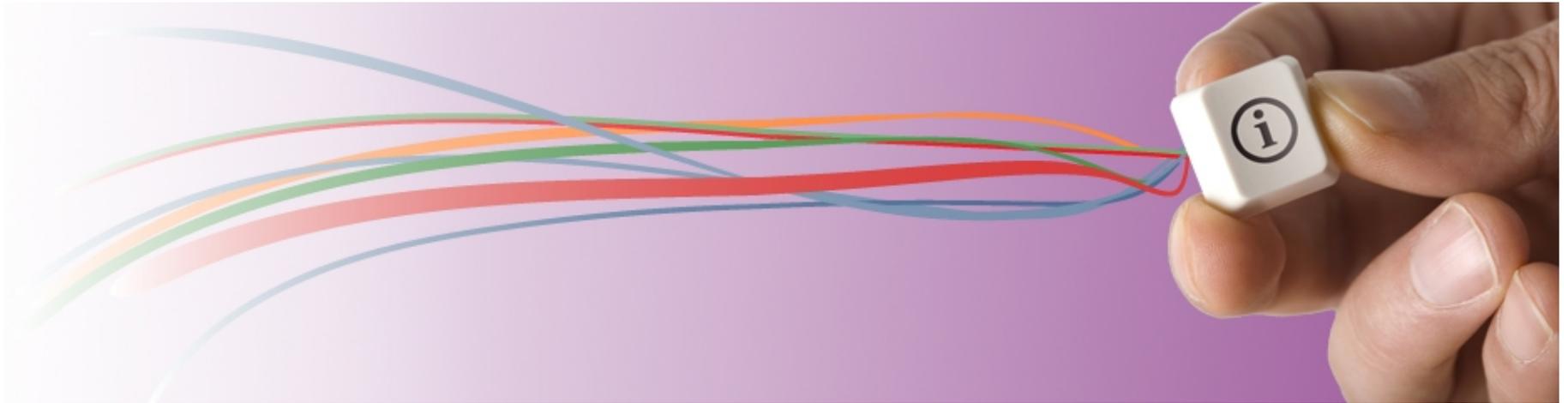


# IBMLink Replacement of ETR with IBM Service Request (SR)

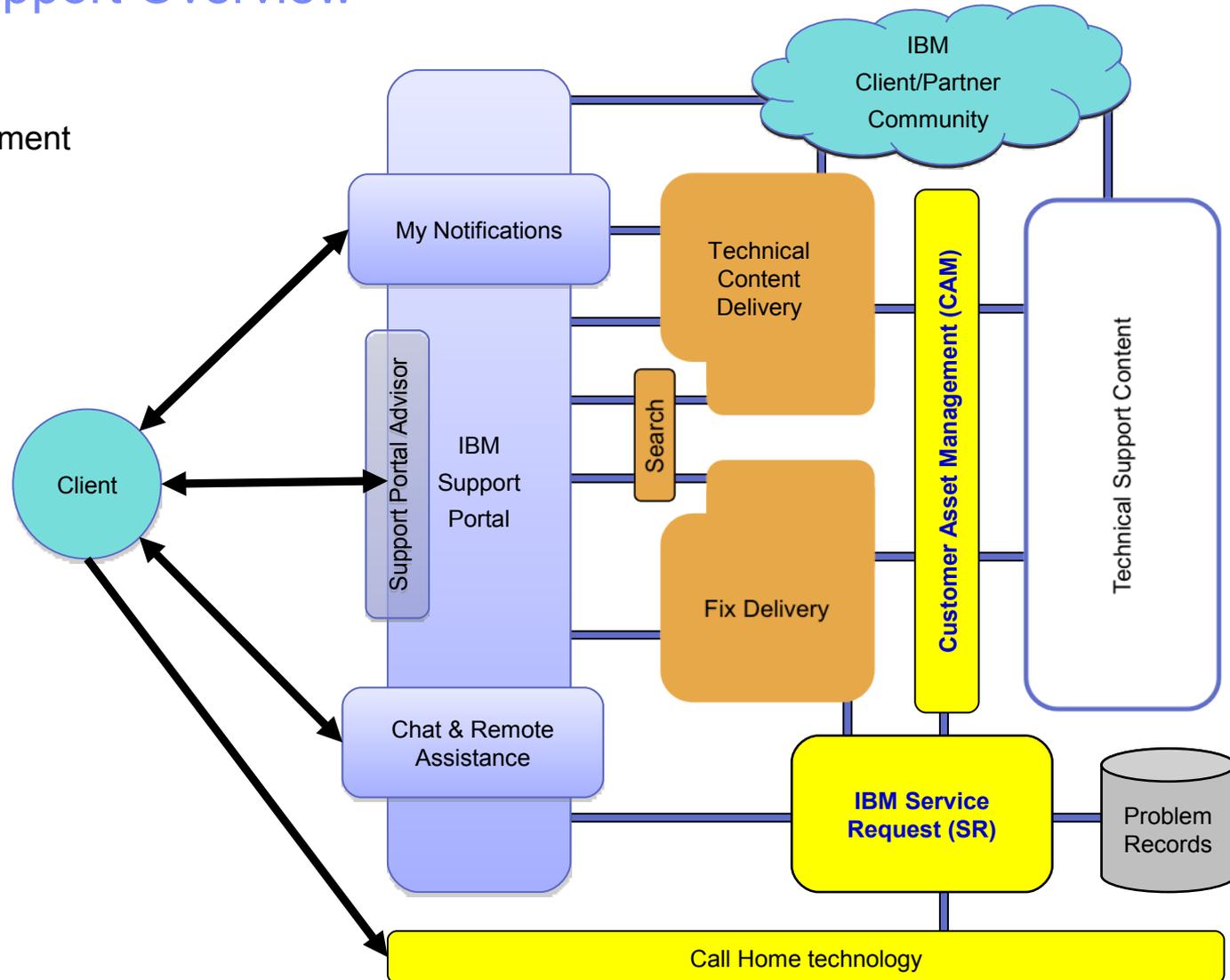


## Agenda

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

# IBM Electronic Support Overview

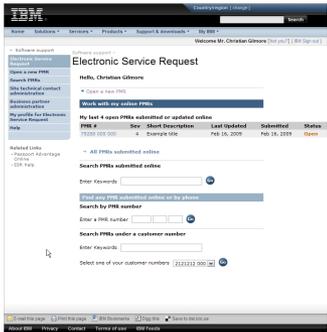
- Over 28M visits per year
- 100% availability requirement
- Worldwide, 9 languages
- Covers all IBM products



