBM Customer Agreement Attachment for IBM Lifecycle Extension for IBM System z Programs (Z125-8279 or INTC-8279).

Will IBM be announcing Lifecycle Extensions for other releases of z/OS?

Yes. As a statement of direction, IBM intends to provide the IBM Lifecycle Extension for z/OS offering for future releases of z/OS. This does not alter the z/OS coexistence, migration, fallback, or service policy. The intention of this change is to provide an accommodation for customers who have not completed their migrations to newer z/OS releases within the service support period. All statements regarding IBM's plans, directions, and intent are subject to change or withdrawal without notice.

IBM just previewed z/OS V1.13; does the Lifecycle Extension for z/OS V1.10 mean that IBM has changed its coexistence, migration and fallback policy for z/OS?

No. The IBM coexistence, migration, and fallback policy for z/OS remains unchanged. z/OS V1.9 can coexist, migrate and fall back with z/OS V1.10 and z/OS V1.11. And z/OS V1.10 can coexist, migrate and fall back with z/OS V1.11 and z/OS V1.12.

What happened to the IBM Lifecycle Extension for z/OS V1.8 (5638-A01)?

The IBM Lifecycle for z/OS V1.8 (5638-A01) continues to be available. It was announced June 9, 2009 and available October 1, 2009 through September 30, 2011. The term for the Lifecycle extension for z/OS V1.8 expires very soon. If you need corrective service for z/OS V1.8, you may order the Lifecycle Extension for z/OS V1.8, or see your IBM Global Technology Services specialist for any options on additional software services support.

What happened to the IBM Lifecycle Extension for z/OS V1.7 (5637-A01), I do not see it and I cannot order it?

The IBM Lifecycle for z/OS V1.7 (5637-A01) was announced August 12, 2008 and was specific to z/OS V1.7. It was made available October 1, 2008 for a maximum duration of two years, ending September 30, 2010. The term for the Lifecycle extension for z/OS V1.7 has expired. See your IBM Global Technology Services specialist for any options on additional software services support.

Where do I get more information?

The following Web sites are available:

z/OS Installation and Migration for z/OS V1.12

<http://www-03.ibm.com/systems/z/os/zos/installation/>

z/OS Installation and Migration for z/OS V1.11

ibm.com/systems/z/os/zos/installation/installz111.html

Lifecycle Extension for z/OS V1.8 Announcement letter dated June 9, 2009

<http://www-01.ibm.com/common/ssi/cgi-bin/ssialias?subtype=ca&infotype=an&appname=iSource&supplier=897&letternum=ENUS209-180>

Lifecycle Extension for z/OS V1.9 Announcement letter dated February 9, 2010

http://www-01.ibm.com/common/ssi/rep_ca/7/897/ENUS210-027/ENUS210-027.PDF

Lifecycle Extension for z/OS V1.10 Announcement letter dated February 15, 2011

http://www-01.ibm.com/common/ssi/rep_ca/7/897/ENUS210-027/ENUS210-027.PDF

Lifecycle Extension for z/OS FAQ

<ftp://public.dhe.ibm.com/common/ssi/ecm/en/zsq03028usen/ZSQ03028USEN.PDF>

IBM System z Lifecycle Charges (SzLC) (used for pricing Lifecycle Extension for z/OS V1.8 and used for pricing Lifecycle Extension for z/OS V1.8) ibm.com/systems/z/resources/swprice/mlc/other.html

What is the IBM Service Extension Usage Support for z/OS V1.9 (5646-MTS)?

For US, Canada, and EMEA.

The IBM Service Extension Usage Support for z/OS V1.9 (5646-MTS) is extended usage accommodation (support) for z/OS V1.9. The new IBM Service Extension Usage Support for z/OS V1.9 (5646-MTS) provides fee-based installation and usage assistance beyond the September 30, 2010, withdrawal of program services date for z/OS V1.9 (5694-A01). This extended usage support is offered through IBM Global Technology Services Maintenance and Technical Support (MTS) and can provide short duration installation and usage (such as "How To" question) support.

The IBM Service Extension Usage Support for z/OS V1.9 (5646-MTS) key dates are: US announcement and GA = November 30, 2010

Canada and EMEA announcement and GA = January 25, 2011

If you require defect support, you must order Lifecycle Extension for z/OS 1.9, 5646-A01.

