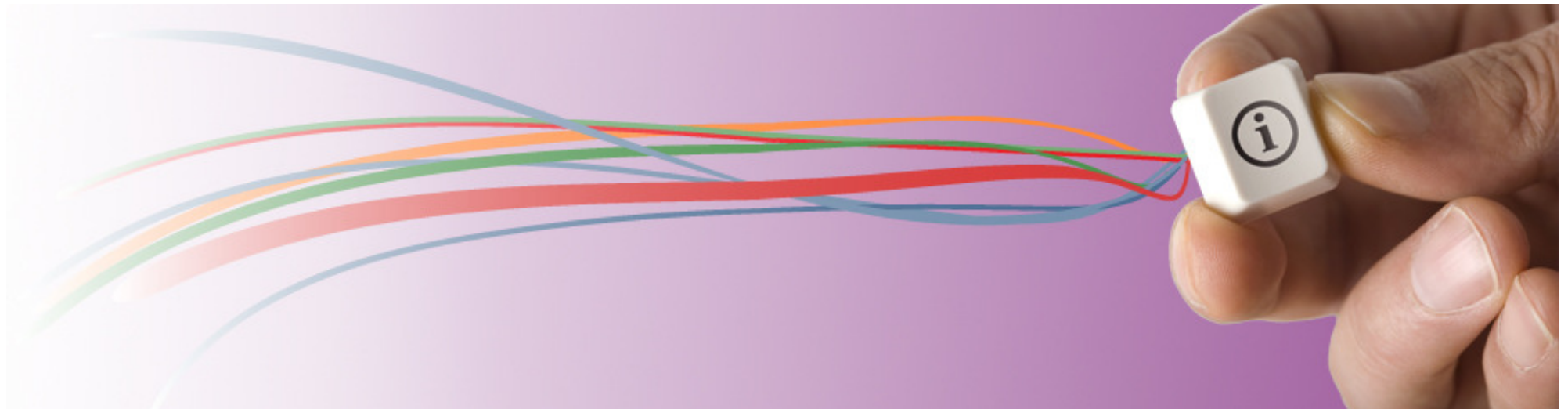


# Web Problem Management Through IBM Service Request



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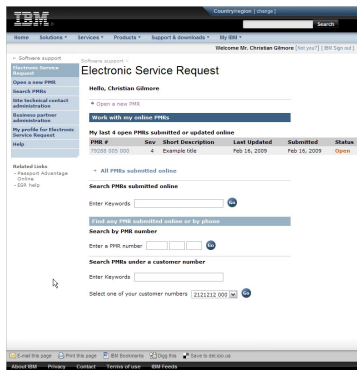
## Agenda

- IBM Web Problem Reporting Strategy
- IBM Web Problem Reporting Landscape
- IBM Service Request (SR) Key Features
- IBM Service Request (SR) Walk-Through
- Live Demonstration and Q&A
- Further Information

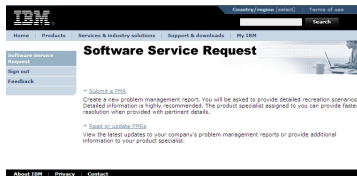
## IBM Web Problem Reporting Strategy

- IBM has embarked upon an initiative to dramatically improve our problem reporting infrastructure.
- In the web space, our goal is to provide a single service request management application that supports all of our customers through all of our lines of business.
- Customer Value Objectives
  - Eliminate customer confusion over which web application to use
  - Combine best of breed use cases to improve ease-of-use
  - Increase satisfaction

