



IBM Software Group

# Telefonkonferenz 15.1.2010

## Überblick über das IBM Support Portal

Susanne Kurz (SWG Channel IT Architect)

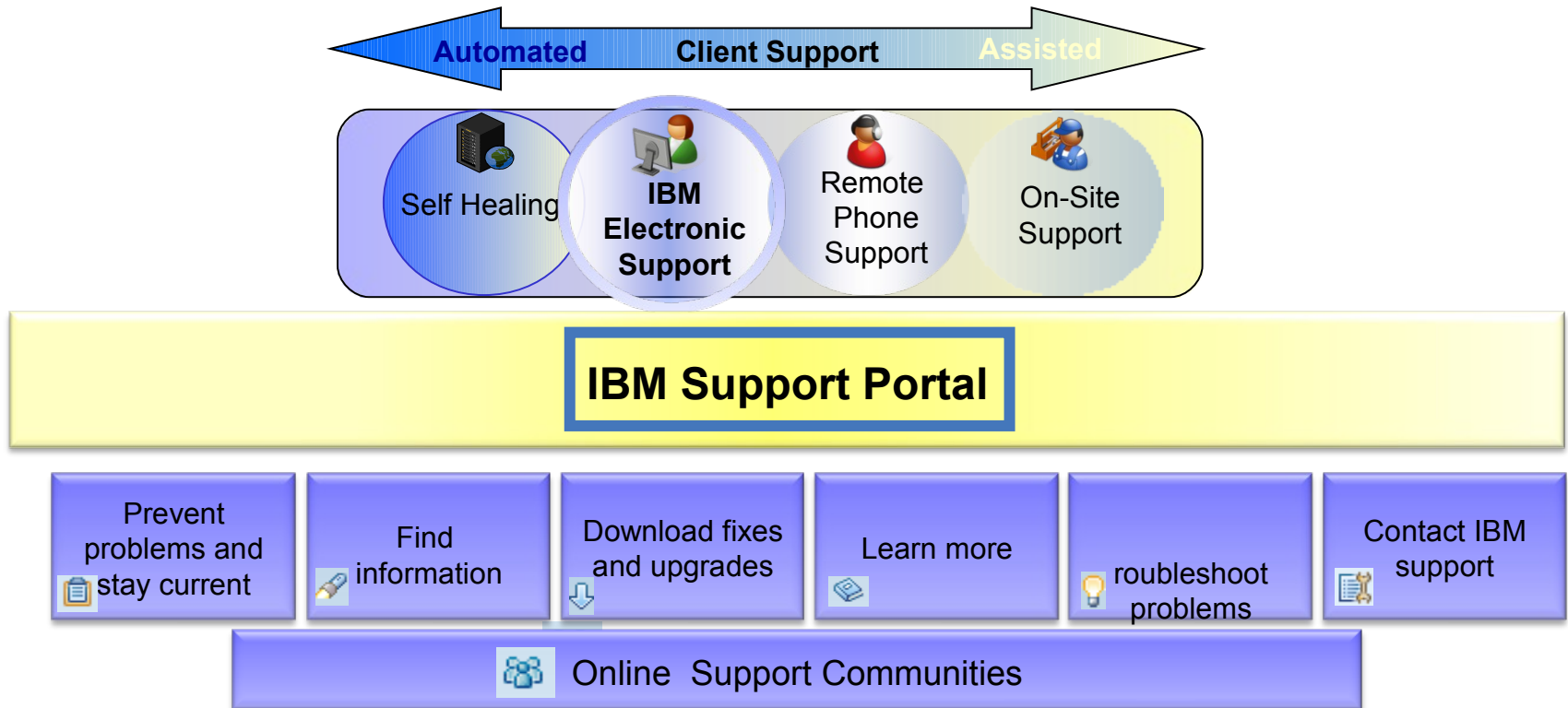
# Agenda

- 1 Was ist das IBM Support Portal?**
- 2 Wie hilft Ihnen das IBM Support Portal?**
- 3 IBM Support Portal Roadmap**
- 4 Demo**
- 5 Informationsquellen**