What kind of usage support is available for z/OS V1.9 after the September 30, 2010 end of support date?

If you need usage assistance for z/OS V1.9, IBM Global Technology Services Maintenance and Technical Support (MTS) can provide short duration installation and usage support (such as "How To" question).

The new IBM Service Extension Usage Support for z/OS V1.9 (5646-MTS) provides fee-based installation and usage assistance beyond the September 30, 2010, withdrawal of program services date for z/OS V1.9 (5694-A01).

If you acquire the IBM Service Extension Usage Support for z/OS V1.9, installation and usage support remains unchanged from what you had with your annuity services offerings (SoftwareXcel in the United States and Support Line outside the United States) for the duration of the service extension period. During this time, the IBM support center can be contacted for short-duration installation and usage questions that are associated with z/OS V1.9, and the IBM support center will provide guidance and assistance on these questions.

If you require defect support, you must order Lifecycle Extension for z/OS 1.9, 5646-A01.

What are the Terms and Conditions for the IBM Service Extension Usage Support for z/OS V1.9?

The terms and conditions for the IBM Service Extension Usage Support for z/OS V1.9 (5646-MTS) are similar to those for the IBM Lifecycle Extension for z/OS V1.9 (5646-A01).

Terms for IBM Service Extension Usage Support for z/OS V1.9 include:

- There is a minimum 3-month purchase.
- The maximum duration is up through September 30, 2012
- The Service Extension (usage support) must be ordered for all machines running z/OS V1.9 at a physical location. It can be ordered for an individual IBM z/Architecture Machine or for one or more IBM z/Architecture Machines within a qualified Parallel Sysplex (in which case MSU aggregation may apply)
- You may add any number of machines running z/OS V1.9 and have your future invoices adjusted accordingly.
- You may cancel any number of machines once migrations off z/OS V1.9 are accomplished and have your future invoices adjusted accordingly. For example, you may cancel all machines and terminate all Service Extension Usage Support for z/OS V1.9 invoices all at once. Or, you may cancel one machine at a time and have your future invoices adjusted.

- It is your responsibility to notify IBM if:
 - The permanent MSUs change for any IBM z/Architecture Machine running z/OS V1.9
 - You add or remove an IBM z/Architecture Machine that is running z/OS V1.9
 - You add or remove z/OS V1.9 from any IBM z/Architecture Machine

You must notify IBM within the same calendar month that the changes occur as these changes may affect the pricing for that Machine or qualified Parallel Sysplex.

How does the Service Extension Usage Support for z/OS V1.9 compare with the Lifecycle Extension for z/OS V1.9?

The IBM Lifecycle Extension for z/OS V1.9 (5646-A01) is for corrective service only, the IBM Service Extension Usage Support for z/OS V1.9 (5646-MTS) is for usage support only. The two are complementary to each other and cover a different set of service requirements. The duration, terms and conditions are similar for the two.

The following table helps explain the offers.

	IBM Lifecycle Extension for z/OS V1.10	IBM Lifecycle Extension for z/OS V1.9	IBM Service Extension Usage Support for z/OS V1.9
Product number	5656-A01	5646-A01	5646-MTS
Dates	Price, configure: Feb 15 2011 Order Sept 7 2011 Available Oct 1 2011 Ends Sept 30 2013	Price, configure: May 11 2010 Order Sept 7 2010 Available Oct 1 2010 Ends Sept 30 2012	Availability depends on geography Ends Sept 30 2012
Service and support	<p>Fee-based corrective service (a fix, bypass, or restriction to a problem) for suspected residual defects in z/OS that you might encounter.</p> <p>Available AFTER withdrawal of program support services.</p> <p>Defect problem reporting remains unchanged for the duration of the Lifecycle Extension agreement. Contact the IBM Support Center, and the IBM Support Center will provide a fix, bypass or restriction for new problems that prove to be defects in z/OS.</p> <p>Any PTF for z/OS that was available prior to the withdrawal of z/OS program services will continue to be available through the existing service acquisition portals such as SMP/E RECEIVE ORDER, Shopz, the Internet, and services such as SoftwareXcel or ETS.</p> <p>NO preventative service or new function</p>		<p>Fee-based installation and usage (such as "How To" question) support.</p> <p>Available AFTER withdrawal of program support.</p> <p>Installation and usage support remains unchanged from what you had with your annuity services offerings (SoftwareXcel in the United States).</p> <p>NO preventative service or new function.</p>
Terms	<p>3 month minimum</p> <p>Start the support when you want, and cancel when done with migration Add and subtract machines as required</p> <p>Allows Parallel Sysplex aggregation</p>		

