



IBM Software Group

Tivoli AVP - Process Refresher Training

25-September-2012

Michael Hoeft

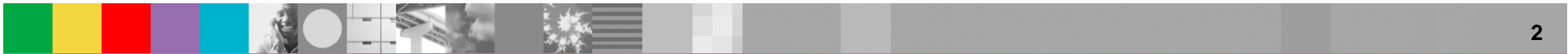
Janis Thomas



@business on demand.

Tivoli AVP Process Refresher Training (TAVPRT)

- PRT - (JT)
- Executive Summary - (MH)
- AVS Responsibility – (MH)
- ROI – (MH)
- Evangelist Role – (JT)
- Sales Lead - (JT)
- Audit – (MH)
- AMPS Updates - (MH)
- AVP Chat – (JT)
- JCC (JT)
- Weekly Brown Bag - (JT)



Tivoli AVP Process Review

- Objective – Leverage valuable information sharing across Tivoli AVP team
 - ▶ Review need for new processes or improve existing processes
 - ▶ Ensure action items are tracked and completed
 - ▶ Coordinate with AVP management to ensure adequate representation, attendance and participation

- Collaboration – How PRT information is shared with AVP team
 - ▶ Information will be shared with WW AVP team in Process Refresher Enablement
 - *Every Six (6) Months*



Executive Brief

- **A Key Element in your Quarterly Report**
- **Background**
 1. Priorities/goals that are strategic to the business' success this year
 2. Any current situation/Issues
 3. Contribution from AVP towards meeting the above priorities/issues this quarter
 4. Recommended Actions targeted for next quarter
 5. Expectations/benefits
 6. Overall Account Status/Temperature Summary



Executive Brief

Purpose:

- ▶ To proactively communicate an existing or high potential of a critical customer situation to executive management in a clear, concise manner

Key Elements:

- ▶ Customer temperature and stability (red, yellow, green)
- ▶ Brief clear description of the status, or description of progress since last summary
- ▶ Action plan including the priority, action, owner, timeline (projected hour/date to complete)
- ▶ *Key IBM and Customer Contacts*

Implementation:

- ▶ Brand implementation consistent in key elements, though vary in format
- ▶ Cross brand template exists in QMX
 - ▶ https://d01db034.pok.ibm.com/q_dir/qmx/swg/qh0dl.nsf/procnum/CSP-0008

AVS Considerations

Constantly Ask →

How can I
Contribute to Value Add
for my
AVP Customers?

Engage Additional Resources as needed
... **AVLs, Managers, Lab Advocates, SMEs**

Contribute to AVP Best Practices Initiatives
... **Review AVP Refreshers**
... **Participate in Monthly AVL/AVS Meetings**
... **Volunteer for BP Initiatives (via Manager)**
... **Share what WORKS with rest of Team**
... **Help provide Consistency and Efficiency to Team**

Proactive and Customized Support

- ✓ Customer Focused Product Management Assistance
- ✓ Installation, Upgrade, and Migration Assistance
- ✓ Staying informed about product updates and new technologies
- ✓ Knowledge Transfer
- ✓ See next slide of Value Add Ideas

Knowledge Sharing Sessions

- ... **Invite your Customers to Attend/Participate**
- ... **Forward Playback Links**
- ... **Solicit Ideas/Recommendations for future sessions**

Work with Segment Champions

- ... **Actively Participate in Inner Circle meetings**
- ... **Suggest topics for Discussion**

Keep Customer Updated on Offerings

- ... **Vouchers, Training, Tools**



AVS Responsibilities - Value Add

- Customer Question: Which of these are items that you might want to do throughout the year.
 - Proactive/Customized support
 - Customer focused product management assistance
 - Installation, Upgrade, Migration Assistance
 - Assistance with Customer environment
 - Knowledge Transfer
- ✓ What items are of most value to them.
- ✓ Items we would include in the Delivery Plan.

- Geared towards traditional AVP Full Contract
 - ✓ Not specific to special offerings which have their own specific features:
 - AVP Express, AVP Go Live, AVP Cloud Computing



AVS Responsibilities – Menu of Services

- Building a “Menu of Services” can provide the following benefits:
 - ✓ Simplify purchase of AVP services by giving clients concrete examples of what we deliver
 - ✓ Encourage larger contracts:
 - By identifying how much effort each item requires, then letting a client pick, they should ask for more than if they just guess.
 - ✓ Encourage existing clients to better utilize their contracts
 - ✓ Increase consistency across AVP
 - ✓ Help us build an asset base



