

IBM ServicePac features available for IBM DS8900F all-flash family

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Overview

IBM^(R) ServicePac^(R) is designed to make services easily obtainable as features of a product configuration, helping to ensure that you can more readily procure the necessary support services when you purchase the product. Through ServicePac services, you gain support for installing, managing, and repairing your IBM Storage product.

Media Retention offers clients the ability to retain defective media, such as hard drives and flash drives, that are being replaced (dependent on machine). The terms and conditions of IBM ServicePac for Storage products may vary depending on specific product, geography, and services offered.

Key requirements

None.

Planned availability date

June 14, 2022.

Availability within a country is subject to local legal requirements.

Product number

Description	Machine type	Model	Feature
SP Hard Drive/ Media Retention - Storage 3 years	5341	993	B0NQ
SP Hard Drive/ Media Retention - Storage 5 years	5341	993	B0PF
SP Hard Drive/ Media Retention - Storage 3 years	5341	994	B0NQ
SP Hard Drive/ Media Retention - Storage 5 years	5341	994	B0PF
SP Hard Drive/ Media Retention - Storage 3 years	5341	996	B0NQ

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SP Hard Drive/ Media Retention - Storage 3 years	5341	E96	B0NQ
SP Hard Drive/ Media Retention - Storage 5 years	5341	E96	B0PF

Publications

To access the IBM Publications Center Portal, go to the [IBM Publications Center](#) website.

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. A large number of publications are available online in various file formats, which can currently be downloaded.

Services

IBM Systems Lab Services

Systems Lab Services offers infrastructure services to help build hybrid cloud and enterprise IT solutions. From servers to storage systems and software, Systems Lab Services can help deploy the building blocks of a next-generation IT infrastructure to empower a client's business. Systems Lab Services consultants can perform infrastructure services for clients online or onsite, offering deep technical expertise, valuable tools, and successful methodologies. Systems Lab Services is designed to help clients solve business challenges, gain new skills, and apply best practices.

Systems Lab Services offers a wide range of infrastructure services for IBM Power^(R) servers, IBM Storage systems, IBM Z^(R), and IBM LinuxONE. Systems Lab Services has a global presence and can deploy experienced consultants online or onsite around the world.

For assistance, contact Systems Lab Services at ibmsls@us.ibm.com.

To learn more, see the [IBM Systems Lab Services](#) website.

IBM ConsultingTM

As transformation continues across every industry, businesses need a single partner to map their enterprise-wide business strategy and technology infrastructure. IBM Consulting is the business partner to help accelerate change across an organization. IBM specialists can help businesses succeed through finding collaborative ways of working that forge connections across people, technologies, and partner ecosystems. IBM Consulting brings together the business expertise and an ecosystem of technologies that help solve some of the biggest problems faced by organizations. With methods that get results faster, an integrated approach that is grounded in an open and flexible hybrid cloud architecture, and incorporating technology from IBM Research^(R) and IBM Watson^(R) AI, IBM Consulting enables businesses to lead change with confidence and deliver continuous improvement across a business and its bottom line.

For additional information, see the [IBM Consulting](#) website.

IBM Technology Support Services (TSS)

Get preventive maintenance, onsite and remote support, and gain actionable insights into critical business applications and IT systems. Speed developer innovation with support for over 240 open-source packages. Leverage powerful IBM analytics and AI-enabled tools to enable client teams to manage IT problems before they become emergencies.

TSS offers extensive IT maintenance and support services that cover more than one niche of a client's environment. TSS covers products from IBM and OEMs, including servers, storage, network, appliances, and software, to help clients ensure high availability across their data center and hybrid cloud environment.

For details on available services, see the [Technology support for hybrid cloud environments](#) website.

IBM Expert Labs

Expert Labs can help clients accelerate their projects and optimize value by leveraging their deep technical skills and knowledge. With more than 20 years of industry experience, these specialists know how to overcome the biggest challenges to deliver business results that can have an immediate impact.

Expert Labs' deep alignment with IBM product development allows for a strategic advantage as they are often the first in line to get access to new products, features, and early visibility into roadmaps. This connection with the development enables them to deliver First of a Kind implementations to address unique needs or expand a client's business with a flexible approach that works best for their organization.

For additional information, see the [IBM Expert Labs](#) website.

IBM Security^(R) Expert Labs

With extensive consultative expertise on IBM Security software solutions, Security Expert Labs helps clients and partners modernize the security of their applications, data, and workforce. With an extensive portfolio of consulting and learning services, Expert Labs provides project-based and premier support service subscriptions.

These services can help clients deploy and integrate IBM Security software, extend their team resources, and help guide and accelerate successful hybrid cloud solutions, including critical strategies such as zero trust. Remote and on-premises software deployment assistance is available for IBM Cloud Pak^(R) for Security, IBM Security QRadar^(R)/QRoC, IBM Security SOAR/Resilient^(R), IBM i2^(R), IBM Security Verify, IBM Security Guardium^(R), and IBM Security MaaS360^(R).

For more information, contact Security Expert Labs at sel@us.ibm.com.

For additional information, see the [IBM Security Expert Labs](#) website.

IBM support

For installation and technical support information, see the [IBM Support Portal](#).

Additional support

IBM Client Engineering for Systems

Client Engineering for Systems is a framework for accelerating digital transformation. It helps you generate innovative ideas and equips you with the practices, technologies, and expertise to turn those ideas into business value

in weeks. When you work with Client Engineering for Systems, you bring pain points into focus. You empower your team to take manageable risks, adopt leading technologies, speed up solution development, and measure the value of everything you do. Client Engineering for Systems has experts and services to address a broad array of use cases, including capabilities for business transformation, hybrid cloud, analytics and AI, infrastructure systems, security, and more. Contact Client Engineering at sysgarage@ibm.com.

Technical information

Planning information

Client responsibilities

You are responsible for downloading or obtaining from IBM, and installing designated Machine Code (microcode, basic input/output system code (called BIOS), utility programs, device drivers, and diagnostics delivered with an IBM machine) and other software updates in a timely manner from an IBM internet website or from other electronic media, and following the instructions that IBM provides. You may request IBM to install Machine Code changes; however, you may be charged for that service.

Security, auditability, and control

The client is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communications facilities.

Terms and conditions

MES discount applicable

No

Field installable feature

Yes

Warranty period

One year

To obtain copies of the IBM Statement of Limited Warranty, contact your reseller or IBM. An IBM part or feature installed during the initial installation of an IBM machine is subject to the full warranty period specified by IBM. An IBM part or feature that replaces a previously installed part or feature assumes the remainder of the warranty period for the replaced part or feature. An IBM part or feature added to a machine without replacing a previously installed part or feature is subject to a full warranty. Unless specified otherwise, the warranty period, type of warranty service, and service level of a part or feature are the same as those for the machine in which it is installed.

Client setup

Yes

Machine code

Same license terms and conditions as base machine

Prices

For all local charges, contact your local IBM representative.

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