



BT & IT Services

# IBM eServices

A basic overview

Thomas Sprenger

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# Agenda

- 1. What are eServices?**
- 2. History**
- 3. Host Applications**
- 4. Internet Applications**
- 5. Matrix**
- 6. Support**

# 1. What are eServices

**„eServices“ are Host or Web based applications which enable you to:**

- **Report problems to IBM (defect)**
- **Ask questions (non-defect)**
- **Access knowledge databases**
- **Customize user profiles (e.g. notification)**
- **Access product databases**
- **Search for known problems and order fixes**

## 2. History

- 1982: **Host** RETAIN RSF/URSF (HW)
- 1988: **Host** DIAL IBM CEServices (SW), APAR/PTF order/view/search
- 1989: **Host** ECS AS/400 (Electronic Customer Support)
- 1993: **Host** DIAL IBM ServiceLink (SW), ETR, SIS, SRD, ASAP, AST
- 1996: **Internet** AIXServ (SW)
- 1998: **Internet** ServiceAgent (iSeries, HW)
- 2001: **Internet** TechSupport (SW), APAR/PTF order/view/search, PMGT
- 2002: **Internet** ElectronicServiceRequest (only SWGroup) PMGT SW  
ElectronicServiceCall ESC+ (HW), PMGT (RCMS)
- 2003: **Internet** eService (iSeries) sunseted  
TechSupport PMGT moved to SoftwareServiceRequest
- 2005: **Internet** ServiceLink on the Web

## 3. Host Applications

### ServiceLink via Direct Information & Assistance Link to IBM (DIAL IBM)

#### Content:

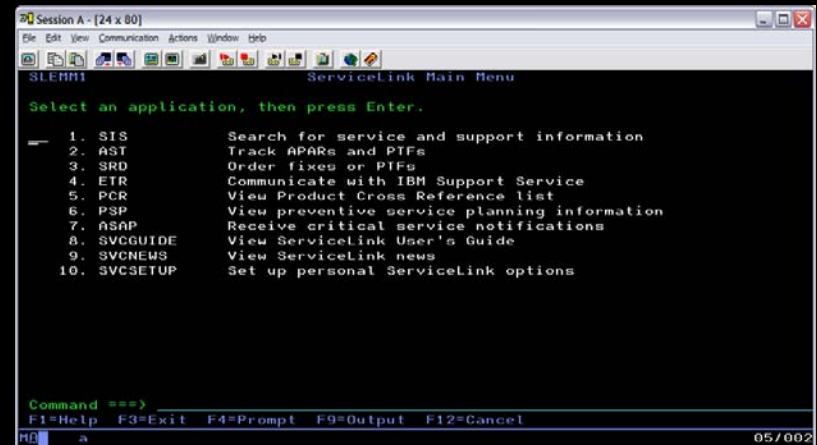
- Electronic problem management
- Access to all known problems
- Order fixes
- Customization/Notification

#### Technical prerequisites:

- Connection to IBM Network (SNA or IP) ENGINE (AT&T)
- DIAL IBM access

#### Access dependency:

- HW maintenance; SupportLine for non-defect databases



The screenshot shows a terminal window titled "Session A - [24 x 80]". The window contains the following text:

```
SLERRM1 ServiceLink Main Menu
Select an application, then press Enter.
1. SIS Search for service and support information
2. AST Track APARs and PIFs
3. SRD Order fixes or PIFs
4. ETR Communicate with IBM Support Service
5. PCR View Product Cross Reference list
6. PSP View preventive service planning information
7. ASAP Receive critical service notifications
8. SVCGUIDE View ServiceLink User's Guide
9. SVCNEWS View ServiceLink news
10. SVCSETUP Set up personal ServiceLink options

Command ==>
F1=Help F3=Exit F4=Prompt F9=Output F12=Cancel
MC a 05/002
```

## 3. Host Applications

### Electronic Customer Support iSeries (ECS)

#### **Content:**

- SW / HW Problem management
- SW Single fix ordering/download (automatic PRE/CO check)
- PSP documentation download
- Small question/answer DB

