(Note: Following is text for topic Sysroute Policy under Process & Policy section of Product Service and Support team pages.)

Sysroute Policy

Background
A new policy was instigated in September 1999 in regard to populating fixes (APARs) for defects found in a given ICMS release to other release levels. This process, formerly called "resynchs", is labeled "sysroutes" under the terms used for RETAIN, the IBM problem management tool. This change in policy focuses the resources and energy of the Product Support team on fixing open problems. Product Support's priority is to fix known problems ahead of potential problems. The team's goal is to reduce the open problem backlog and improve the speed of delivering fixes to customers.

Policy
1) The Level 3 team will fix the APAR in the release it is reported in by our customer. All other customers using that release will automatically get this fix.

2) The Level 2 team will open a PMR if a different customer encounters the same problem on a different release. The L3 team will then sysroute the APAR and fix it in the newly reported release level at that time. L3 is accountable for the quality of every fix, this is no exception. As required to effectively deliver a particular fix, other related APARs will be Sysrouted (dependencies, for example). L3 will do this automatically.

3) L3 will Sysroute all APARs to the latest ICMS release generally available at the time in addition to fixing it in the reported release.

4) Any Y2K APAR will automatically be sysrouted by L3 to all releases and properly flagged in Retain as a Year 2000 related fix.

5) L3 will review all APARs and if in L3 judgment a particular APAR needs to be sysrouted to other releases prior to #2 occurring, it will be done. (For example, a very serious problem causing data corruption would be sysrouted, but all Severity 1 problems are not automatically sysrouted.) The L3 team manager's approval is all that is required to replicate a fix of this type.

6) If a L2 Service manager requests sysrouting to a specific different release for a specific APAR, it will be done. The L2 manager sends a note with the request to the L3 manager. No prior approval by the Global Service and Support Manager is required. The L2 manager is responsible for properly screening requests prior to submission to the L3 manager.