## Was ist das IBM Support Portal?

- Einheitliche, zentrale Sicht auf alle technischen Support Werkzeuge und Informationen
- Deckt IBM Hardware, Software und Services ab
- Für alle IBM Kunden weltweit

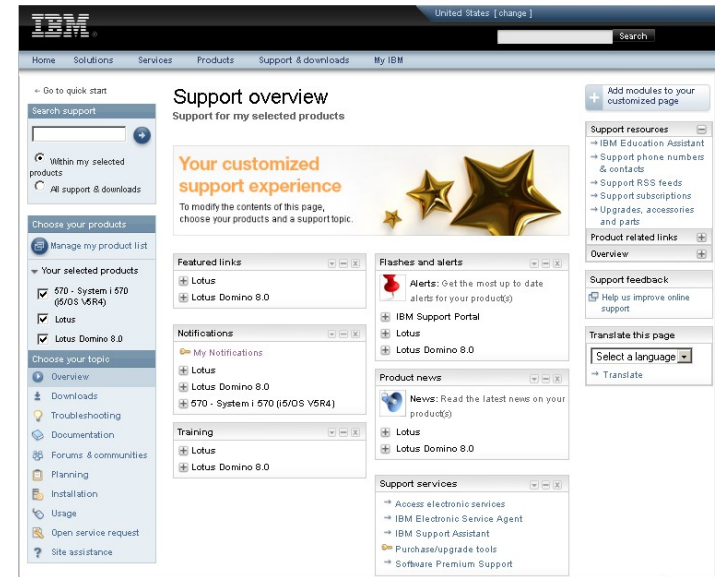


# Entwicklung von vielen verschiedenen Web Seiten und Tools zu einem einheitlichen Support Portal

Aktueller Stand



IBM Support Portal



Unterschiedliche Web Seiten und vielfältige Werkzeuge

Zentralisierte und vereinfachte Vorgehensweise

# Wie hilft Ihnen das IBM Support Portal?

- Sie erhalten eine **einheitliche, zentrale** Sicht für alle
  - Technische Support Tools und Informationen
  - Hardware, Software und Service
- **Maßgeschneidert** basierend auf
  - aktuellem Bestand
  - Entitlements und Verträgen
  - angegebenen Interessen
  - Land / Geographie
- Sie können es **personalisieren**:
  - Verschieben, hinzufügen, löschen und umgestalten der Informationsmodule
  - Anpassen auf Ihre Arbeitsweise
- Es bietet ein **verbessertes Erlebnis**,
  - Erschließen von IBM Lösungen
  - effizienten Zugriff zu einer Fülle von technischen Informationen
  - ein zentraler Zugangskanal zu technischen Informationen
- Es ist Bestandteil der aktuellen Support Verträge – **keine zusätzlichen Kosten!**

# Was bietet das IBM Support Portal?

- Informationen und Tools für IBM Hardware, Software und Services
- Volles Leistungsspektrum über Suche, Fixes, Service Request Submission und abonnieren von Benachrichtigungen

## IBM Software

**Information Management**

**Lotus** software

**Rational** software

**Tivoli** software

**WebSphere** software

## IBM Hardware Power

**System x**



**System p**



**System i**



**BladeCenter**



**System z**



**Storage**



Das IBM Support Portal wird derzeitige SW und HW Support Seiten nach und nach ersetzen

# IBM Support Portal Roadmap

4Q09

2Q10 und darüber hinaus

## Heute verfügbar

- View active problems for products
- Dashboard view of support for hardware, software, & services
- Navigate technical resources for multiple products by task
- Filter search results by attribute (products, task, document type)
- Fix resources by product
- Pages can be personalized
- Machine translated content
- Service Request tool integration
- Subscription notifications for products