## 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 (circa 2007)



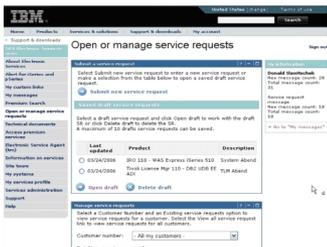
ESR

Electronic Service Request



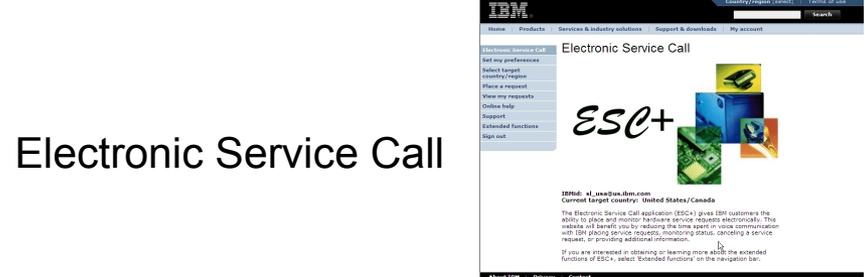
SSR

Software Service Request



WSR

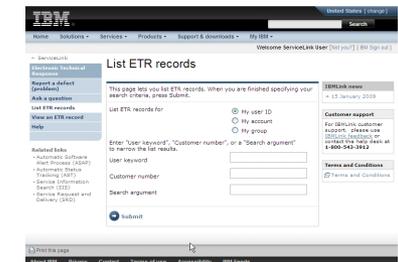
Web Service Request



ESC+

Electronic Service Call

Electronic Technical Response



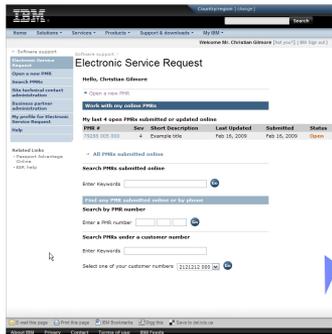
ETR



PLM

Product Lifecycle Management

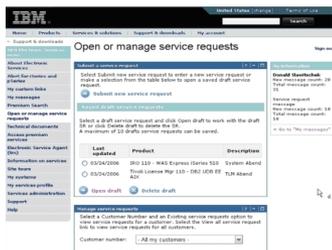
# IBM Web Problem Reporting Landscape



ESR



SSR



WSR

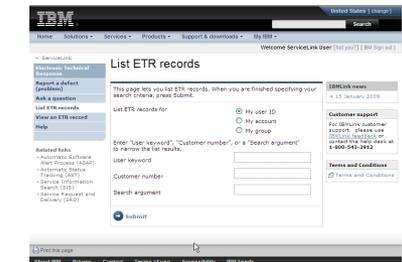


I have a problem with WebSphere.  
Where do I go for online support?

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



ESC+

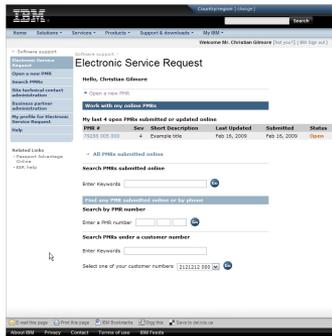


ETR



PLM

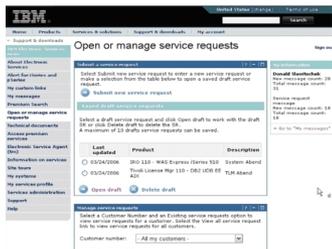
# IBM Web Problem Reporting Landscape



ESR



SSR



WSR



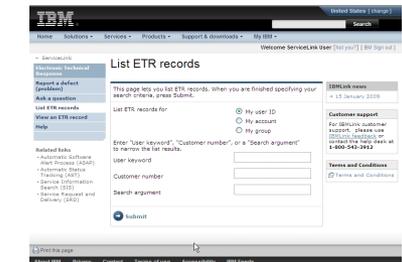
I have a problem with WebSphere.  
Where do I go for online support?



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



ESC+

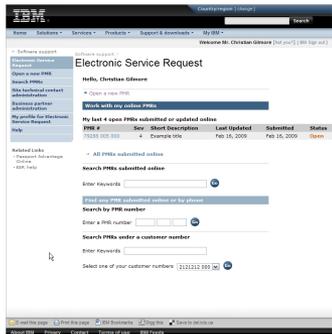


ETR



PLM

# IBM Web Problem Reporting Landscape



ESR



SSR



WSR

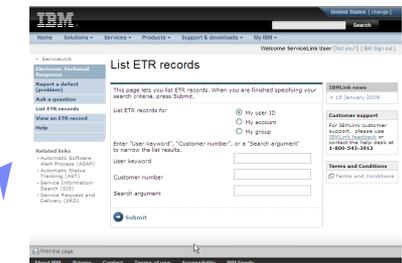


I have a problem with WebSphere.  
Where do I go for online support?

