

# Introducing the new IBM Support site

Powered by the Cognitive Support Platform (CSP)

Summer 2019



## Session Objectives

- The future of IBM Support
- Exploring the new IBM Support site
- Q/A



**Helps reduce time to resolution** through multi-channel support

**Direct to Expert**  
intelligent one-stop routing

**Personalized client support** helps provide increased value

**Clients** will have a **superior experience** and **greater knowledge** at their fingertips

**Watson-based insights and acceleration**

**Assists in avoiding outages and IT issues** due to predictive analytics

**Support accessible via mobile** – anytime, anywhere

## Problem Reporting – Moving to a more simplified, modern approach

- **Electronic Technical Response/ Service Request (SR) has been IBM's problem reporting system for 25+ years.**
  - It has been a solid system and has served its purpose.
  - As IBM works to improve and modernize the client experience, we have outgrown the capabilities of the current system.
- **The new IBM Support site provides a next generation support experience, which includes a new problem reporting system.**
  - Modern look and feel
  - Simplified experience
  - Positions IBM to further enhance our Support capability

# Introducing our new IBM Support site

## **Cognitive Support Platform (CSP)**

- Single application to bring multiple support functions together
- Improved interface to simplify case creation and content searches
- Consistent experience across all products, including hardware and software
- Chat with Support
- Deployment in stages

## **Simplified case creation**

- Case fields are specific to product
- Description field provides feedback on what diagnosis details are needed to help expedite resolution

## **Integrated view of all cases**

- Ability to see all entitled cases together regardless of whether they were opened over the web, phone or call home
- All software, hardware, appliance cases look and function the same way
- Ability to see all entitled cases associated directly to you and to your customer numbers with approved access
- Simplified registration process to associate you to your customer numbers; maintains all current SR registrations
- Capability to sort, filter and export case data with ease

## **Notification and sharing flexibility**

- Add more registered users to cases at any time
- Decide when and how you want to receive notifications

# What's changing for our clients?

## **Key changes for our clients**

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- Switch from Service Request to the new IBM Support site:
  - Improved ease of opening a case
  - Simplified product taxonomy
  - Ability to add machine serial number to a case
  - Watson Question Assistant
  - Chat with Support

### **Need to Call in to open a case?**

<https://www.ibm.com/planetwide/>

## **Change management support for our clients**

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- Notification banners on the Support site
- [How to videos](#) for clients:
  - [IBM Support Community: Open and manage cases](#)
  - [Introducing the IBM Support Community: Search](#)
  - [Introducing the IBM Support Community: Forums](#)
  - [Requesting access to your company's IBM Support Account](#)
  - [Managing your IBM Customer Number \(ICN\)](#)
- Automatic redirection to the new IBM Support site if clients try to open a Service Request after migration
- “Call Home” technology automatically routes a case to the appropriate Remote Support Professional
- Voice remains the same. TSS L0 agents will open a case on the new platform

## Rollout process and communications

### — **Rollout process**

- Started in June 2017 for early adopters
- Rolled out by product for distributed software through 2018
- Rolled out by country for hardware started in second half of 2018 - 2020
- Rolled out by product for IBM Z and IBM i software starting in Q3 2019

## Easy Migration to the new IBM Support site

- Existing SR IDs will automatically move over to new IBM Support site
- Existing PMRs will automatically move over to the new IBM Support site and become Cases
- IBMLINK will be updated to point to the new IBM Support site instead of SR
- Any requests to open a new SR for IBM Z products on existing SR website will cause an automatic redirect to new IBM Support site
- Any requests to view existing SRs will cause an automatic redirect to the Case on the new IBM Support site
  
- Migration weekend:
  - Begins Friday evening – completes Monday 4am Eastern
    - Focus on existing Sev 1 PMRs
      - All open PMRs and any closed PMRs that are still in the system (closed 30 days or less or closed with a 90 day retention) will be converted to cases
    - New PMRs will immediately be converted to cases
    - If a client opens a new PMR or requests support for an existing PMR through SR during the migration weekend, they may be forwarded to the new IBM Support site depending on where the IBM team is in the migration process
    - Yes, clients can still call IBM support, they will open the case