## Zukünftige Funktionen

- Recommended fixes for products
- Use of inventory for: product selection, search, fixes, notifications
- View orders and contracts
- Company-specific reports
- Community support for blogs, wikis, forums

# Demo





# Wichtige Informationsquellen

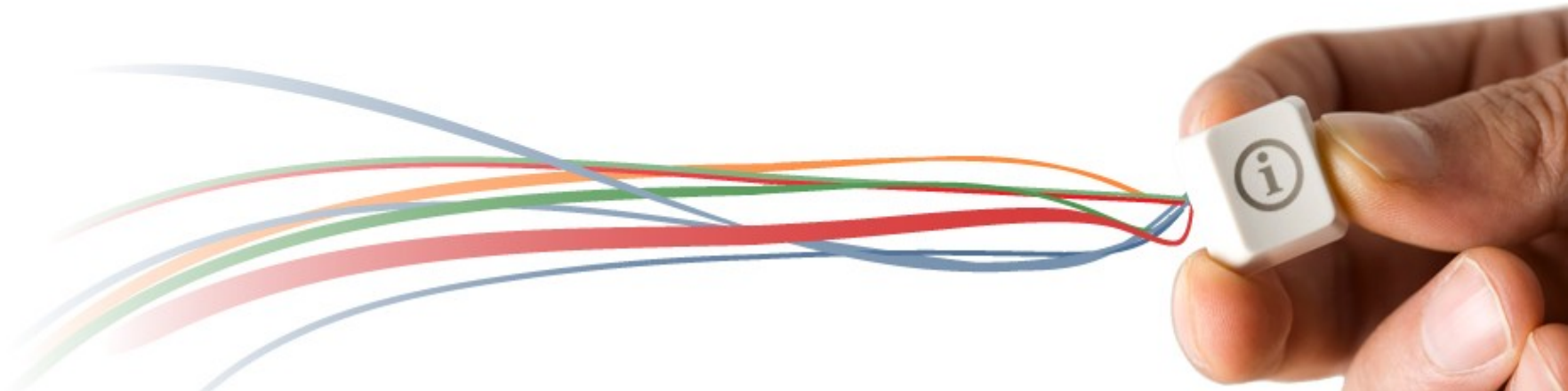
- Probieren Sie das IBM Support Portal aus:  
<http://www.ibm.com/support/entry/portal>
- **Demo Videos** zeigen Ihnen den Umgang mit dem IBM Support Portal :  
[https://www-951.ibm.com/blogs/SPNA/entry/the\\_ibm\\_support\\_portal\\_videos](https://www-951.ibm.com/blogs/SPNA/entry/the_ibm_support_portal_videos)
- Verfolgen Sie den **IBM Electronic Support Community Blog** – Sie finden Information und Diskussionen über das Portal und andere elektronische Support Möglichkeiten:  
<https://www.ibm.com/developerworks/mydeveloperworks/blogs/IBMElectronicSupport/>
- Besuchen Sie den **IBM Support Portal News and Alerts Blog** für Release Notes: <https://www-951.ibm.com/blogs/SPNA/>
- Senden Sie uns Feedback mittels des Support Feedback Portlets oder mit einer email an: [spe@us.ibm.com](mailto:spe@us.ibm.com)



Fragen?