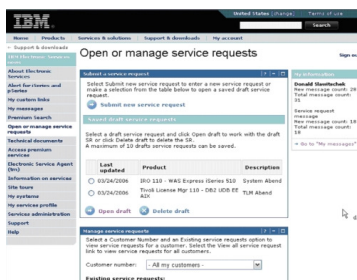
# IBM Web Problem Reporting Landscape



ESR



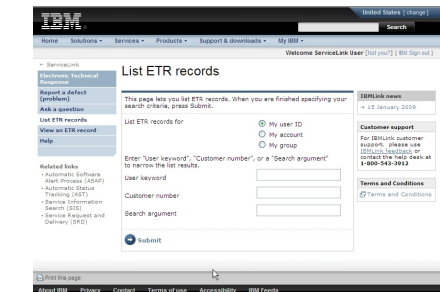
SSR



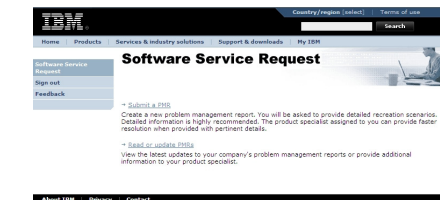
WSR



ESC+

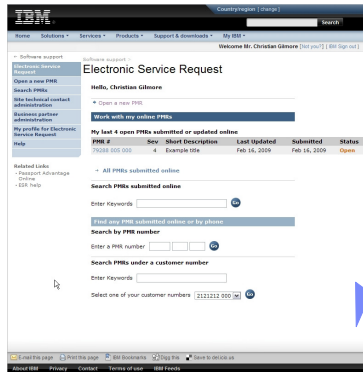


ETR

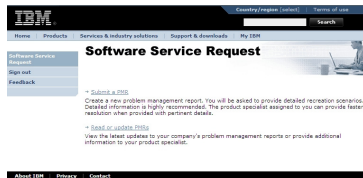


PLM

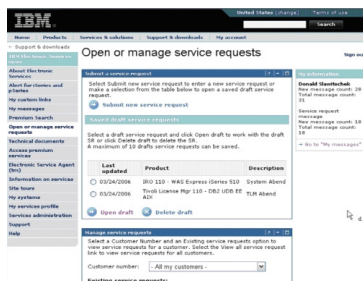
# IBM Web Problem Reporting Landscape



ESR



SSR

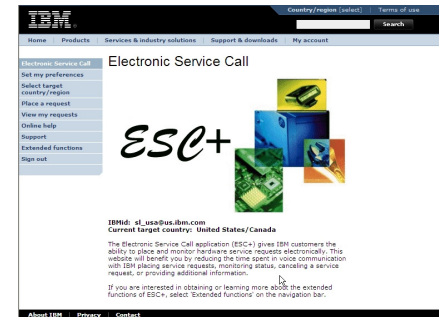


WSR

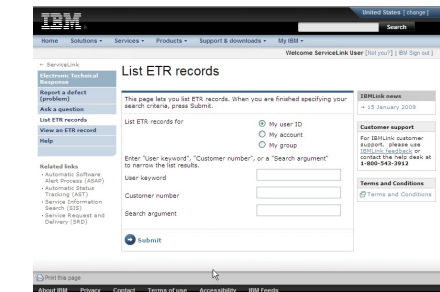


I have a problem with WebSphere.  
Where do I go for online support?

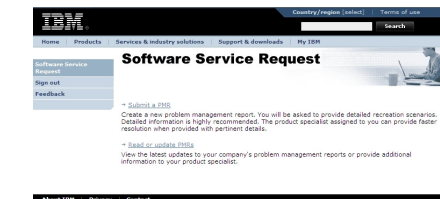
If I purchased as a stand-alone product, I use ESR.



ESC+

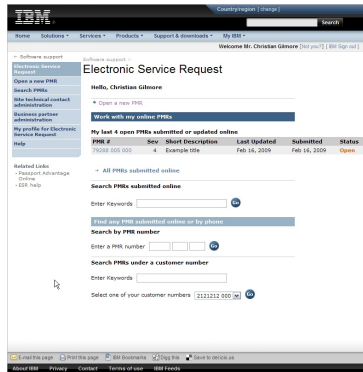


ETR

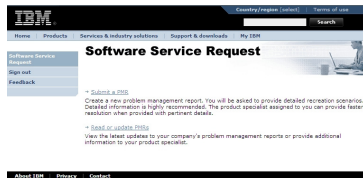


PLM

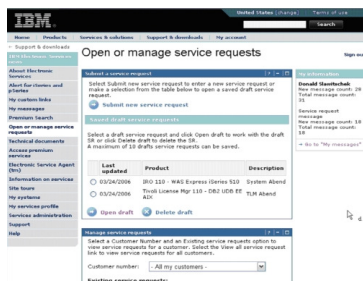
# IBM Web Problem Reporting Landscape



ESR



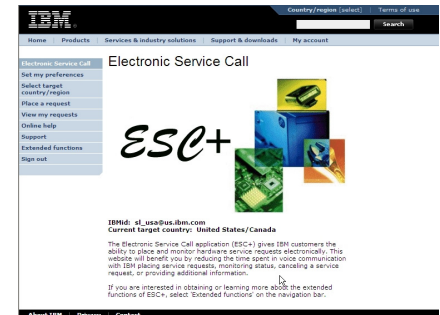
SSR



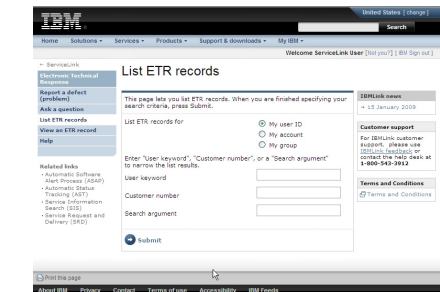
WSR



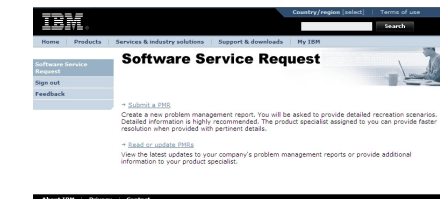
I have a problem with WebSphere.  
Where do I go for online support?