## Accessing the new IBM Support site

- You can access the new IBM Support site now
- Current products supported include most distributed software, cloud products and AIX/Power software
- You will be automatically redirected to the new IBM Support site when your products have been migrated and you open a case for these products

Current IBM Support site	New IBM Support site
<a href="https://ibm.com/support">ibm.com/support</a>	<a href="https://ibm.com/mysupport">ibm.com/mysupport</a>
<a href="https://ibm.com/support/servicerequest">ibm.com/support/servicerequest</a>	<a href="https://ibm.com/mysupport">ibm.com/mysupport</a>

[Registration information if you haven't accessed Service Request previously](#)

### **Need to Call in to open a case?**

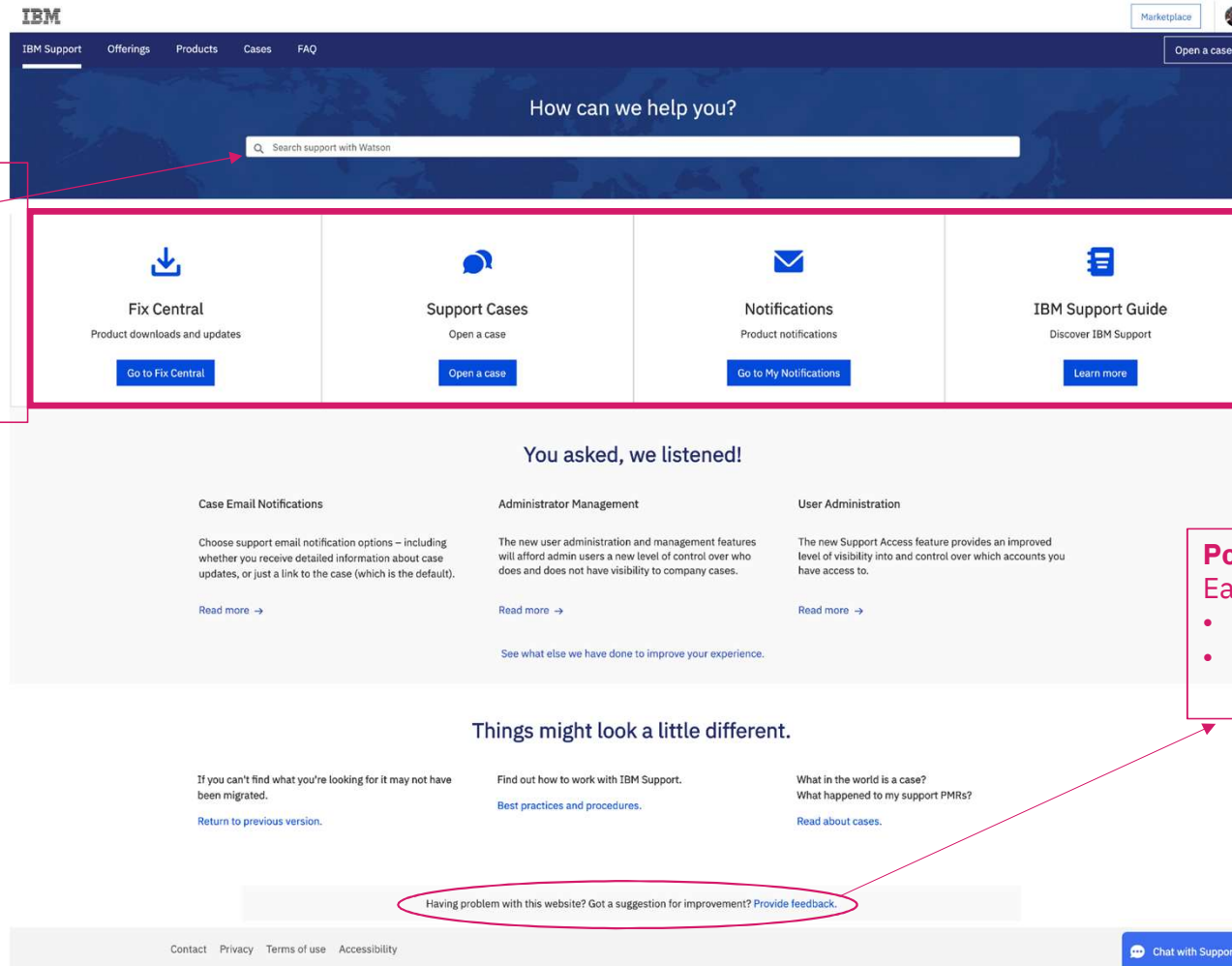
<https://www.ibm.com/planetwide/>

## Useful resources

- Stay up-to-date with the IBM Support Insider
  - <http://www.ibm.com/support/insider>
  - Get information about IBM Support first
  
- Help shape how IBM is transforming Support
  - <http://www.ibm.com/support/docview.wss?uid=ibm10870040>
  - Join our Client Support Council or Sponsor User Program
  
- Learn how to set up and use IBM Support with the IBM Support Guide
  - <http://www.ibm.com/support/guide>
  
- Engage, earn points and get rewards with IBM VIP Rewards\*
  - <http://ibm.biz/vip-rewards>
  - Provide feedback about support or participate in learning challenges
  - Earn points to redeem rewards

\* Some rewards not available in all countries

# New IBM Support site



**Simpler!**  
Search bar  
4 most common links

- FixCentral/Shopz
- My Cases
- My Notifications
- IBM Support Guide

**Need to Call in to open a case?**

<https://www.ibm.com/planetwide/>

**Portal problems?**  
Easy to find Help

- Email 7x24
- Online Chat during business hours

## Support Search with Watson

How can we help you?

🔍 high cpu websphere

### Searches IBM technical content

- APARS
- Technotes
- Knowledge Center
- IBM Forums
- IBM Resources