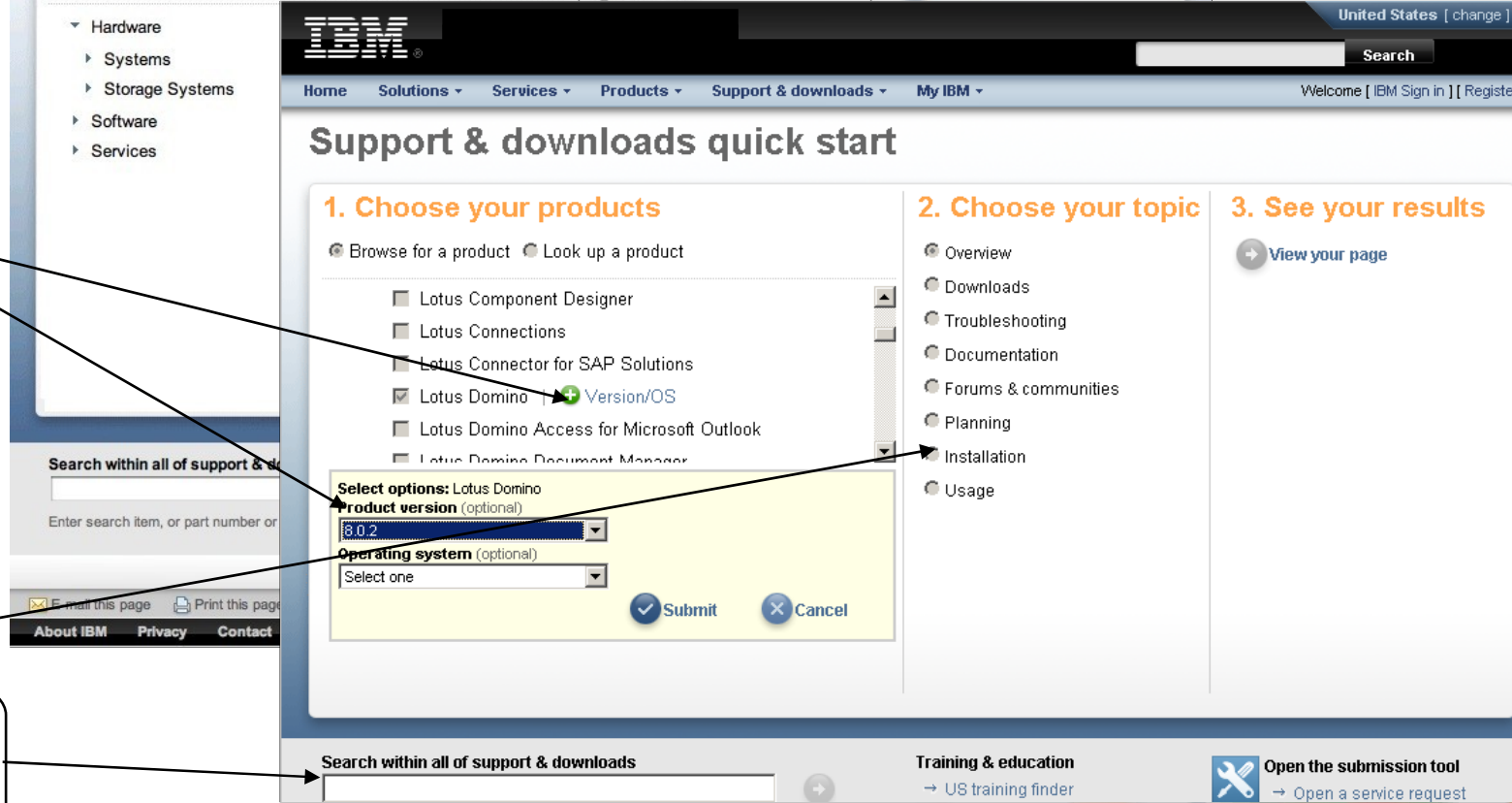
# Backup



# IBM Support Portal Walkthrough: Quick Start Page



You can select products by browsing or by searching.



Once a product is chosen, you can specify further details such as the operating system and version

You can choose the topic you are interested in to narrow the information shown.

If desired, you can skip right to a search of all support content.

# IBM Support Portal Walkthrough: Overview Page

You can return to Quick Start to clear all product selections.

You can easily select or deselect products to limit the information shown.

Choosing a topic also helps narrow information based on your current task.

The modules and their content change depending on which topic you choose and what products you have selected.