ESC+



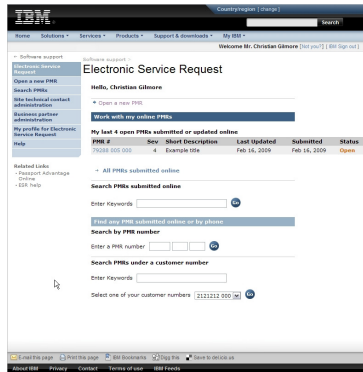
ETR



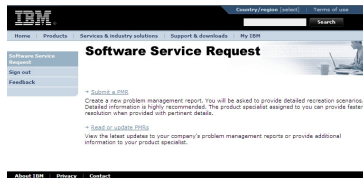
PLM

If I purchased bundled with System p, I use SSR.

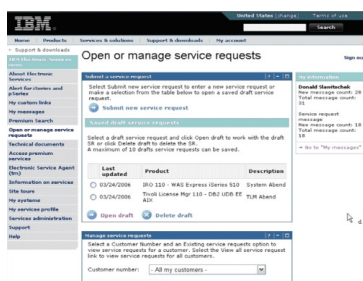
# IBM Web Problem Reporting Landscape



ESR



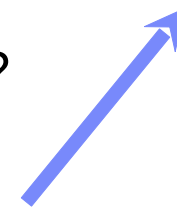
SSR



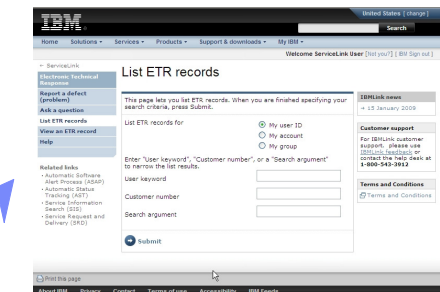
WSR



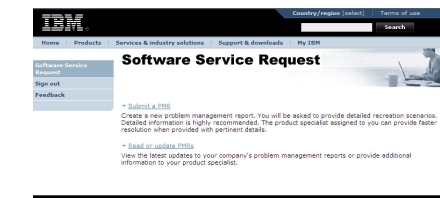
I have a problem with WebSphere.  
Where do I go for online support?



ESC+



ETR



PLM

If I purchased bundled with System z, I use ETR.



# IBM Web Problem Reporting Landscape

PLM

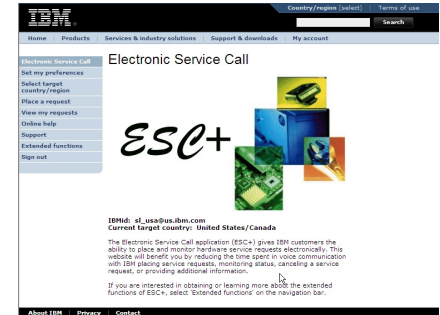
Service request #	Sev.	Title	Date modified	Date submitted
79813 005 000	4	Testing IBM Service ...	Feb 26, 2009	Feb 26, 2009

IBM Service Request

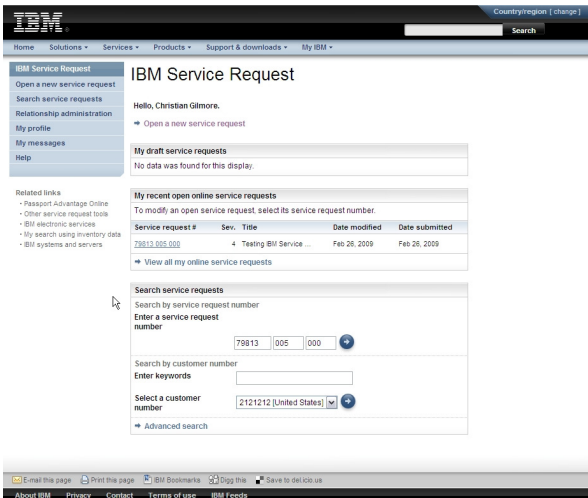
With SR Release 1 in 2009, tool choice simplification began.



# IBM Web Problem Reporting Landscape



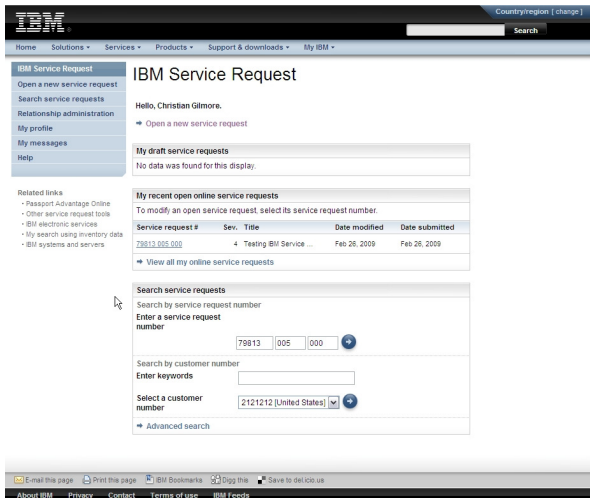
ESC+



IBM Service Request

With SR Release 2 in October 2010, tool choice simplification continues.

# IBM Web Problem Reporting Landscape



## IBM Service Request

With SR Release 3 in 2012, tool choice simplification completes.