# Search result – easy to read

The screenshot shows the IBM Support website search results for the query "high cpu websphere". The page features a dark blue header with the IBM logo, navigation links (Marketplace, Open a case), and a search bar containing the query. Below the header, there are controls for "Show filters" and "Sort by Relevance". The search results are displayed as a list of links, each followed by a brief description and metadata (Created/Updated dates). The search terms "high CPU" are highlighted in red in the original image. Two callout boxes are present: one on the left pointing to the "Sort by" dropdown, and one on the right pointing to the highlighted search terms in the result descriptions.

IBM Support Offerings Products Cases FAQ

Show filters Sort by Relevance 1 - 25 of 1,070,240 results Next >

Showing results for high cpu websphere

[IBM Collecting Data: Performance, hang, or high CPU issues for WebSphere Portal - United States](#)  
http://www.ibm.com/support/docview.wss?uid=swg21316528  
, high CPU utilization, network delays, or deadlocks with IBM WebSphere Portal expedites time to resolution by enabling IBM Support to provide informed problem analysis.,Multiplatform \* Collecting Dat...  
Created: 2011-02-24 · Updated: 2011-02-24 · WebSphere Portal

[IBM MustGather: Performance, hang, or high CPU issues with WebSphere Application Server on AIX](#)  
http://www.ibm.com/support/docview.wss?uid=swg21052641  
uid=swg21222456] to diagnose high CPU issues.,MustGather;MustGather;MustGather;hang;AIX;hung;isa;collector;autopd;auto pd;MustGatherDocument;ProblemDeterminationTool;MustGatherEnable...  
Created: 2019-04-02 · Updated: 2019-04-02 · WebSphere Application Server

[IBM MustGather: Performance, hang, or high CPU issues with WebSphere Application Server on Linux - United States](#)  
http://www.ibm.com/support/docview.wss?uid=swg21115785  
RESOLVING THE PROBLEM If you are experiencing performance, hang, or high CPU issues with WebSphere Application Server on Linux, this MustGather will assist you in collecting the data necessary to ...  
Created: 2012-05-29 · Updated: 2012-05-29 · WebSphere Application Server