The screenshot shows the IBM Support Portal Overview Page. At the top, there is a navigation bar with links for Home, Solutions, Services, Products, Support & downloads, and My IBM. A search bar is located on the right. The main content area is titled "Support overview" and "Support for my selected products". It features a "Your customized support experience" banner with gold stars and a message: "To modify the contents of this page, choose your products and a support topic." Below the banner are several modules: "Featured links" (Lotus, Lotus Domino 8.0), "Notifications" (My Notifications, Lotus, Lotus Domino 8.0, 570 - System i 570 (i5/OS V5R4)), "Training" (Lotus, Lotus Domino 8.0), "Flashes and alerts" (Alerts: Get the most up to date alerts for your product(s), IBM Support Portal, Lotus, Lotus Domino 8.0), "Product news" (News: Read the latest news on your product(s), Lotus, Lotus Domino 8.0), and "Support services" (Access electronic services, IBM Electronic Service Agent, IBM Support Assistant, Purchase/upgrade tools, Software Premium Support). On the left, there is a sidebar with a "Search support" box, a "Choose your products" section (with "Your selected products" listing 570 - System i 570 (i5/OS V5R4), Lotus, and Lotus Domino 8.0), and a "Choose your topic" section (with "Overview" selected). On the right, there are additional sections: "Add modules to your customized page", "Support resources" (IBM Education Assistant, Support phone numbers & contacts, Support RSS feeds, Support subscriptions, Upgrades, accessories and parts), "Product related links", "Support feedback" (Help us improve online support), and "Translate this page" (Select a language, Translate).

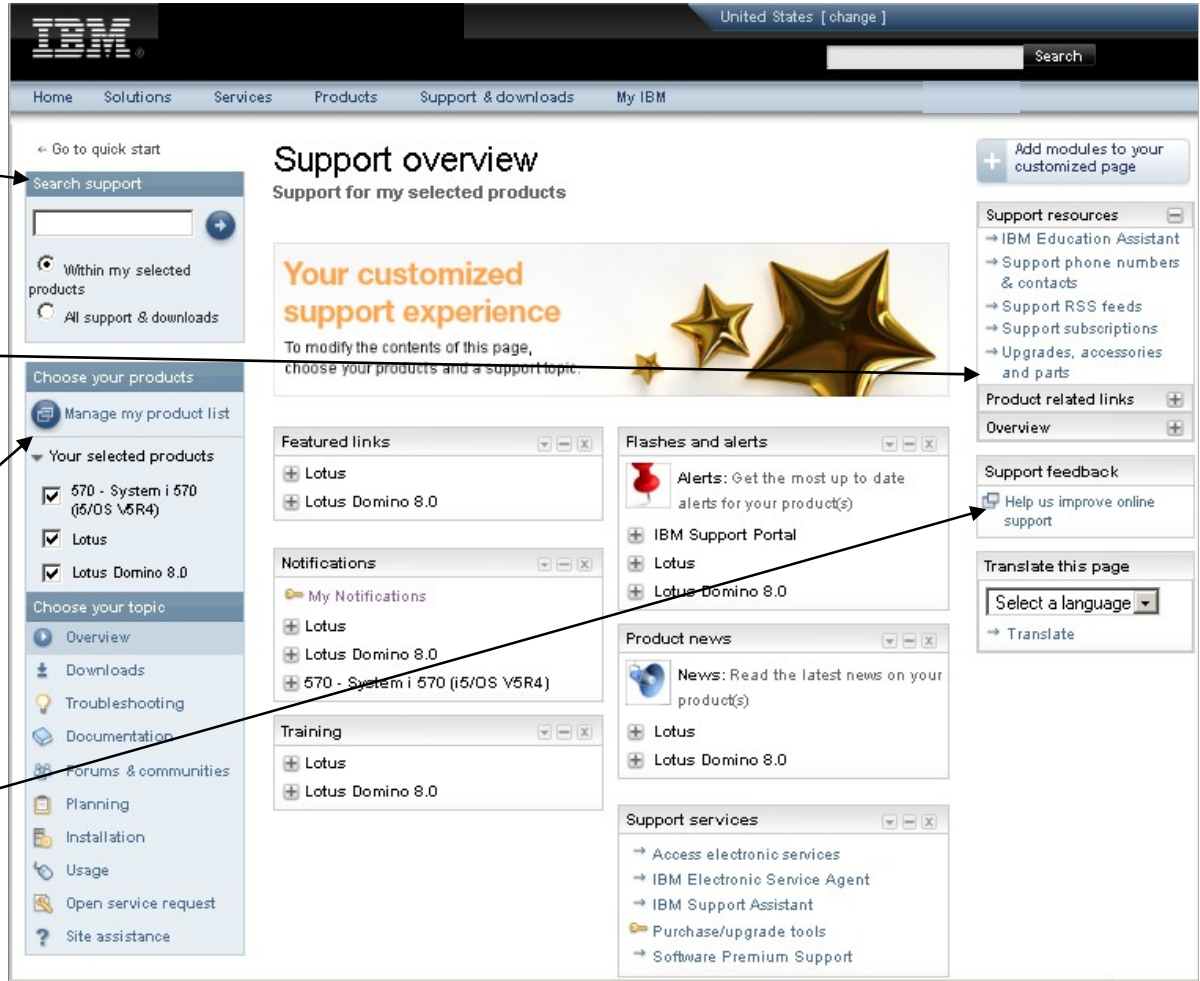
# IBM Support Portal Walkthrough: Overview Page