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



ESC+

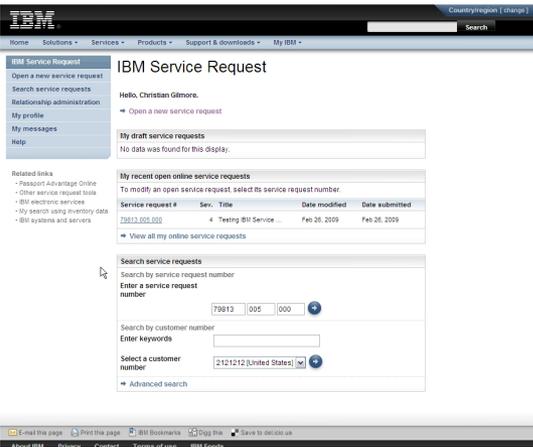
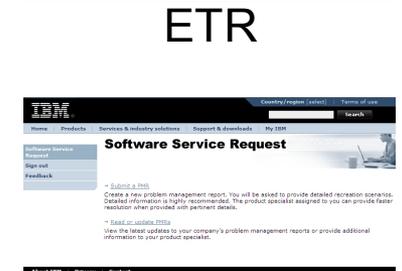
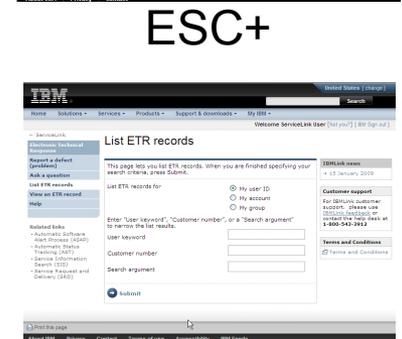


ETR



PLM

# IBM Web Problem Reporting Landscape



## IBM Service Request

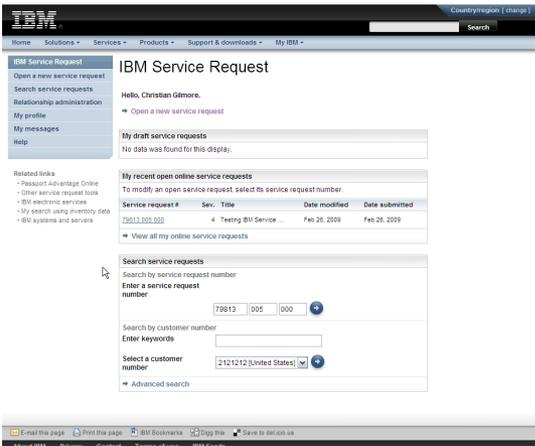
With SR Release 1 in 2009, tool choice simplification began.

## PLM

# IBM Web Problem Reporting Landscape



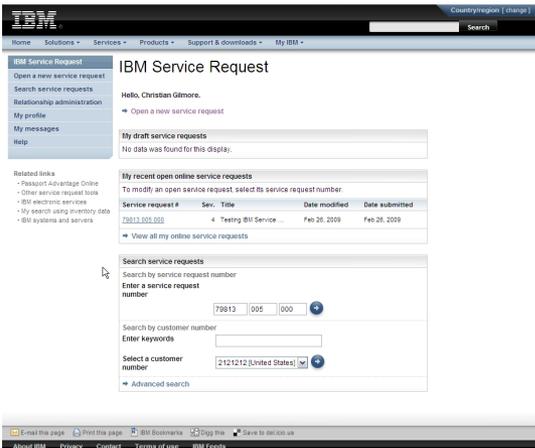
ESC+



## IBM Service Request

With SR Release 2 in 2011, tool choice simplification continues.

# IBM Web Problem Reporting Landscape



## IBM Service Request

With SR Release 3 in 2013, 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.

← 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 \(ESC+\)](#)
- [Electronic Technical Response \(ETR\)](#)
- [Preventive Service Planning \(PSP\)](#)
- [Product Cross Reference \(PCR\)](#)
- [Service Information Search \(SIS\)](#)
- [Service Request and Delivery \(SRD\)](#)

The Electronic Technical Response (ETR) function will be replaced with the enhanced [IBM Service Request \(SR\)](#) application on the ServiceLink main menu. Please check [IBMLink News](#) or visit the [SR announcement page in ETR](#) for more information.

**IBMLink news**

→ 11 May 2011

**Customer support**

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

For IBM Service Request (SR) customer support, please use [SR assistance](#).

→ [Directory of IBMLink worldwide contacts](#)

**Terms and Conditions**

[Terms and Conditions](#)

Contact SR assistance directly from ServiceLink as needed.

SR link will replace ETR link in main body when migration period has completed.

# SR Home Page

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.

Blue dot / bold = unread  
 no icon/ not 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.