AVS - Value Add Ideas for Consideration

Sr No	AVP Value Add	AVP Deliverables	Examples
1	Proactive and customized support	<ul style="list-style-type: none"> • Custom Troubleshooting and Scripting • Remote Administration and Cleanup • Assistance with Disaster Recovery Planning • Facilitate Architecture review and assistance • Capacity / Performance analysis and tuning • Recommendations on backup and recovery procedures • Recommendations on security precautions 	<ul style="list-style-type: none"> • Onsite days used to review product plans, and make a recommendation for product usage and potential growth. • Follow-up 18 months later with an updated plan - Both times a formal document outlining the findings • TSM Environment cleanup, Disaster Recovery, and Capacity Planning • Architects working to review questions related to TSPM * Accelerated Value Leader's weekly cross-brand team meeting
2	Customer Focused Product Management Assistance	<ul style="list-style-type: none"> • Maintain and track customer enhancement requests • Facilitate Product management sessions • Facilitate regular meetings to review and define enhancements requests based on customers business priorities • Work with IBM product management teams to ensure continuous progress is being made on enhancement requests 	<ul style="list-style-type: none"> • Liaison with various teams within organization to capture requirements for technpack upgrades and manage the delivery of those requirements thru upgrade roadmap aligned with thier business needs • Initiate and maintain the relationship with customer network equipment vendors for procurement of Documentation and Sample data in support of IBM TNPM Engineering forces for Probes/Tech-pack upgrades • Manage Scope/Requirement Document Reviews and Approval process for each TNPM techpack upgrade • Facilitate Cross-Brand Involvement • Assist with Was 6.1 35 Upgrade- Collaborate with WAS AVL • Assist with DB2 9.7 fp3 Upgrade- Collaborate with DB2 AVL
3	Installation, Upgrade, and Migration Assistance	<ul style="list-style-type: none"> • Assist customer with installation and configuration • Custom APAR delivery thru iFix / LA Fix, Special APAR Reports • Check of environment and OS levels for installs Upgrade Assistance • Patch Strategy Recommendations • Facilitate weekly and ad-hoc meetings among IBM development, Customer, and their 3rd parties for resolving issues arising on daily basis around release/fixpack roadmap planning and implementation 	<ul style="list-style-type: none"> • Weekly Non-GA APAR / Internal Defects list • AVS TDS LDAP migration and consolidation • Custom installation scripts created for TAM Migration/Installation • Custom APAR delivery thru iFix / LA Fix and Special APAR Reports • Production environment Support 7.1.1.4 on DB2 9.7. • Maximo 7.1.1.8 Upgrade (CCMDB, TSRM, TAMIT 7.2) Dev3 Environment. • User load scale support - current user load 2800+
4	Assistance with Customer Environment	<ul style="list-style-type: none"> • Set up and maintain a test environment similar to customer • Test Environment Recommendations • Review of Customizations 	<ul style="list-style-type: none"> • Daily Touch Point Meeting with various teams within Customer Sites • POC assistance - e.g. WAS MQ Design VS SIBus JMS • Assistance in creating Maximo Vanilla VM • Provide assistance in creating or upgrading development environments at client site • Collaborative with IBM Development, DE, and L3 teams in India to help resolve critical upgrade issue with TSRM 7.2.1.1FP (this saved customer opening critsit and was able to continue the rollout and maintain Go-Live Date)
5	Knowledge transfer	<ul style="list-style-type: none"> • Access to user groups and advisory councils (peer collaboration with other AVP customers using same products) • AVS deliver hands-on customized product training • Ad-hoc assistance to end users on how best to solve their needs using the existing tool capabilities • Process consulting and technical workshops • Facilitate access to IBM's SMEs and Architects for assistance with customer's focused needs 	<ul style="list-style-type: none"> • Maximo Advisory council - where all AVP customers get together to discuss, share and learn best practices from each other • AVP Knowledge Sharing Sessions - only available to AVP customers. The topics that are presented could actually include topics on any type of AVP deliverable.

AVS Summary

Constantly Work To Provide Value Add for your Customer

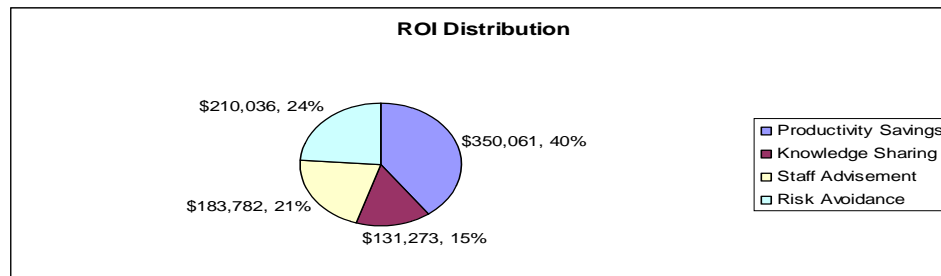
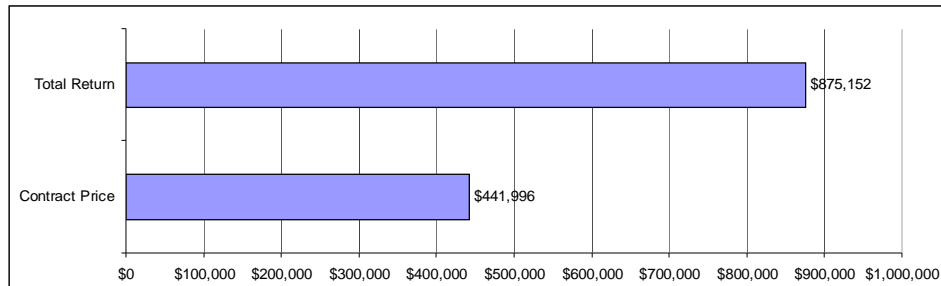
- ✓ *Understand Best Practices and AVS Responsibilities*
- ✓ *Develop an Ongoing Client Relationship through an Understanding of your Customer's Lifecycle and Business Environment*
- ✓ *Make Use of Existing Training, Meetings and Best Practice Initiatives*
- ✓ *Engage Other Resources as Needed*
- ✓ *Be a Go-To Person for AVP*