#### **Technical prerequisites:**

- Activation of the ECS Software package (CPU basic installation)

#### **Problem Support:**

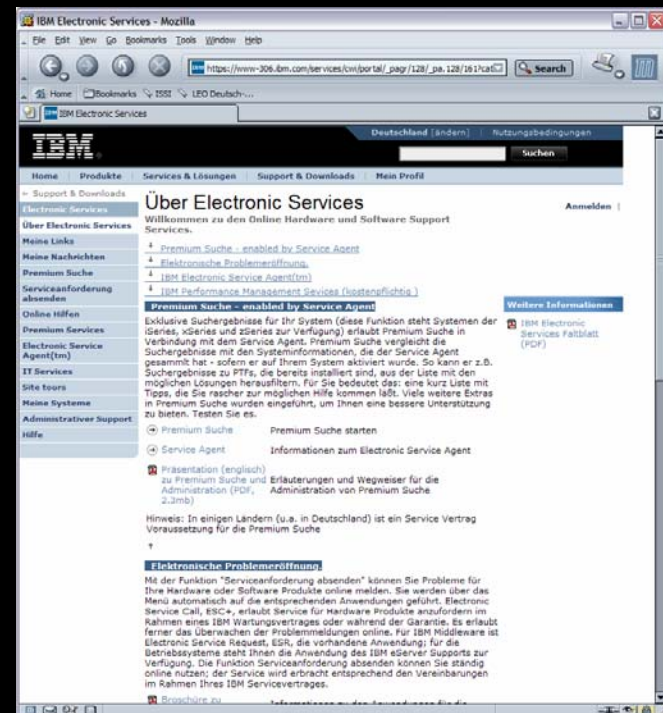
- Central Region Software FrontOffice iSeries

# 4. Internet Applications

## Entry Portal electronic Services

### Content:

- Serviceanforderung absenden
- Online Hilfen
- Premium Services
- Electronic Service Agent <sup>TM</sup>
- Premium Suche



URL: → <http://www.ibm.com/support/electronic/> ←

# 4. Internet Applications

## Software Service Request (SSR)

### Content:

- SW Problem management
- Open and update PMRs

### Environment:

- Operating system related software
- i, p, x, zSeries

### Prerequisites:

- IBM Web user ID
- Valid SW contract: SupportLine, SW-Maintenance, ComfortLine

PMR	B/O	Sev	OpenDate	LastModifiedDate	Status	Contact	Brief Description
46812070	S3	S3	05/01/18	05/03/18 08:39	Open	Mike Glaesser	
68059070	S3	S3	05/03/03	05/03/16 15:53	Closed	Thomas T Sprenger	
26440070	S3	S3	04/10/29	05/03/15 17:50	Open	Mike Glaesser	SSR PMR for Mike
70001070	S3	S3	05/03/14	05/03/15 10:42	Closed	Thomas Sprenger	
28430070	S3	S3	04/10/13	05/03/15 10:42	Closed	MRS CONNY GLAESSER	
47699070	S3	S3	05/01/31	05/03/14 18:50	Closed	Mike Glaesser	
55792070	S3	S3	05/03/14	05/03/14 13:44	Closed	Thomas Sprenger Test	
18827070	S3	S3	04/09/17	05/03/09 13:27	Closed	Thomas	
29570070	S3	S3	04/12/09	05/03/09 10:07	Open	Thomas Sprenger	Changed brief description 16.12.04
26721070	S3	S3	04/11/04	05/03/03 17:08	Closed	Thomas T Sprenger	
65960070	S3	S3	03/11/12	05/02/14 11:50	Open	Hans Emrich	Test PRM for Mike

URL: → <https://techsupport.services.ibm.com/ssr/login> ←



## 4. Internet Applications

### Electronic Service Request (ESR)

#### Content:

- SW Problem management
- Open and update PMRs
- Site Technical Contact (STC) to register user within company
- eMail notification when PMRs are updated