Search can be constrained to chosen products or expanded to all support information

Additional links are grouped and available via an accordion style module.

At any time, you can change your product selections.

Use this link to provide feedback to the IBM Support Portal team.



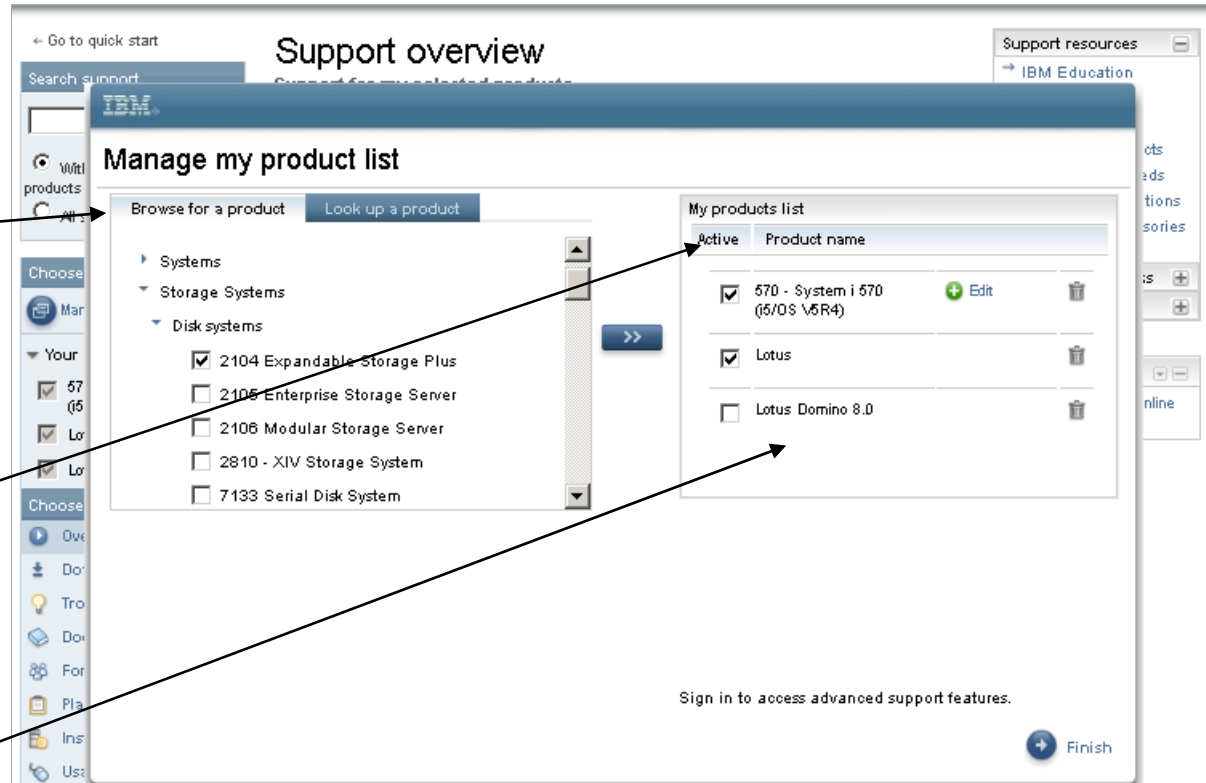


# IBM Support Portal Walkthrough: Manage My Product List

You can select additional products by browsing or searching for them. In the future, this list could be preset by inventory scans of your machines.

Multiple products can be chosen and active at the same time.

You can limit scope temporarily using the check boxes and remove products from you product list



# IBM Support Portal Walkthrough: Installation Page

On the Installation page, the modules and their contents are related to the installation of your selected products

For example, if you expand the Browse Installation Links module, you can quickly sift through installation resources



# IBM Support Portal Walkthrough: Browse Links Full Page View

The Browse Troubleshooting Links module has been expanded to a full page view to allow you more control over the documents shown.

You can refine the documents list by selecting or deselecting tasks, topics, and document types.

# IBM Support Portal Walkthrough: Search Results

You can refine your search by selecting or deselecting products, by choosing specific content types and by choosing tasks

The screenshot displays the IBM Support Portal search results interface. At the top, there is a navigation bar with links for Home, Solutions, Services, Products, Support & downloads, and My IBM. A user greeting 'Welcome Pamela Morris [Not you?] [IBM Sign in]' is visible on the right. The main content area is titled 'Search' and features a search bar containing the text 'mail delivery error'. Below the search bar, there are options for 'New search' and 'Sort by: Relevance'. The