If you require defect support, you must order Lifecycle Extension for z/OS 1.9, 5646-A01.

Where do I get more information?

See the IBM GTS, Maintenance, Technical Support (MTS) website for more details:

ibm.com/services/us/index.wss/offering/its/r528890d35325a74

IBM Software Support Services Specialist Support Days (for z/OS)

What was announced October 19, 2010?

For US ONLY. On October 19, 2010, IBM announced a new class of services offer for z/OS. Specialist Support Days (“SSDs”) for z/OS is a new services offer from IBM Global Technology Services (GTS) which can provide advice and assistance with the performance, tuning, and optimization of your System z environment.

This offer is available to US customers only starting October 19, 2010.

This SSD offer is applicable to any supported release of z/OS: either supported under general program services, or supported by the Lifecycle Extension offer, or supported by IBM GTS extended support offer.

What kinds of services are available with the new ‘Specialist Support Days’?

For US ONLY. For example, the SSDs offering can provide IBM expert assistance on matters such as, but not limited to:

- Assistance in recovering data
- Assistance in recovering systems after customers make mistakes
- Recommend maintenance based on Customer configuration
- Reviewing specifications such as Coupling Facility
- Participating in Bridge Calls where z/OS not part of the problem
- Outline steps to add a device
- Assistance with capacity planning
- On-call for Migration activities
- Assisting ISV with their problem or proving a problem to be ISV

SSDs provide the flexibility and skills you need to maximize the availability and reduce overall operational cost of your System z and z/OS environment. For example, assistance with data recovery and recommending maintenance for a particular configuration, which had been unavailable before, are now possible with the SSDs services offer.

SSDs are in terms of full days. Each day is an eight hour block of assistance from an IBM product expert. You may purchase any number of days. There is no option for any duration less than a day; there are no refunds for any unused portions of a day. SSDs are available for planned and unplanned, remote and on site, prime shift and offshift support.

Why did announce ‘Specialist Support Days’? How does the ‘Specialist Support Days’ services offer compare with the Lifecycle Extension for z/OS and the Service Extension Usage Support for z/OS offers?

In the past, support for the tasks listed above was outside the scope of standard IBM support offers (such as MLC Warranty Support, Subscription and Support (S&S) for OTC products, SoftwareXcel for Q&A, Hardware Warranty and HWMA).

Before SSDs, z/OS had basically TWO levels of support: defect support and Q&A support:

- z/OS defect support will continue to be offered with the monthly license charge (MLC) for the first three years from General Availability, or with the Lifecycle Extension for z/OS for the next two years after standard defect support, or through special GTS offers for the years following the lifecycle extension for z/OS. z/OS defect support is limited to fixing reported defects in IBM code, or as officially defined in the IBM Customer Agreement. Defect support is associated with a valid APAR describing a need to change code or documentation.
- Q&A support for System z platform products continues to be provided by services - primarily SoftwareXcel in the US. Q&A support is defined as "routine installation and 'how to' questions" this is defined elsewhere as "short duration, general usage assistance questions".
- Now with SSDs, z/OS has added a valuable and much needed third level of support: optimization in addition to defect and Q&A support

Where can I get more information?

For additional information, see:

Announcement letter:

http://www-01.ibm.com/common/ssi/ShowDoc.jsp?docURL=/common/ssi/rep_ca/1/897/ENUS610-081/index.html&breadCrum=DET001PT022&url=buttonpressed=DET002PT005&specific_index=DET001PEF502&DET015PGL002=DET001PEF011&submit.x=7&submit.y=8&lang=en_US

URL:

<http://www-935.ibm.com/services/us/index.wss/offering/its/m459035p17923x22>



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