## IBM Service Request (SR) Key Features

- File uploads – The ability to attach multiple files to the service request in-line
- View/manage all service requests – Service requests can be managed regardless of channel of input or of open/closed status. Service requests archived up to one year are also available.
- Business partner integration – Collaborate on service requests with your IBM-authorized business partners
- Language options – Support for multiple languages based upon browser setting
- Personalization options – Many functions can now be personalized
- Continuous availability – Hosted in three centers, each with internal redundancy, operating at 150% capacity

---

## IBM Service Request (SR) Walk-Through

- Sign On & Home page
- Reporting a problem
- Searching for and updating service requests with SR
- Managing service request ownership with SR

## Sign On with SR

- Access ETR via [www.ibm.com/ibmlink](http://www.ibm.com/ibmlink)
- Once signed on, the ServiceLink homepage, which now has a link to IBM Service Request (SR), renders.

United States [ change ]

Search

Home Solutions Services Products Support & downloads My IBM Welcome Mr. Mark Fyffe [Not you?] [ IBM Sign out ]

Support & downloads

ServiceLink

Help

Related links  
Purchase/upgrade tools

## ServiceLink

The applications listed below are your entitled applications.

Please click on the application you would like to access.

- [Automatic Software Alert Process \(ASAP\)](#)
- [Automatic Status Tracking \(AST\)](#)
- [Electronic Service Call \(ESC+\)](#)
- [IBM Service Request \(SR\)](#) (See information below)
- [Preventive Service Planning \(PSP\)](#)
- [Product Cross Reference \(PCR\)](#)
- [Service Information Search \(SIS\)](#)
- [Service Request and Delivery \(SRD\)](#)

[New notifications](#)

The [IBM Service Request \(SR\)](#) application can be used to submit service requests. The ETR application will also remain available for use until DATE.

[Electronic Technical Response \(ETR\)](#)

**IBMLink news**  
19 May 2010

**Customer support**  
For IBMLink customer support, please use [IBMLink feedback](#) or contact the help desk at **1-800-543-3912**  
[Directory of IBMLink worldwide contacts](#)

**Terms and Conditions**  
[Terms and Conditions](#)

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# SR Home Page

## IBM Service Request

Hello, Jyi-ching wong.

[Open a new service request](#)

### My draft service requests

Status	Sev.	Title	Date modified	Date expires
<a href="#">Draft</a>		Sample title		6/12/10

### My recent open online service requests

To modify an open service request, select its service request number.

Service request #	Sev.	Title	Date modified	Date submitted
<a href="#">76213 005 000</a>	4	testing please close	6/7/10 2:49 PM	6/7/10 2:49 PM
<b><a href="#">! 76212 005 000</a></b>	4	testing please close	6/7/10 2:49 PM	6/7/10 2:49 PM
<a href="#">76211 005 000</a>	4	testing please close	6/7/10 2:49 PM	6/7/10 2:49 PM
<a href="#">76210 005 000</a>	4	testing please close	6/7/10 2:49 PM	6/7/10 2:49 PM
<b><a href="#">! 76209 005 000</a></b>	4	testing please ignor...	6/7/10 2:48 PM	6/7/10 2:48 PM

**•** Unread

**!:** Needs your attention

[View all my online service requests](#)

### Search service requests

Search by service request number

Enter a service request number    [➔](#)

Search by customer number

Enter keywords

Select a customer number

[➔](#)

[Advanced search](#)

### My service request searches

[Manage searches](#)

[My search 1](#)

[My search 2](#)

Begins the work flow to open a service request.

Saved service requests that have not yet been submitted.

Read and responsibility icons show if a service request is unread and if the user needs to take action.

Green dot + bold = unread  
 no icon + no bold = read  
 Exclamation + bold = user action/unread  
 Exclamation + no bold = user action/read

Find a specific service request or search by a keywords.

Advanced search provides additional parameters for a search.

Quick access to saved searches. Searches can span multiple customer numbers.

Your open requests managed through SR.

## Reporting a problem today

- Choose either “Report a defect” or “Ask a question”
- Report a defect
  - Submit component ID or
  - Proceed through product tree to select product
  - Validate personal information
  - Describe problem and provide additional information
- Ask a question
  - Proceed through product tree to select product
  - Validate personal information
  - Ask question



# Reporting a problem with SR – preferred product option

- IBM Service Request
- Open a new service request
- Search service requests
- Relationship administration
- My SR access
- My profile
- My messages
- Help

## Open a new service request

### Select a product

To ensure that your service request is addressed effectively, please select or verify your product, component, agreement and contact information on the following pages. Once you enter this information, you will be able to complete a detailed problem description form.

Once you have selected a product, component and support agreement, you may save this service request as a draft any time prior to selecting "Submit."

### My service request searches

- Manage searches
- ICN 7777777 SRs including archived
- My online SRs opened and closed

- Preferred software
- Supported software
- Entire product catalog

### Preferred product and component selection

Select a product and component from your preferred product and component list. To update this list, go to [My profile](#).