## IBM Service Request

Welcome Christian Gilmore

[Open a new service request](#)

### My draft service requests

Status	Sev.	Title	Date modified	Date expires
<a href="#">Draft</a>	3	DB2 replication error		6/26/11

### 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="#">36628 005 000</a>	4	Mobile Experience Test	6/19/11	5/22/11
<a href="#">37547 514 000</a>	3	Sample PMR	6/19/11	6/19/11
<a href="#">43892 180 000</a>	3	SHARE Example PMR	6/19/11	6/19/11

• Unread ! Needs your attention : Technical support chat ✉ Email this service request

[View all my online service requests](#)

### Search service requests

Search by service request number

Enter a service request number    000 [Select country](#)

Search by customer number

Enter keywords

Select a customer number  0991000 [United States]

[Advanced search](#)

My service request searches

[Manage searches](#)

[0991000 Open PMRs](#)

[My Test PMRs](#)

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

Your open requests managed through SR.

One-click print and e-mail functions are available.

## 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

← Return to the IBM ServiceLink

IBM Service Request

Open a new service request

Search service requests

User administration

Partner administration

My profile

My messages

My agreements

## Open a new service request

### Select product and component

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 products

Supported products

Entire product catalog

#### Preferred product and component selection

Select a product and component from your preferred product and component list. You can add additional items to this list during the selection of a product using the Supported product or Entire product catalog. To remove items from this list, go to [My profile](#).

#### My preferred product/component list

**Rational Test Manager**  
 Rational TestManager  
 z/OS V1.12  
 Communications Server IP Services (TCP/IP)

→ 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.

- Automatic Status Tracking (AST)
- Service Information Search (SIS)
- Service Request and Delivery (SRD)

# Reporting a problem with SR – entitled product option

← Return to the IBM ServiceLink

**IBM Service Request**

request  
sts

**Open a new service request**  
Select product and component

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 products | **Supported products** | Entire product catalog

**Supported product selection**

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

Type in your keyword(s)  Where are my...

**Supported products (0 matches)** ▼

Please type 3 or more characters above to start a search or type 1 character to display all products that start with that letter.

**Supported components (0 matches)** ▶

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

← Return to the IBM ServiceLink

IBM Service Request

Open a new service request

Search service requests

User administration

Partner administration

Site tours

Help

## Open a new service request

### Select product and component

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 products
Supported products
Entire product catalog

**Supported product 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)  Where are my products?

**Supported products (10 matches)**

- Accelerated Value Program for Lotus and Websphere Portal
- Lotus Quickr for WebSphere Portal V8.5
- WebSphere Portal Enable for z/OS V6.1
- WebSphere Portal Enable for z/OS V6.1.5
- WebSphere Portal Enable for z/OS V7.0
- WebSphere Portal for Multiplatforms V5
- WebSphere Portal Server V7.0
- WebSphere Portal V6.0
- WebSphere Portal V6.1
- WebSphere Portal V6.1.5

**Supported components (27 matches)**

Type keyword...

10 products are found with WebSphere Portal in their descriptions.

27 components contain WebSphere Portal in their descriptions.

(SIS)

- Service Request and Delivery (SRD)

# Reporting a problem with SR – entitled component ID option

[← Return to the IBM ServiceLink](#)

- IBM Service Request**
- Open a new service request
- Search service requests
- User administration
- Partner administration
- My profile
- My messages

**Related links**

- Automatic Software Alert Process (ASAP)
- Automatic Status Tracking (AST)
- Service Information Search (SIS)
- Service Request and Delivery (SRD)

## Open a new service request

### Select product and component

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 products
Supported products
Entire product catalog

**Supported product 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) Where are my products

**Supported products (0 matches)**

**Supported components (5 matches)**

- 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 Base Edition 2.2.1

Alternately, enter a component ID.

The resulting component description and releases are shown here.