#### Environment:

- Middleware related software
- E.g. WebSphere, Lotus, Tivoli

#### Prerequisites:

- IBM Web user ID
- Passport Advantage contract

URL: → [https://www-111.ibm.com/software/support/ecare/support\\_login.jsp](https://www-111.ibm.com/software/support/ecare/support_login.jsp) ←

# 4. Internet Applications

## TechSupport DBs

Provides access to known SW problems and technical documentation:

**pSeries:**

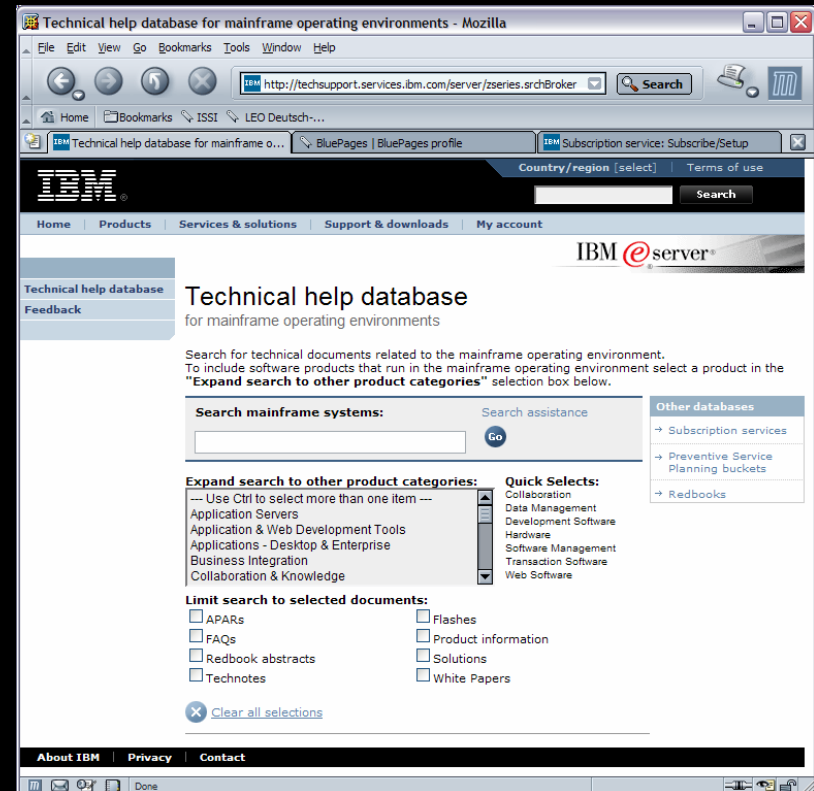
<http://techsupport.services.ibm.com/server/aix.srchBroker>

**zSeries:**

<http://techsupport.services.ibm.com/server/zseries.srchBroker>

**iSeries:**

<http://www-912.ibm.com/ImprovedSearch/searchoptions.jsp>



The screenshot shows a Mozilla browser window displaying the IBM Technical help database for mainframe operating environments. The browser's address bar shows the URL <http://techsupport.services.ibm.com/server/zseries.srchBroker>. The page features the IBM logo and navigation links such as Home, Products, Services & solutions, Support & downloads, and My account. The main content area is titled "Technical help database for mainframe operating environments" and includes a search bar, a "Go" button, and a "Search assistance" link. Below the search bar, there is a section for "Expand search to other product categories" with a list of categories including Application Servers, Application & Web Development Tools, Applications - Desktop & Enterprise, Business Integration, and Collaboration & Knowledge. There is also a "Limit search to selected documents" section with checkboxes for APARs, FAQs, Redbook abstracts, Technotes, Flashes, Product information, Solutions, and White Papers. A "Clear all selections" link is provided at the bottom of this section. On the right side, there is an "Other databases" section with links to Subscription services, Preventive Service Planning buckets, and Redbooks. The footer of the page includes links for About IBM, Privacy, and Contact.