### My preferred product/component list

- AIX 5L 530 for Power V5.3**
- Parallel Environment LAPI 2.4.x
- DB2 Connect Enterprise Edition V9.1**
- DB2 Connect Enterprise Edition for Solaris 9.1.0
- WebSphere Application Server z/OS V5.1**
- WebSphere Application Server z/OS Toolkit 5.1.0
- WebSphere Application Server z/OS V6.1**

Continue

The first tab shows a list of preferred products and components, allowing quick access to commonly used selections.

Products shown in bold & gray, with associated components indented below each product.

# Reporting a problem with SR – entitled product option

**IBM Service Request**

Open a new service request

Help

**Related links**

- Passport Advantage Online
- Other service request tools
- IBM electronic services
- My search using inventory data
- IBM systems and servers
- Copyright and trademark information

## Open a new service request

### Select a product

To ensure that your service request is addressed effectively, please select or verify your product, component, agreement and contact information on the following pages. Once you enter this information, you will be able to complete a detailed problem description form.

After you have selected a product, component and support agreement, you may save this service request as a draft any time prior to selecting "Submit."

Preferred software
Supported software
Entire product catalog

#### Supported software selection

You can enter a product, component, or a component ID (copy a component ID from the list on the right).

Type in your keyword(s)

**Supported products (0 matches)** ▾

*Please type 3 or more characters above (need better text here).*

**Supported components (0 matches)** ▸

[Continue](#)

**My service request searches**

[Manage searches](#)

---

[ICN 7777777 SRs including archived](#)

---

[My online SRs opened and closed](#)

**The second tab allows a search for products and components for that are entitled to support.**

**Product names, component names, and identifiers can be entered here...**

**Both product and component results appear here.**

# Reporting a problem with SR – entitled product option

- IBM Service Request
- Open a new service request
- Search service requests
- Relationship administration
- My SR access
- My profile
- My messages

## Open a new service request

### Select a product

To ensure that your service request is addressed effectively, please select or verify your product, component, agreement and contact information on the following pages. Once you enter this information, you will be able to complete a detailed problem description form.

Once you have selected a product, component and support agreement, you may save this service request as a draft any time prior to selecting "Submit."

**My service request searches**

- Manage searches
- ICN 7777777 SRs including archived
- My online SRs opened and closed

Type keyword...

#### Related links

- Passport Advantage
- Other service request tools
- IBM electronic services
- My search using inventory data
- IBM systems and servers

Preferred software   Entitled software   Entire product catalog

### Entitled software selection

You can enter a product, component, or a component ID. Enter 3 or more characters to start or search. Enter 1 character to see products that start with that letter.

Type in your keyword(s)

85 products are found with WebSphere in their descriptions.

- Entitled products (85 matches)**
- CICS Data Collector for WebSphere Application Manager 210\*
  - Tivoli OMEGAMON XE for WebSphere Application Server on z/OS V1.3.1\*
  - Tivoli OMEGAMON XE for WebSphere Business Integration on z/OS V1.1\*
  - Tivoli OMEGAMON XE for WebSphere MQ on z/OS V4.0\*
  - WebSphere Application Server Base z/OS V6.0.1\*
  - WebSphere Application Server OS/390 V3.0.2\*
  - WebSphere Application Server z/OS V5.1\*
  - WebSphere Application Server z/OS V6.1\*
  - WebSphere Application Server z/OS V7.0\*
  - WebSphere Business Events for z/OS V6.2.1\*

15 components contain WebSphere in their descriptions.

### Entitled components (15 matches)

→ Continue

# Reporting a problem with SR – entitled component ID option

- IBM Service Request
- Open a new service request
- Search service requests
- Relationship administration
- My SR access
- My profile
- My messages
- Help

## Open a new service request

### Select a product

To ensure that your service request is addressed effectively, please select or verify your product, component, agreement and contact information on the following pages. Once you enter this information, you will be able to complete a detailed problem description form.

Once you have selected a product, component and support agreement, you may save this service request as a draft any time prior to selecting "Submit."

- My service request searches
- Manage searches
  - ICN 7777777 SRs including archived
  - My online SRs opened and closed

- Preferred software
- Entitled software
- Entire product catalog

### Entitled software selection

You can enter a product, component, or a component ID. Enter 3 or more characters to start or search. Enter 1 character to see products that start with that letter.

### Type in your keyword(s)

5724DST00

### Entitled products (0 matches)

### Entitled components (4 matches)

- Data Studio Base 1.1.0 [5724DST00]
- Data Studio Base 1.2.0 [5724DST00]\*
- Data Studio Base 2.1.0 [5724DST00]
- Data Studio Base 2.2.0 [5724DST00]

→ Continue

Alternately, enter a component ID.

- My search using inventory data
- IBM systems and servers
- Copyright and trademark information

The resulting component description and releases are shown here.

# Reporting a problem with SR – entitled component option

- IBM Service Request
- Open a new service request
- Search service requests
- Relationship administration
- My SR access
- My profile
- My messages
- Help

## Open a new service request

### Select a product

To ensure that your service request is addressed effectively, please select or verify your product, component, agreement and contact information on the following pages. Once you enter this information, you will be able to complete a detailed problem description form.