search results section shows '1 - 20 of 603 results' and lists several articles related to email delivery errors, such as 'Error: "...Unable to render message..." when trying to send e-mail' and 'LotusScript PutInFolder method causes error in 'Before New Mail Arrives' agent'. On the left side, there is a 'Filter results by' section with checkboxes for products like 'Lotus Domino' and 'Messaging Applications', software product versions, content types like 'Alert' and 'Product documentation', and tasks like 'Design' and 'Install'. A callout box on the left points to these filter sections, stating: 'You can refine your search by selecting or deselecting products, by choosing specific content types and by choosing tasks'.

# IBM Support Portal Walkthrough: Page Personalization

Using this list of modules, you can add modules by dragging them onto the page to the desired location.

You can also rearrange modules on a page to suit your preferences; simply drag to the desired location.

You can also delete modules from the current page, if they are not useful to you, by clicking on the X icon.

The screenshot displays the IBM Support Portal interface. At the top, there's a navigation bar with 'Home', 'Solutions', 'Services', 'Products', 'Support & downloads', and 'My IBM'. The main content area is titled 'Support overview' and 'Support for my selected products'. It includes a search bar, product selection options, and a list of modules. A right-hand sidebar contains a 'Hide this list of modules' section with a list of modules to be added or removed. A context menu is open over the 'Notifications' module, showing options like 'Minimize', 'Maximize', 'Move Up', 'Move Down', 'Move Right', and 'Delete'.

# Vielen Dank für Ihre Aufmerksamkeit!

**Susanne Kurz**

SW IT Architekt Channel



IBM Deutschland GmbH  
Betzenstraße 9  
66111 Saarbrücken

Mobile 0171 9706362  
Email [kurz@de.ibm.com](mailto:kurz@de.ibm.com)