# Reporting a problem with SR – entitled component option

← Return to the IBM ServiceLink

IBM Service Request

Open a new service request

Search service requests

User administration

Partner administration

My profile

My messages

My agreements

## Open a new service request

### Select product and component

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 products

Supported products

Entire product catalog

#### Supported product 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)

Where are my products?

communications\*TCP/IP

Supported products (0 matches)

Supported components (6 matches)

- Communications Server IP Services (TCP/IP / TCPIP)
- Communications Server IP Services (TCP/IP)
- Communications Server Security Level 3 (TCP/IP / TCPIP)
- Communications Server Security Level 3 (TCP/IP)
- Communications Server X11R4 XWindows (TCP/IP / TCPIP)
- Communications Server X11R4 XWindows (TCP/IP)

Arrow determines which panel is expanded.

Type keyword with optional wildcards...

6 components are found.

#### Related links

- Automatic Software Alert Process (ASAP)

- Service Request and Delivery (SRD)

# Reporting a problem with SR – entitled component option

← Return to the IBM ServiceLink

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

Related links

- Automatic Software Alert Process (ASAP)
- Automatic Status Tracking (AST)
- Service Information Search (SIS)
- Service Request and Delivery (SRD)

## Open a new service request

### Select product and component

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 products | **Supported products** | Entire product catalog

#### Supported product 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) Where are my products?

Supported products (0 matches)

Supported components (6 matches)

- Communications Server IP Services (TCP/IP / TCPIP)
- Communications Server IP Services (TCP/IP)**
- Communications Server Security Level 3 (TCP/IP / TCPIP)
- Communications Server Security Level 3 (TCP/IP)
- Communications Server X11R4 XWindows (TCP/IP / TCPIP)
- Communications Server X11R4 XWindows (TCP/IP)

Please also choose a product below

- Z/OS V1.12**

Add selected product and component to your preferred list

Continue

Select one component option.

Optionally, save as a preferred product selection.

Choose product related to selected component.

Continue once selections are made.

# Reporting a problem with SR – agreement selection

← Return to the IBM ServiceLink

IBM Service Request

Open a new service request

Search service requests

User administration

Partner administration

My profile

## Open a new service request

### Select an agreement

Select an agreement and then select "Continue," or select the link below to select an agreement by machine type/serial number.

(5030101 / United States) SoftwareXcel Enterprise

Customer number	5030101
Country/region	United States
Agreement number	PIF*XL00002
Agreement type	SoftwareXcel Enterprise

(5030101 / United States) Resolve for zSeries

Customer number	5030101
Country/region	United States
Agreement number	PIF*SL00089
Agreement type	Resolve for zSeries

#### Current options

Status *Not saved*

- Product  
z/OS V1.12
- Component  
Communications Server IP  
Services (TCP/IP)

Select customer number / agreement type that most appropriate to your service request.

#### Related links

- Automatic Software Alert Process (ASAP)
- Automatic Status Tracking (AST)
- Service Information Search (SIS)
- Service Request and Delivery (SRD)

Prior selections are noted and linked for alteration in this box.

# Reporting a problem with SR – personal information validation

[← Return to the IBM ServiceLink](#)

**IBM Service Request**

Open a new service request

Search service requests

User administration

Partner administration

My profile

My messages

My agreements

Site tours

Help

Related links

- Automatic Software Alert Process (ASAP)
- Automatic Status Tracking (AST)
- Service Information Search (SIS)
- Service Request and Delivery (SRD)

## 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 preferences](#).

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

Preferred contact method\*

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 user's list of online service requests on the home page and in search results.

Users not notified on SR updates	Users notified on SR updates
Claudio Casagrande Mark Fyffe Roger McKnight	Christian Gilmore

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

Personal contact information is available for validation and alteration.

Additional contacts can be added to the notification list.

Progress can be saved as a draft for later retrieval.

# Reporting a problem with SR – problem description

- ← Return to the IBM ServiceLink
- IBM Service Request**
- Open a new service request
- Search service requests
- User administration
- Partner administration
- My profile
- My messages
- My agreements
- Site tours
- Help

## Open a new service request

Complete problem description

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

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

(256 character limit)

System is down

#### Request type \*

- [Help](#)
- Software Defect Support
- Software Defect Support with Premium Response
- Software Usage Support

**Additional Information** [\[Click to Edit\]](#)

Please answer the following questions to identify outage problems.