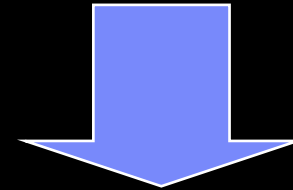
## 4. Internet Applications

### ServiceLink on the Web (1)

#### Prerequisites:

The application is available free-of-charge to clients with:

- *Monthly Licence Charge (MLC)*
- *SupportLine (SL) and SW Maintenance (SWMA)*
- *Enhanced Technical Support (ETS)*



#### Entry points Germany:

1. Go to [www.ibm.com/support/electronic/](http://www.ibm.com/support/electronic/)
2. Select „Premium Services“
3. Go to „ServiceLink on the Web“
4. Click „ServiceLink on the Web (IBM-Link)“

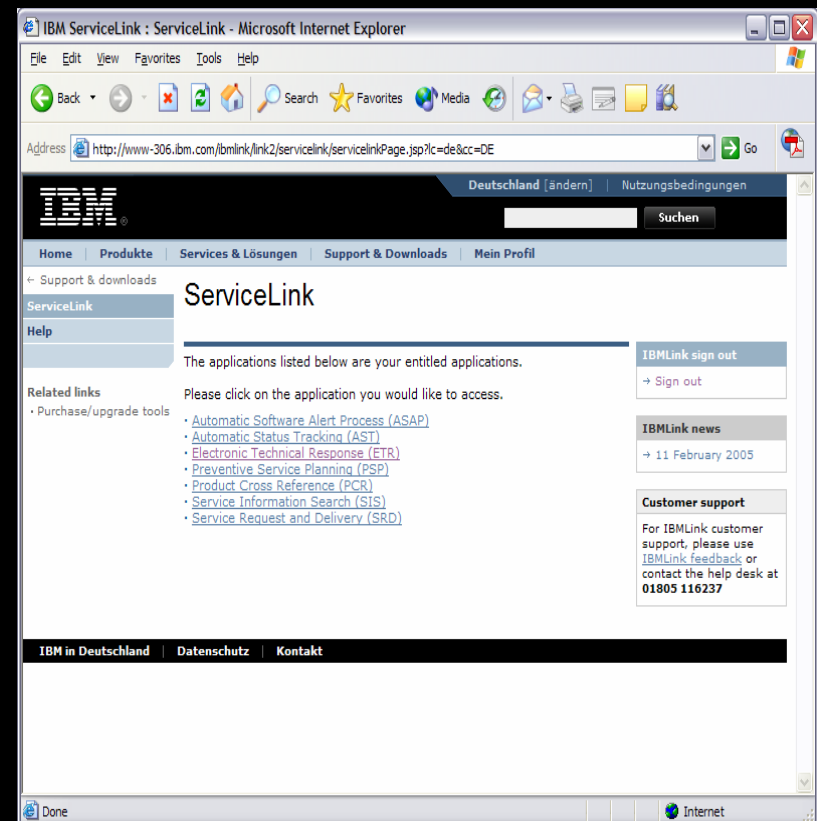
URL: → [www-306.ibm.com/ibmlink/link2/servicelink/servicelinkPage.jsp?lc=de&cc=DE](http://www-306.ibm.com/ibmlink/link2/servicelink/servicelinkPage.jsp?lc=de&cc=DE) ←

# 4. Internet Applications

## ServiceLink on the Web (2)

### Applications:

- Automatic Software Alert Process (**ASAP**)
- Automatic Status Tracking (**AST**)
- Electronic Technical Response (**ETR**)
- Preventive Service Planning (**PSP**)
- Product Cross Reference (**PCR**)
- Service Information Search (**SIS**)
- Service Request and Delivery (**SRD**)



## 4. Internet Applications

### ResourceLink

...is a customized Web-based solution, providing everything you need to plan, install, and maintain your IBM zSeries 800/900, and IBM S/390 servers and associated software

**Content:**

- Planning for installation of HW/SW, APAR tracking by CompID
- Education
- Library
- Forums