Once you have selected a product, component and support agreement, you may save this service request as a draft any time prior to selecting "Submit."

- My service request searches**
- Manage searches
  - ICN 7777777 SRs including archived
  - My online SRs opened and closed

Preferred software
Entitled software
Entire product catalog

**Entitled software selection**

You can enter a product, component, or a component ID. Enter 3 or more characters to start or search. Enter 1 character to see products that start with that letter.

**Type in your keyword(s)**

**Entitled products (2 matches)**

**Entitled components (6 matches)**

- Data Studio Administrator for DB2 for Linux UNIX and Windows 2.2.0
- Data Studio Base 1.1.0
- Data Studio Base 1.2.0
- Data Studio Base 2.1.0
- Data Studio Base 2.2.0
- Data Studio Integrated Development Environment 2.2.0\*

→ Continue

Type keyword...

2 products match.

6 components are found.

Arrow determines which panel is expanded.

# Reporting a problem with SR – entitled component option

**IBM Service Request**

- Open a new service request
- Search service requests
- Relationship administration
- My SR access
- My profile
- My messages
- Help

**Related links**

- Passport Advantage Online
- Other service request tools
- IBM electronic services
- My search using inventory data
- IBM systems and servers
- Copyright and trademark information

## Open a new service request

### Select a product

To ensure that your service request is addressed effectively, please select or verify your product, component, agreement and contact information on the following pages. Once you enter this information, you will be able to complete a detailed problem description form.

Once you have selected a product, component and support agreement, you may save this service request as a draft any time prior to selecting "Submit."

Preferred software
**Entitled software**
Entire product catalog

#### Entitled software selection

You can enter a product, component, or a component ID. Enter 3 or more characters to start or search. Enter 1 character to see products that start with that letter.

**Type in your keyword(s)**

**Entitled products (2 matches)**

**Entitled components (6 matches)**

- Data Studio Administrator for DB2 for Linux UNIX and Windows 2.2.0
- Data Studio Base 1.1.0
- Data Studio Base 1.2.0
- Data Studio Base 2.1.0
- Data Studio Base 2.2.0\***
- Data Studio Integrated Development Environment 2.2.0

**Please also choose a product below**

- Session Manager for z/OS V1.1
- Session Manager for z/OS V1.3
- SMP/E V3.5
- Software Configuration Library Manager (SCLM) Developer Toolkit V1.1
- Software Configuration Library Manager (SCLM) Developer Toolkit V2.1
- Software Configuration Library Manager (SCLM) Developer Toolkit V3.1
- Software Configuration Library Manager Suite Administrator Workbench V1.1
- System Automation z/OS V2.3
- TCP/IP MVS (FTP) V3.2
- Teleprocessing Network Simulator V3.5

[Continue](#)

**My service request searches**

[Manage searches](#)

[ICN 7777777 SRs including archived](#)

[My online SRs opened and closed](#)

Select one component option.

Choose product related to selected component.

Continue once selections are made.



# Reporting a problem with SR – personal information validation

**IBM Service Request**

- Open a new service request
- Search service requests
- Relationship administration
- My profile
- My messages
- My agreements
- Site tours
- Help

**Related links**

- Passport Advantage Online
- Other service request tools
- IBM electronic services
- My search using inventory data
- IBM systems and servers
- Copyright and trademark information
- Live Routing: OFF (5 mins, 24 secs before reload)

## Open a new service request

Complete contact information

**Contact information**

Please verify or update your contact information below. The fields indicated by an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page. The information you provide will be used to validate your entitlement and to communicate with you about your service request. Changes to contact details made here will be reflected in your profile.

Updates to your service request can be viewed here in IBM Service Request (SR). SR can notify you about updates to your service request. Notifications are based on your notification preferences set in your [Notification Profile](#).

The following preferred contact methods are available for the product and entitlement that you have selected.

**Preferred contact method\*** Daytime phone

**First name\***

**Last name\***

**E-mail address\***

**Daytime phone\***  Ext.

**Alternate phone**

**Mobile phone**

**Pager**  PIN

**Interested users**

Other users of IBM Service Request can be associated with this service request. These users will receive notifications when this service request is changed if their Notification Profile is set to allow notifications. In addition, this service request will show up in each users list of online service requests on the home page and in search results.

**Users not notified on SR updates**

- SRPROD Test 4
- SRPROD Test2
- Stephen Gilson
- Sue Pelzel
- Sunit Dadhania
- Susan Hanson
- Tameka Woody
- Thomas Sandwick
- Todd Neill
- William Carey

+ Add user

- Remove user

↻ Reset

**Users notified on SR updates**

- Geoff Test

Personal contact information is available for validation and alteration.

Additional contacts can be added to the notification list.

Contact methods are primarily driven off from the support offering applicable to the selected product.



# Reporting a problem with SR – preferred contact options

communicate with you about your service request. Changes to contact details made here will be reflected in your profile.

