IBM Alert and Resolve for Z

Keep your system data updated with the latest maintenance and service levels for the IBM Z stack

Highlights

Easily perform research on known issues and fixes using proprietary databases

Easily place fix orders (single or entire maintenance packages)

Access proprietary databases to help troubleshoot issues

Create multiple profiles to receive custom notifications (up to 15 different types) for known issues and fixes

Open defect cases

Perform cross-reference lookups on product identifiers

IBM Alert and Resolve offers a single place for IBM Z clients to manage the important task of keeping their system working as designed. Now, more than ever, system resiliency and application availability are paramount to meeting modern digital needs and challenges. Organizations are confronting the challenges of resiliency and availability through the integration of new technologies with their IBM Z®, which serve as the backbone of their hybrid cloud infrastructure. IBM Z offers a robust, reliable, security-rich foundation for running your mission-critical workloads. Keeping IT environments at an optimal operating level is critical and increasingly challenging with IT environments becoming increasingly complex.

IBM Alert and Resolve for Z is an IBM solution to keep your Z infrastructure updated with the latest maintenance and service levels. It allows for easy and convenient research and ordering of fixes for known defects, as well as custom notifications (up to 15 different types may be configured), for fixes and informational bulletins. Clients may order single fixes or entire maintenance packages.

Tools available to IBM Alert and Resolve clients include:

Automatic Software Alert Process (ASAP) allows the creation of profiles for receiving critical, important, or informational notifications that may impact a particular Z environment. ASAP allows the ability for users to create multiple profiles, based on a specific system environment, enabling them to receive up to 15 different notification types and perform up to 6 different actions upon receiving a notification. Users can create reports on tracked products, indexed by user or product, and download enhanced hold data.

Automatic Status Tracking (AST) enables immediate access to information regarding the APARs and PTFs which are being tracked. The list of APARs and PTFs being tracked by the user provides detailed information for each item. The final view can be customized to follow each business' needs.

Preventive Service Planning (PSP) allows for researching and examining available PSP upgrades. Users can choose various installation options, and create individual profiles for specific or related subsets of PSP upgrades.

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Product Cross Reference (PCR) allows users to search for various product identifiers or numbers based on known information.

Service Information Search (SIS) provides proprietary databases for clients to research APARs, PTFs, and technical information related to defects as well as product usage.

Service Request & Delivery (SRD) allows users to order maintenance, with options to order a single fix or a packaged service level update. The ability to create and reuse profiles simplifies the ordering process. In the event that a known defect is not found while searching within the proprietary databases, an integrated link is provided to create a new case directly with IBM Support.

Conclusion
The challenges of maintaining high availability for mission-critical workloads can be a major blocker to digital transformation. The suite of intuitive and easy-to-use tools made accessible with IBM Alert and Resolve for Z can help keep your IBM Z stack up to date with the latest maintenance and service levels, helping to improve and maintain system availability, productivity, and resilience.

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For more information
To learn more about the IBM Alert and Resolve for Z, please contact your IBM representative or IBM Business Partner®, reach out directly to an IBM TLS Expert or visit ibm.com/services/systems-support.

IBM Alert and Resolve for Z

[1] As of November 2023, IBM Technology Lifecycle Services actively supports 22,698 distinct machine types or models (IBM Systems Support and Multivendor).