**Technical prerequisites:**

- Internet access, browser

**Access dependency:**

- Own user ID and password needed

**URL:** → <http://www.ibm.com/servers/resourcelink> ←

# 4. Internet Applications

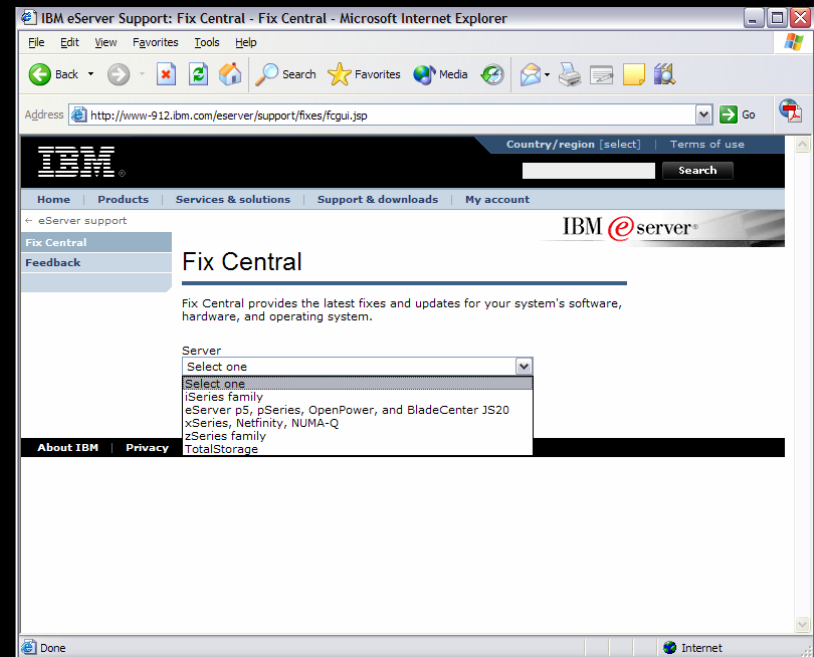
## FixCentral

...these databases offer the option to order fixes (PTFs).

- Select server
- Select product or fix type

This service is not available for every platform!





URL: → <http://www-912.ibm.com/eserver/support/fixes/fcgui.jsp>  
←



## 4. Internet Applications

### Electronic Service Agent

#### Content:

- Service Agent on Customer's System:  Collects error data  
Collects system inventory  
HW problem reporting 
- Service Agent on web side:  View Service Agent data  
Downloads  
Receive Notifications 

#### Technical prerequisites:

- Internet access, browser, installed ServiceAgent

#### Access dependency:

- Maintenance agreement for hardware problem management
- IBM Common Registration (ICR) UserID needed

## 4. Internet Applications

### ShopzSeries

... is an IBM productivity tool for planning and ordering zSeries software

#### Content:

- order tailored product and service packages for z/OS and z/VSE
- order tailored product packages for z/VM
- review your software licenses in all of these environments
- plan for future upgrades

#### Technical prerequisites:

- Internet access, browser

#### Access dependencies:

- User ID and authorization (6-digit customer number!!!)

URL → [www.ibm.com/software/shopzseries](http://www.ibm.com/software/shopzseries) ←



## 4. Internet Applications

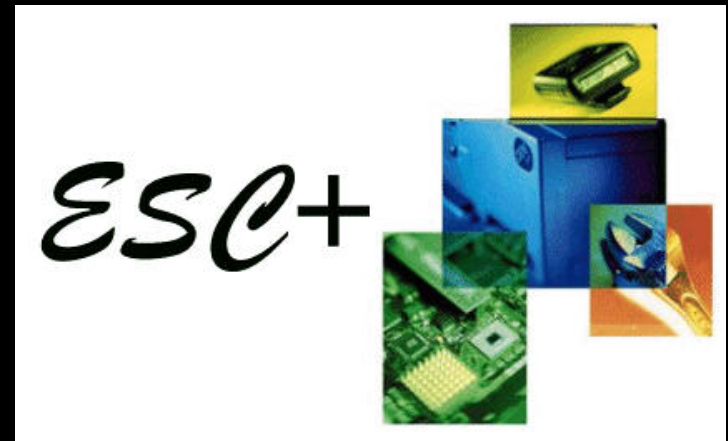
### Electronic Service Call (ESC+)

