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)

- Electronic Service Request (ESR)
- Software Service Request (SSR)
- Web Service Request (WSR)
- Electronic Service Call (ESC+)
- Electronic Technical Response (ETR)
- Product Lifecycle Management (PLM)
- Product Lifecycle Management (PLM)
I have a problem with WebSphere. Where do I go for online support?

If I purchased as a stand-alone product, I use ESR.
I have a problem with WebSphere. Where do I go for online support?

If I purchased bundled with System p, I use SSR.
I have a problem with WebSphere. Where do I go for online support?

If I purchased bundled with System z, I use ETR.
With SR Release 1 in 2009, tool choice simplification began.
IBM Web Problem Reporting Landscape

IBM Service Request

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

- Once signed on, the ServiceLink homepage, which now has a link to IBM Service Request (SR), renders.

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

Contact SR assistance directly from ServiceLink as needed.
SR Home Page

IBM Service Request

Welcome Christian Gilmore

Open a service request

My draft service requests

Status  Sev.  Title  Date modified  Date expires

Draft  3  DB2 replication error  0/28/11

My recent open online service requests

Service request #  Sev.  Title  Date modified  Date submitted

36628 005 000  4  Mobile Experience Test  8/19/11  8/19/11

37547 514 000  3  Sample PMR  8/19/11  8/19/11

43892 180 000  3  SHARE Example PMR  8/19/11  8/19/11

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

Search by customer number
Enter keywords

Select a customer number 0991000 [United States]

Advanced search

Find a specific service request or search by a keywords.

Advanced search provides additional parameters for a search.

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

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

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

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

Both product and component results appear here.

Product names, component names, and identifiers can be entered here...
Reporting a problem with SR – entitled product option

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.”

Type in your keyword(s)

Supported products (10 matches)

Supported components (27 matches)

10 products are found with WebSphere Portal in their descriptions.

27 components contain WebSphere Portal in their descriptions.
Reporting a problem with SR – entitled component ID option

Alternately, enter a component ID.

The resulting component description and releases are shown here.
Reporting a problem with SR – entitled component option

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."

Type keyword with optional wildcards...
6 components are found.

Arrow determines which panel is expanded.
Reporting a problem with SR – entitled component option

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.”

Choose product related to selected component.

Select one component option.

Optionally, save as a preferred product selection.

Continue once selections are made.
Reporting a problem with SR – agreement selection

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

Prior selections are noted and linked for alteration in this box.
Reporting a problem with SR – personal information validation

**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:

**Personal contact information is available for validation and alteration.**

**Additional contacts can be added to the notification list.**

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

**Progress can be saved as a draft for later retrieval.**
Reporting a problem with SR – problem description

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*  

(250 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*  

How is this problem impacting your business?

(250 character limit)  

System is down

Is the system down?

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

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

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

Quickly edit the preferred contact method.

SR title and problem description.

Describe the impact this problem is having to your business.
Reporting a problem with SR – problem description

Some products require that additional information be provided.

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

Attach one or more files.
Additional information is filled into the pop-up window.

Some products require that additional information be provided.

Reporting a problem with SR – problem description

[Diagram of additional information window]

- 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)
- What was the scope of the outage?
- System(PL) 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=swg12108465
- z/OS/ES390 Release: TCP/IP Application:
- Please provide us with the Business impact that this issue is causing
- Business impact:

Check our homepage for networking tips and fixes:

Update

Files in queue

Add file to queue

Submit Save as draft
Reporting a problem with SR – submission result

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](#)

Service request number provided upon submission.
Searching for service requests with SR – advanced search

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:
- All
- 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 today's date

- Show service requests by date range
  - Created within range
  - Updated within range
  - Closed within range

Date-based filters

Enter date range (MM/yyyy format)

Status-based filters

- Show open service requests
- Show closed service requests

Severity filter

- All
- 1
- 2
- 3
- 4

Severity

Search service requests
Searching for service requests with SR – search results

- Change criteria and search again
- Previously saved searches are available
- Save the current search.
- 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.

<table>
<thead>
<tr>
<th>Column number</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Service request #</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Severity</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Status</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Date submitted</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Date modified</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Sort by**

- **Date modified**
- Values increase
- Values decrease

![Update list](image_url)

![Cancel](image_url)
Updating service requests with SR

Update a service request

- Problem description
- Title
- Additional comments
- Service request qualifiers
- Severity
- How is this problem impacting your business?
- Request type
- System is down
- Request premium response
- Operating system
- Additional information
- Customer tracking ID
- Attach additional files
- Select file to attach
- Files in queue
- Request to close this service request
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

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](https://www.ibm.com)

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

**Preferred contact method**

- preferred.dayPhone

<table>
<thead>
<tr>
<th>First name</th>
<th>Juan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last name</td>
<td>Palazuelos</td>
</tr>
<tr>
<td>E-mail address</td>
<td><a href="mailto:palazuelos@mx1.ibm.com">palazuelos@mx1.ibm.com</a></td>
</tr>
<tr>
<td>Daytime phone</td>
<td>8775991 Ext.</td>
</tr>
<tr>
<td>Alternate phone</td>
<td></td>
</tr>
<tr>
<td>Mobile phone</td>
<td></td>
</tr>
<tr>
<td>Pager</td>
<td>PIN</td>
</tr>
</tbody>
</table>

**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**

- Aditya Bajaj
- khdwugjuyz
- Al Belged
- Alfred Gamper
- amita charu
- Ana Alejandro
- Ana Abel
- Ana Abel Test
- Anne Marie Murphy

**Users notified on SR updates**

- Juan Palazuelos

The user can take ownership here.

The contact information cannot be updated since the current user is not the owner of this service request.
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
Live Demonstration and Q&A
Further Information

- IBM Service Request (SR)
  https://www.ibm.com/support/servicerequest/

- SR Web Assistance

- SR Support Team
  or
  srhelp@us.ibm.com

- ETR Migration Technical Note