

IBM Support

Making the most of your IBM
Support experience

[IBM Support Guide](#)



When engaging with IBM Support, there are a few basic tenets which will ensure you have the best support experience possible

Open strong

Enable the support team to work immediately and effectively

Understand severity...

...and its role in the support experience

Focus on effective interactions with support

Keep the case moving forward

Keep the focus

Ensure that the support team remains aware of changes in your environment.

Stay in the know

Proactively avoid problems by applying APARS, fixes, upgrading to latest releases.

Leverage self-help resources

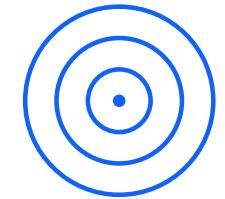
IBM has invested in a lot of content.

Opening strong



A powerful beginning

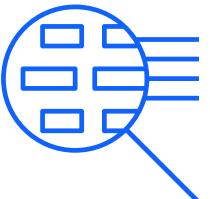
Providing a detailed, complete description when opening your case is the first step in creating a strong support experience. The fewer questions support needs to ask, the quicker they can begin working towards finding a resolution.



Accuracy and precision

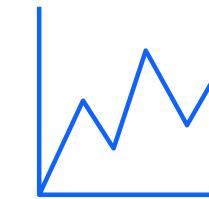
When opening a case, any inaccuracies can delay resolution of the problem. Be sure that

- The case is opened against the correct product.
- The case is opened for only one problem. If there are multiple problems, there should be multiple cases.
- Your contact info: name, phone number, and email address are correct.



Include detailed information

- Versions, patch, and driver levels
- Provide an in-depth description
- The business impact
- Accurate severity
- Steps to reproduce the problem
- Expected outcome
- Provide documentation
- Product specific MustGather
- Diagnostic Logs & Traces

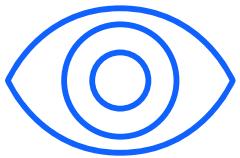


Importance of business impact

Business impact is crucial to support's understanding of the problem. This goes beyond just the severity and allows the support team to properly triage the case, set expectations for communication, and ensure support has the correct experts investigating the problem.



Learn more about
[business impact](#)



Understanding severity

Severity is a crucial mechanism to convey the level of urgency and set the expectations for the support team

Severity helps the support team understand how the problem is impacting you, and allows them to respond appropriately

Severity also determines when the problem is worked, and—during off-shift hours—whether a duty engineer will be paged out to assist



[Learn more about severity definitions](#)

It is critical to understand the definition of the different severities, and set them correctly on each of your cases

Effective interactions

The support agent is your primary interface and will engage other resources, as needed. While interacting with support, the following key ideas will help to optimize your experience.



Communication is key

Support cannot work without information. Responding to support's updates in the case in a timely manner prevents the case from stagnating while the engineer awaits needed information.

This also includes providing all of the diagnostics and documents requested by the Support Agent.



Set expectations

Discuss and reach an agreement with the support engineer about mutual expectations:

- What documentation is needed and how to obtain diagnostics
- When meaningful updates will be available

Ensure these are documented within the case to avoid future confusion.

Staying in the know

Proactively avoid problems by applying APARS, fixes, upgrading to latest releases.

Use [My Notifications](#) to stay informed of critical IBM Support updates



Signing up allows you to take a proactive approach to problem prevention, delivering

- Support content tailored to your needs
- Regular notifications of technical support information
- Security bulletins and flashes

Find [information](#) on Known Issues, defects, APARs, HIPERs & Fixes

Maintain product currency by knowing your [product life cycle](#) and latest releases



[My Notifications
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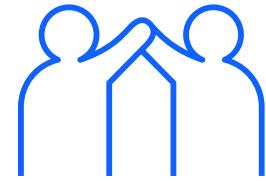
Keeping focus

Symptoms, details, and—more importantly—the business impact may change during the life of the case.

Keeping the case updated with these changes will help support keep the case prioritized correctly and moving in the correct direction. If additional focus is needed follow the below steps to escalate the case:

1. Update the case document to change the business impact and raise the severity of the case
2. For more information about severities, see the [Case severities definition](#)
3. If you still do not receive a response, escalate the case as described in [How to use the escalate button](#)
4. Contact a duty manager from the [Emergency Contacts](#)
5. Create a managed escalation; see [Requesting assistance with an unresolved issue](#)
6. Contact the appropriate support leader using the **Support Management Contacts** section of [Escalating a Support Issue](#)

Contacting IBM Support



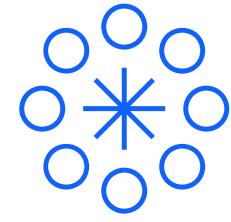
IBM Support is a team of experts committed to your success:

1. Troubleshooting product issues
2. Identifying product defects and providing timely fixes
3. Advice on installation/upgrade/migration/use of our products
4. Product compatibility and interoperability questions
5. Access to technical references
6. Providing available configuration samples
7. Planning information for software fixes
8. IBM database searches

For additional details on coverage, refer to our [Support Question Handling](#) information.

For issues outside the scope of Technical Support, please refer to [IBM Support Offerings](#) or contact your IBM Representative who can help direct you to resources who can discuss your needs.

Additional Software Support Offerings



IBM understands you may need additional time when planning to move to a supported version. We offer the following support offerings to meet your needs:

[IBM Extended Support](#)

For clients that are using IBM distributed software programs, IBM Extended Support provides additional years of support once products have reached the end of Standard Support for a specific version / release.

[IBM Sustained Support](#)

For clients that are using IBM distributed software programs, IBM Sustained Support provides support for products that have been withdrawn from market and the last supported version / release has reached its end of support date (no new versions or releases are available, product end of life).

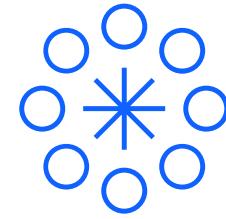
Advanced Support

Explore [IBM's Advanced Support](#) offering for a more personalized experience.



Additional information is available in our [IBM Support Offerings](#) page or contact your IBM Sales Rep.

Additional Infrastructure Offerings



IBM understands you may need additional time when planning to move to a supported version. We offer the following support offerings to meet your needs:

[IBM Hardware Service Extension](#)

After IBM has announced end of standard support for specified systems, IBM may offer an IBM Hardware Service Extension, to include remote assistance, from IBM's support center or via electronic access, and on-site assistance. On-site repair is subject to the availability of repair parts and resources and does not include repairs that require software, engineering, or development support.

[IBM Software Service Extension](#)

IBM Software Service Extension provides clients with ongoing support for IBM software that has reached end of standard support including continued access to IBM support for “how to” questions, usage issues, and new and known defect support.

IBM Expert Care Premium

Explore [IBM Expert Care Premium](#) for a more proactive approach to support.



Additional information about your options is available in our [IBM Infrastructure Support and Services](#) page or contact your IBM Sales Rep.