- Did the problem result in an OUTAGE? Y \_ N \_

Prior selections are noted and linked for alteration in this box.

### Current options

- Status *Not saved*
- Product  
z/OS V1.12
- Component  
Communications Server IP Services (TCP/IP)
- Agreement  
(5030101/United States)  
SoftwareXcel Enterprise
- Contact  
Christian Gilmore  
(1 notification recipient(s))

Quickly edit the preferred contact method.

### Preferred contact method

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

### Business partners

*No business partners are associated with this service request.*

[➔ Associate business partners](#)

Optionally, include a business partner in managing this service request.

SR title and problem description.

Describe the impact this problem is having to your business.

Is the system down?

Is this a defect or a question? Is premium response requested?

# Reporting a problem with SR – problem description

**Additional Information** [Click to Edit](#)

Please answer the following questions to identify the problem.

- Did the problem result in an OUTAGE? Y \_ N \_  
(An outage is a loss of the System, Subsystem, Network, Online System, Data Base or the availability of a major application)
- If answer to question above is YES, please answer the following:
  - What was the scope of the outage?  
System(IPL) \_ Subsystem \_ Network \_ Online System \_ Data Base \_  
Major Application \_ Other: \_\_\_\_\_
  - What is the Operating Environment?  
Parallel Sysplex \_ Sysplex \_ Single/Shared System(s) \_
  - How many systems incurred an outage? \_\_ of \_\_ (eg. 1 of 8) =PSFT03=

Please tell us what documentation you have and then refer to URL:  
<http://www.ibm.com/support/docview.wss?uid=swg21298465>

zOS/CS390 Release: \_\_\_\_\_ TCP/IP Application: \_\_\_\_\_

Please provide us with the Business Impact that this issue is causing  
BusImpact: \_\_\_\_\_

Check our homepage for networking tips and fixes:  
<http://www.ibm.com/software/network/commserver/zos/support/>

Service type

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

Operating system

Additional information

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

Attach additional files

Select file to attach    
(2 GB limit per file)

Files in queue *None*

Some products require that additional information be provided.

Optionally, apply a local tag or ID to this service request.

Attach one or more files.

# Reporting a problem with SR – problem description

Additional Information [\[Click to Edit\]](#)

Please answer the following questions to identify outage problems.

- Did the problem result in an OUTAGE? Y \_ N \_  
 (An outage is a loss of the System, Subsystem, Network, Online System, Data Base or the availability of a major application)

**Update additional information** Close [x]

Please answer the following questions to identify outage problems.

- Did the problem result in an OUTAGE? Y  N   
 (An outage is a loss of the System, Subsystem, Network, Online System, Data Base or the availability of a major application)

If answer to question above is YES, please answer the following:  
 - What was the scope of the outage?  
 System(IPL)  Subsystem  Network  Online System  Data Base   
 Major Application  Other:

- What is the Operating Environment?  
 Parallel Sysplex  Sysplex  Single/Shared System(s)

- How many systems incurred an outage?  of  (eg. 1 of 8) =PSFT03=  
 Please tell us what documentation you have and then refer to URL:  
<http://www.ibm.com/support/docview.wss?uid=swg21298465>

zOS/CS390 Release:  TCP/IP Application:

Please provide us with the Business Impact that this issue is causing  
 BusImpact:

Check our homepage for networking tips and fixes:  
<http://www.ibm.com/software/network/commserver/zos/support/>

(2 GB limit per file)

Files in queue *None*

Additional information is filled into the pop-up window.

Some products require that additional information be provided.

# Reporting a problem with SR – submission result

← Return to the IBM ServiceLink

<b>IBM Service Request</b>
Open a new service request
Search service requests
User administration
Partner administration
My profile
My messages
My agreements
Site tours
Help

## Open a new service request

**Service request submitted**

The service request number is [43892 180 000](#).

If you have questions about this transaction or need assistance, please contact the IBM Service Request help desk:

Web: [IBM Service Request assistance](#)

[Return to the IBM Service Request home page](#)

Service request number provided upon submission.