Updates to your service request can be viewed here in IBM Service Request (SR). SR can notify you about updates to your service request. Notifications are based on your notification preferences set in your [Notification Profile](#).

The following preferred contact methods are available for the product and entitlement that you have selected.

**Preferred contact method\***

- Daytime phone
- Email-address
- Alternate phone
- Mobile phone
- Pager
- I will look for updates here in SR

**First name\***

**Last name\***

**E-mail address\***

**Daytime phone\***  Ext.

The contents of this drop down are driven by the support offering, as well as some other criteria, to limit contact options in some cases...

**Preferred contact method\***

- I will look for updates in SR
- Call me back (voice uplift option)

...such as with voice uplift.

# Reporting a problem with SR – problem description

**IBM Service Request**

- Open a new service request
- Search service requests
- Relationship administration
- My profile
- My agreements
- Site tours
- Help

**Related links**

- Passport Advantage Online
- Other service request tools
- IBM electronic services
- My search using inventory data
- IBM systems and servers
- Copyright and trademark information

## Open a new service request

Complete problem description

Service request number In process

**Currently selected options**

- Product WebSphere Portal V6.0
- Component DB2 Enterprise Server Edition for Linux on pSeries 8.2.0
- Agreement nickname343-2389
- Contact Dan Dickerson ([1 notification recipients](#))

[Change selected item](#)

**Complete business partner information**

**Problem description**

Please complete the problem description information below. The fields indicated by an asterisk (\*) are required to complete this transaction; other fields are optional.

**Problem information**

Title\*

(256 character limit)

**Problem description\***

(12 KB limit. Use file attachments to include more data, such as diagnostic files or [IBM Support Assistant](#) collector files.)

**Service request qualifiers**

Severity\*  01  02  03  04 [Levels definitions](#)

**How is this problem impacting your business? \***

(256 character limit)

System is down  Request premium response

**Request type**  [Help](#)

Please select your operating system which will ensure the proper routing of your service request

**Operating system**

**Preferred contact method**

The following preferred contact methods are available for the product and entitlement that you have selected.

[Update](#)

User can go back and edit items selected in previous steps.

SR title and problem description.

Is the system down?  
Is a premium response needed?

User can quickly edit the preferred contact method.

Describe the impact this problem is having to your business.

Is this a defect or a question?

## Reporting a problem with SR – problem description

Some products require that additional information be provided.

### Additional information

Error Reference:  
Create on Date:  
External Reference:  
ICMS Menu Path:  
Keyword:  
Workgroup:  
Object Name:

### Attach additional files

Select file to attach

(2 GB limit per file)

Attach one or more files.

# Searching for service requests with SR – advanced search

- IBM Service Request
- Open a new service request
- Search service requests
- Relationship administration
- My SR access
- My profile
- My messages

## Search service requests

**Filter list content**

Search my service requests submitted online only

Search all service requests

Include archived service requests  
Note: Searching the archive will take longer to return results. Please be patient.

Customer number\*

Enter keywords to refine your search

Service request number

Show service requests up to today's date

Show service requests by date range

Created within range

Updated within range

Closed within range Note: this option is valid only when you have selected the "Show closed service requests" option below.

From  To  M/d/yyyy format

Filter service requests by criteria below  
Completed fields will be used as additional filter criteria; blank fields will not be used.

Show open service requests

Show closed service requests

Component ID

Severity  All  1  2  3  4

**My service request searches**

[Manage searches](#)

[7777777 my results](#)

Select one, many, or all customer numbers

Date-based filters

Status-based filters

Severity filter

# Searching for service requests with SR – search results

- IBM Service Request
- Open a new service request
- Search service requests
- Relationship administration
- My profile
- My messages
- My agreements
- Site tours
- Help

## Search results

Search all service requests

Please note the following items before continuing:

- Your search results include current and archived service requests.

### My service request searches

- ➔ Manage searches
- ➔ Dans Test Search

Previously saved searches are available

### Search for keywords

WebSphere

**Search criteria:** Search all service requests | Show open and closed service requests | Include archived service requests | Show service requests up to todays date | Customer number 7777777 [United States] | Severity All

- ⬅ Change search criteria
- ⬅ Start a new search

Save my search as

Save the current search.

Your search results are shown below. To sort the results, select a column heading. To change the sort direction, select the heading again.

- 📄 Customize result table
- 🖨️ Printable report
- 📄 Export report

Active service requests (3) | Archive service requests (88)

3 items found: displaying all items. Results per page: 20 | 50 | 100

• Unread !: Needs your attention A: Archived service request

Problem number	Title	Severity	Status	Date submitted	APAR
<a href="#">35489,514,000</a>	Test SR Create component search	3	Open	7/7/10 2:52 PM	🗑️
<a href="#">35488,514,000</a>	Test SR Create Preferred product	3	Open	7/7/10 2:51 PM	🗑️
<a href="#">24028,514,000</a>		1	Open	9/1/08 4:53 AM	🗑️

Change criteria and search again

Active and archived search results are shown here in separate tabs.

