Sysroute Policy

The ICMS Sysroute 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 terminology used for RETAIN, the IBM problem management tool. This 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.

1) The Level 3 Support team will correct the software defect (APAR) in the release it is reported in by our customer. All customers using that release will receive the fix in a PTF Pak.

2) The Level 2 Service 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. As required to effectively deliver a particular fix, other related APARs will be sysrouted, for example, dependencies. L3 will do this automatically and include the fix(es) in the next PTF Pak for this release.

3) The Level 3 team will sysroute all APARs to the latest ICMS release generally available at the time in addition to fixing the error 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) Exceptions to the above may occur if:
   a. in the judgment of the L3 team a particular APAR needs to be sysrouted to other releases prior to action # 2 occurring. (For example, a very serious problem causing data corruption would be sysrouted.)
   b. a L2 Service manager requests sysrouting to a specific different release for a specific APAR.