### Related links

- Automatic Software Alert Process (ASAP)
- Automatic Status Tracking (AST)
- Service Information Search (SIS)
- Service Request and Delivery (SRD)

# Searching for service requests with SR – advanced search

**IBM Service Request**

- Open a new service request
- Search service requests
- User administration
- Partner administration
- My profile
- My messages

**Related links**

- Go to the IBM Support Portal
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

## 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\* 

- 0991000 [United States]
- 2121212 [United States]
- 5030101 [United States]
- 7777777 [United States]

Enter keywords to refine your search

Service request number    [Select country](#)

---

Show service requests up to todays date

Show service requests by date range [Help](#)

- 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

[Search service requests](#)

**My service request searches**

[Manage searches](#)

[0991000 Open PMRs](#)

[My Test PMRs](#)

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
- User administration
- Partner 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
- 0991000 Open PMRs
- My Test PMRs

Previously saved searches are available

### Search for keywords

**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 0991000 [United States] | Severity All

- ← Change search criteria
- ← Start a new search

Save my search as

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

Save the current search.

- Customize result table
- Printable report
- Export report

Active service requests (161)		Archive service requests (27)			
161 items found: displaying items 1 - 100. [First/Prev] 1, 2 [Next/Last]					
Results per page: 20   50   100					
• Unread !: Needs your attention ○: Technical support chat ✉: Email this service request					
Search results					
Service request #	Severity	Title	Status	Date submitted	Date modified
10246.7PQ.000	4	Test PMR	Open	6/2/10	6/20/11
10306.7PQ.000	4	TEST SR PMR	Open	1/25/11	6/19/11

Change criteria and search again

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

# 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	Service request #
2	Severity <input type="text" value="Severity"/>
3	Title <input type="text" value="Title"/>
4	Status <input type="text" value="Status"/>
5	Date submitted <input type="text" value="Date submitted"/>
6	Date modified <input type="text" value="Date modified"/>
7	<input type="text"/>
8	<input type="text"/>
9	<input type="text"/>
10	<input type="text"/>

Sort by    
 Values increase  
 Values decrease

[Update list](#)

[Cancel](#)

# Updating service requests with SR

**IBM Service Request**

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

**Related links**

- Go to the IBM Support Portal
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

## Update a service request

Print a summary
Email
Export as a CSV file
Export as a text file

**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?**

N/I - Negative Impact

(256 character limit)

System is down

**Request type** Software Defect Support [Help](#)

Request premium response

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

**Operating system**  ▼

**Additional information**

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

**Attach additional files**

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

(2 GB limit per file)

**Files in queue** None

**Current options**

Service request number  
43892 180 000

Status Open

- Product  
z/OS V1.12
- Component  
Communications Server IP Services (TCP/IP)
- Agreement  
(5030101/United States)  
SoftwareXcel Enterprise
- Contact  
Christian Gilmore  
(1 notification recipient(s))

**Business partners**

*No business partners are associated with this service request.*

[Associate business partners](#)

---

## Managing service request ownership with SR

- The user that creates a service request is the owner by default.
- 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

Continue
Assign myself as contact

**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)

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

The user can take ownership here.

## Key ETR Migration Concerns

- “My” service requests
  - The method used by ETR is deprecated and nontransferable
  - Create or update a PMR within SR to associate to you
- PMR abstracts / titles
  - ETR places this information into an internal only field
  - One-time process developed to migrate active PMR abstracts
  - Update a PMR within SR to add or alter the title
- Product/component selection
- “RESP” field migrated to an exclamation point in PMR search result table

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## Live Demonstration and Q&A

## Further Information

- IBM Service Request (SR)  
<https://www.ibm.com/support/servicerequest/>
  
- SR Web Assistance  
<https://www-946.ibm.com/support/servicerequest/help/srHelp.action>
  
- SR Support Team  
<https://www-304.ibm.com/software/entitlement/CustAssist?topic=sr>  
or  
[srhelp@us.ibm.com](mailto:srhelp@us.ibm.com)
  
- ETR Migration Technical Note  
<https://www-304.ibm.com/support/docview.wss?uid=swg21469299>