↑ Return to top

# Searching for service requests with SR – result customization

## Customize result table

Use the drop-down lists to assign available items to columns and to add or remove columns.

Column number	Column data
1	Problem number
2	Title <input type="text"/>
3	Severity <input type="text"/>
4	Status <input type="text"/>
5	Date submitted <input type="text"/>
6	Customer number <input type="text"/>
7	Date modified <input type="text"/>
8	<input type="text"/>
9	<input type="text"/>
10	<input type="text"/>

Sort by

Values increase

Values decrease

# Updating service requests with SR

search service requests

- Relationship administration
- My profile
- My messages
- My agreements
- Site tours
- Help

Related links

- Passport Advantage Online
- Other service request tools
- IBM electronic services
- My search using inventory data
- IBM systems and servers
- Copyright and trademark information

⚠ Live Routing: OFF  
(12 mins, 42 secs before reset)

**Currently selected options**

Product DB2 Data Warehouse Enterprise Edition V9.1.1

Component RATIONAL DUMMY COMP

Agreement Passport Advantage Express (385778)

Contact Scott Allred ([1 notification recipients](#))

[Change selected item](#)

[Print a summary of this service request](#)

[Update authorized business partner](#)

**Problem description**

Please complete the problem description information below. The fields indicated by an asterisk (\*) are required to complete this transaction; other fields are optional.

Problem information

Title\*   
(256 character limit)

Additional comments

(12 KB limit. Use file attachments to include more data, such as diagnostic files or [IBM Support Assistant](#) collector files.)

Service request qualifiers

Severity\*  1  2  3  4 [Levels definitions](#)

How is this problem impacting your business?

(256 character limit)

System is down

Request type  [Help](#)

Please select your operating system which will ensure the proper routing of your service request

Operating system

Additional information

Customer tracking ID   
(20 character limit) [Help](#)

Attach additional files

Select file to attach  [Browse...](#)

(2 GB limit per file)

[Add file to queue](#)

Files in queue None

[Request to close this service request](#)

[Submit](#) [Cancel](#)



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## Managing service request ownership with SR

- The user that creates a service request is the owner by default.
- If an SR user updates a service request created by a voice caller, then the SR user assumes ownership.
- A user cannot give ownership of a service request to another user; a user can only take ownership.

# Managing service request ownership with SR

**IBM Service Request**

- Open a new service request
- Search service requests
- Relationship administration
- My profile
- My messages
- My agreements
- Site tours
- Help

**Related links**

- Passport Advantage Online
- Other service request tools
- IBM electronic services
- My search using inventory data
- IBM systems and servers
- Copyright and trademark information

## Update a service request

Complete contact information

**Contact information**

Please verify or update your contact information below. The fields indicated by an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page. The information you provide will be used to validate your entitlement and to communicate with you about your service request. Changes to contact details made here will be reflected in your profile.

Updates to your service request can be viewed here in IBM Service Request (SR). SR can notify you about updates to your service request. Notifications are based on your notification preferences set in your [Notification Profile](#).

The following preferred contact methods are available for the product and entitlement that you have selected.

**Preferred contact method\*** preferred.dayPhone

<b>First name*</b>	Juan
<b>Last name*</b>	Palazuelos
<b>E-mail address*</b>	palazuej@mx1.ibm.com
<b>Daytime phone*</b>	8775991 Ext.
<b>Alternate phone</b>	
<b>Mobile phone</b>	
<b>Pager</b>	PIN

**Interested users**

Other users of IBM Service Request can be associated with this service request. These users will receive notifications when this service request is changed if their Notification Profile is set to allow notifications. In addition, this service request will show up in each users list of online service requests on the home page and in search results.

**Users not notified on SR updates**

- Aditya Baggi
- akiko kegeyama
- Al Seippel
- Alfred Gamperl
- amrita chanu
- Ana Melhorado
- Anabel Gutierrez
- Anabel Test
- Anabel Testing
- Anne-Marie Murphy

+ Add user

- Remove user

**Users notified on SR updates**

- Juan Palazuelos

**Current options**

Service request number: 35576 514 000

- **Product**  
DB2 Universal Database Enterprise Server Edition V8.2
- **Component**  
RATIONAL DUMMY COMP
- **Agreement**  
Passport Advantage Express (385778)

Continue
Assign myself as contact

The contact information cannot be updated since the current user is not the owner of this service request.

The user can take ownership here.

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## Live Demonstration and Q&A

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## Further Information

- IBM Service Request (SR)

[www.ibm.com/support/servicerequest/](http://www.ibm.com/support/servicerequest/)

- SR Web Assistance

[www.ibm.com/support/electronic/portal/navpage.wss?category=25](http://www.ibm.com/support/electronic/portal/navpage.wss?category=25)

- SR Support Team

[www.ibm.com/software/entitlement/CustAssist?topic=sr](http://www.ibm.com/software/entitlement/CustAssist?topic=sr)

or

[srhelp@us.ibm.com](mailto:srhelp@us.ibm.com)