[IBM MustGather: Performance, hang, or high CPU issues with WebSphere Commerce - United States](#)  
http://www.ibm.com/support/docview.wss?uid=swg21984621  
uid=swg21115785] MustGather: Performance, hang, or high CPU issues with WebSphere Application Server on AIX [http://www.ibm.com/support/docview.wss?RESOLVING THE PROBLEM Use the Webs...  
Created: 2016-06-14 · Updated: 2016-06-14 · WebSphere Commerce Enterprise

[IBM How to interpret tprof data for WebSphere Application Server on AIX - United States](#)  
http://www.ibm.com/support/docview.wss?uid=swg21210870  
aix; tprof; high cpu; WASSDK; analysis; ProblemDeterminationDocument TECHNTE (TROUBLESHOOTING) PROBLEM(ABSTRACT) Diagnosing high CPU utilization issues with WebSphere Application Ser...  
Created: 2007-02-01 · Updated: 2007-02-01 · WebSphere Application Server

[High CPU usage](#)  
http://www-01.ibm.com/support/knowledgecenter/SS3JRN\_7.2.1/com.ibm.omegamon.mes\_dist.doc\_7.1/pd-c\_high-cpu.html  
IBM WebSphere Message Broker Monitoring, WebSphere MQ Monitoring, and WebSphere MQ Configuration agents, Version 7.1 HIGH CPU USAGE The following problems might occur: \* High CPU activity ...  
Created: 2015-03-19 · Updated: 2016-06-17 · Tivoli Composite Application Manager for Applications 7.2.1

[IBM MustGather: Performance, Hang, or High CPU Issues on HP-UX - United States](#)  
http://www.ibm.com/support/docview.wss?uid=swg21127574  
For high CPU issues only: .,This MustGather will assist you in collecting critical data when IBM WebSphere Application Server is experiencing performance or high CPU issues on the HP-UX platform.,\* Ho...  
Created: 2012-04-15 · Updated: 2012-04-15 · WebSphere Application Server

Sort by Relevance, Date or add filters

Search keywords highlighted

# Managing accounts and contacts


All existing account information will be migrated

Support access

Select the product you would like to request access for:

I consent to share my name and email address with the account administrator via email communication.

\*Product  
Search...



Let's get started!

Easy process to add new users and accounts

Administrative functions built in to new IBM Support site

Edit user

**Administrator:** Full access with the ability to manage user access levels  
**Full access:** Can create, search, view and update all cases associated with account, as well as the associate account teammates to cases  
**Basic access:** Can only create, search, view and update one's own cases on account  
**No access:** Cannot create, search, view or update any cases on the account

ACCOUNT	ADMINISTRATOR	FULL ACCESS	BASIC ACCESS	NO ACCESS
Select all items in column	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACCOUNT - Product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ACCOUNT - Service Agent Product	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Requested			

More information is available in this document on [Administrator and User Management](#)

# Product pages – helpful support at a product level

## WebSphere Application Server



## Uploading files to cases

z/OS prereq:

- OA54086 and PI 96024 – Support for CSP Case # in addition to PMR#
- OA55502 for CIM
- OA55959 - provides HTTPS protocol support for PDUU and will help customers meet industry standard security requirements for sending documentation to IBM.

❖ Support for R13+



# Case open – product selection

## Open a case

Search for product area

\* Title

\* Product

- z/OS
- JES2 (Job Entry Subsystem 2)
- JES3 (Job Entry Subsystem 3)
- JES Common Coupling

## Open a case

\* Title

\* Product

Product area

- JES Common Coupling
- JES Services
- JES/328X
- JES2 (Job Entry Subsystem 2)
- JES3 (Job Entry Subsystem 3)

Select product then product area

## Open a case

\* Title

\* Product

Product area

Select product only. Cognitive routing engine will choose product area based on description

# Case open - simplified

## Open a case

\* Title

\* Product

Product area

Version

\* System status

\* Severity

1 Critical business impact

2 Significant impact

3 Minor business impact

4 Minimal impact

Fewer questions to submit problems faster

Product Version becomes a pulldown

\* Product Version ⓘ

- ✓ --None--
- 1.12.0 (EOS)
- 1.13.0 (EOS)
- 2.1.0 (EOS - Sept 2018)
- 2.2.0
- 2.3.0

Only ask for the operating System when it makes sense

# Cognitive assistant to help with problem description

\* Description

DB2 instance won't start  
Can you tell me how to start it?