#### Content:

- HW problem management

#### Entry:

1. Go to <http://www.ibm.com/support/electronic>
2. „Serviceanforderungen absenden“
3. Select „Hardware“ and „All other products“



## 5.1 Offering Matrix

ServiceLink on Web	Warr.	SL (CL1-2)	ETS (CL3)
<b>Electronic Technical Response (ETR)</b>			
Electronic „usage“ Q&A with Sev. (non-defect)			
Defect Problem submission			
Voice Contact request „defect only“ (Call Back)			
<b>Automatic Software Alert Process (ASAP)</b>			
Enhanced HOLDDATA			
Alert (uncustomized)			
Customized Alert (by product)			
HOLDDATA History			

## 5.1 Offering Matrix

ServiceLink on Web	Warr.	SL (CL1-2)	ETS (CL3)
<b>Automatic Status Tracking (AST)</b>			
Notification Reason			
<b>Search Information Service (SIS)</b>			
APAR Libraries			
Flash/Bulletin Library			
Q&A Library			
PDDB (Problem Diagnosis Data Base) Library			
Hardware Microcode Library			
PTF (Program Temporary Fix) Libraries			
<b>Preventive Service Planning (PSP)</b>			
Installation Product Planning Info.			
Extract all PTFs in PSP and order with/out CSI			

# 5.1 Offering Matrix

ServiceLink on Web	Warr.	SL (CL1-2)	ETS (CL3)
<b>Product Cross Reference (PCR)</b>			
Product Cross Reference library			
<b>Service Request and Delivery (SRD)</b>			
Electronic Delivery – Multiple PTFs			
Inclusion of Pre/CO Reqs/PE fixes			
Inclusion of If Reqs and Supersedes			
Ordering of ESO/RSU (Expanded Service Option or Recommended Service Update)			
Request physical media delivery			
Inquiry of PTF requisite list			
Ordering of customized preventive package			
HIPER/PE check on installed CSI			

## 5.2 Matrix

	SSR	ESR	Slink on the Web	FixCentral	ShopzSeries	ServiceAgent	ESC+	TechSupport DBs
<b>Problem management</b>	Only OS related SW	Middleware SW products	ETR all SW related			HW	HW	
<b>Access to APAR databases</b>			SIS			x		x
<b>Order fixes (PTFs)</b>			SRD (also OMIS)	x	x (VSE)	x (based on inventory)		
<b>Preventive Services</b>			PSP		x (VSE)			
<b>Product information</b>			PCR		x			
<b>Notification services (e.g. PE, HIPER info.)</b>			AST/ASAP			x (based on inventory)		
<b>Order software</b>					x			

## 6. Support / Getting help

### Online

- **SIDE TOURS**
- **HELP button**
- **FEEDBACK button**

### Help contacts

- **SW:** TechSupport and ServiceLink ServiceDesk for Germany  
eMail: [TASOFT@de.ibm.com](mailto:TASOFT@de.ibm.com) Phone: 0361-242 415142  
Service times: Mo – Fr, 8:00 – 17:00
- **HW:** PMGT ESC+ HelpDesk for Germany and Austria  
eMail: [SUPESC@de.ibm.com](mailto:SUPESC@de.ibm.com) Phone: 01805-116361  
Service times: Mo – Fr, 8:00 – 17:00
- Help for PassportAdvantage customers  
For application help: [ESRhelpdesk@us.ibm.com](mailto:ESRhelpdesk@us.ibm.com)  
For contract problems: [passport\\_login@lotus.com](mailto:passport_login@lotus.com)
- Help for ResourceLink  
Questions about logging: [reslink@us.ibm.com](mailto:reslink@us.ibm.com)
- Help for ShopzSeries  
Questions about: [CAT@dk.ibm.com](mailto:CAT@dk.ibm.com)



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Questions..... ?

Thomas Sprenger

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