Fill in the description and click Submit

31942 characters remaining

Question Assistant guides you through the details that the support teams need to get started on your issue

Tips to enhance your description

- Software component or hardware part number
- Problem symptom
  - example: "won't boot"
- Steps taken during/after troubleshooting
  - example: "tried rebooting"
- Suggestions/Answers you seek
  - example: "help", "advise", "let me know", "how to"
- Expected outcome
  - example: "send replacement part"

# Chat with Support

[← Back to all cases](#)

Actions ▾

## JES2 Error Code SEC5

Case number

TS001842784

Description

\$HASP095 JES2 CATASTROPHIC ABEND CODE=SEC5 (RC = 000004). JES2 suffered a catastrophic failure and was required to restart.

Require assist[[More](#)]

### Case history

B I U S ☰ ☲

Add a comment

Post comment

⌵ ⌶ 🔍 Search case history

16 Apr 2019 9:21 PM  
John Goodson (Customer) created this case

Status  
New Case

Close case

Product

z/OS

Product Area [✎](#)

Serial number [✎](#)

PK34567

Severity [✎](#)

2 - Significant impact (any system is down)

Created

16 Apr 2019 (0 days old)  
9:21 PM

Upload files

Before providing problem information and/or diagnostic attachments, please read and understand [Exchanging diagnostic data with IBM](#).

Customer

DSW\_PA\_CUSTOMER

IBM customer number

7777777

Client reference number [✎](#)

Geography

US

Quick question about your case?

Chat with Support

# Case view

## Cases

Filtered to 18 of 1505 cases

Number per page 20



Search all cases

TITLE	STATUS	CASE NUMBER	SEVERITY	AGE	OWNER	UPDATED	PRODUCT
<a href="#">System down must gather test please ignore</a>	<span style="color: red;">!</span> Awaiting your feedback	TS000841947	3	354 days	John Goodson	24 Jan 2019 11:02 AM	IBM Q (Quantum computing)
<a href="#">Adding my own serial</a>	New Case	TS001842566	2	7 days	John Goodson	9 Apr 2019 10:11 AM	AIX
<a href="#">ESS must gather</a>	New Case	TS000827964	2	357 days	John Goodson	29 Nov 2018 12:34 PM	IBM Q (Quantum computing)
<a href="#">JES2 Error Code SEC5</a>	New Case	TS001842784	2	0 days	John Goodson	16 Apr 2019 9:21 PM	z/OS
<a href="#">New case w invalid serial</a>	New Case	TS001842729	2	4 days	John Goodson	12 Apr 2019 1:37 PM	AIX
	New Case	TS001842733	2	4 days	John Goodson	12 Apr 2019 1:56 PM	AIX
	New Case	TS001842732	2	4 days	John Goodson	12 Apr 2019 12:11 PM	AIX
	New Case	TS001842704	2	5 days	John Goodson	11 Apr 2019 2:26 PM	AIX
	New Case	TS001842564	2	7 days	John Goodson	9 Apr 2019 10:00 AM	AIX
	New Case	TS001842565	2	7 days	John Goodson	9 Apr 2019 10:11 AM	AIX
	New Case	TS001842728	2	4 days	John Goodson	12 Apr 2019 11:36 AM	AIX

Export, print, and choose columns

Filter by owner, account, and product

- Cases I own
  - All (22)
  - ✓ Open (8)
  - Closed (14)
- Cases I'm invited to
  - All (0)
  - Open (0)
  - Closed (0)
- My team's cases
  - All (1321)
  - Open (209)
  - Closed (1112)

Chat with Support

Questions?