Strategic Client ROI Analysis

- Goal to analyze ROI of AVP contracts for all strategic clients with over \$200k AVP spend..
- Measuring ROI in 4 key areas:
 - Productivity Savings– time saved by customers in dealing with IBM products.
 - Knowledge Sharing – participation in education (AVKS) sessions, training hours and consulting.
 - Staff Advisement –handling support-related tasks that customers would otherwise have had to deal with directly.
 - Risk Avoidance – mitigate productivity loss related to outages, performance bottlenecks, loss/corruption of data, and delays in delivering results.
- Results intended to reinforce value to existing clients to ensure strong renewal rate, and provide sample ROI to prospective clients.
- Tivoli Top Twenty (20) AVP Strategic clients (all having positive ROI) with an overall **average ROI of 98%**
 - AVP Contract Avg. \$440k
 - **Avg. Return On Investment (ROI) = \$875k**

Tivoli Strategic Client Averages

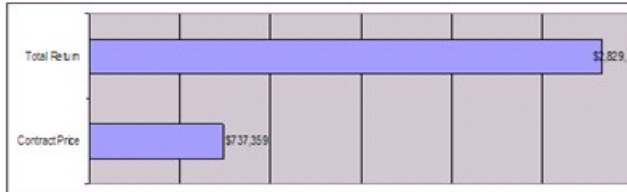
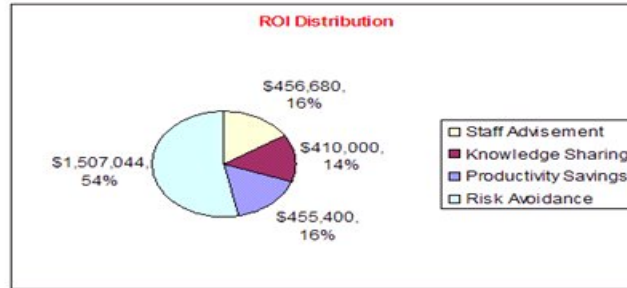


Example Usage of ROI

Projected ROI on Potential New Allocations - Tivoli AVP

ROI Study Results Looking forward using Potential New Allocations table above:

AVP - Return On Investment (ROI) Calculator		
Customer Brand	Tivoli	
Industry		
Contract Price (Example)	\$737,359	
# Administrators		
# Developers		
# Named Callers		
AVL FTE	1	
AVS FTE	0.75	
(L2 Pickup FTE)	0.58	
AVS/L2 FTE	1.33	
OS/EOS days	10	
	Amount	Percent
Staff Advisement	\$456,680	16%
Knowledge Sharing	\$410,000	14%
Productivity Savings	\$455,400	16%
Risk Avoidance	\$1,507,044	54%
(L2 Pick Up)	\$488,824	
Total Return	\$2,829,124	
Annual ROI	284%	

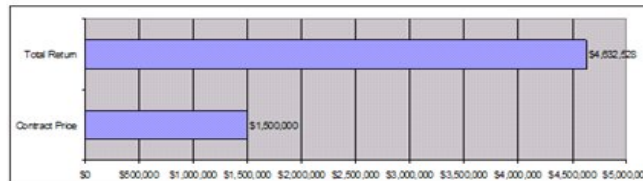
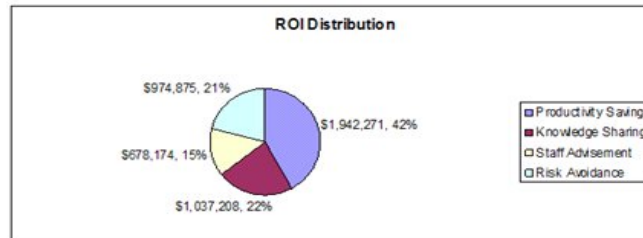


1. ROI projections for a New Proposal using the presales ROI v2 tool based upon the new resource allocations.

ROI on Current Allocations - Tivoli AVP

ROI Study Results using Current Allocations

AVP - Return on Investment (ROI) Calculator		
Contract Price	Tivoli	
Total Value Delivered	\$4,632,528	
ROI Distribution	Value	%
Productivity Savings	\$1,942,271	42%
Knowledge Sharing	\$1,037,208	22%
Staff Advisement	\$678,174	15%
Risk Avoidance	\$974,875	21%
Return on Investment	\$3,132,528	
ROI (in percentage)	209%	



2. Tivoli AVP ROI pulled from the standard ROI v1 tool based upon standard AVL questionnaire from current allocations, and completed AVP activity.



Tivoli AVP ROI Process

ROI Results:

Ad Hoc Requests – generated on demand after request from management or sales.
Six (6) Months after contract start, depending on contract length.

Case Studies

Ad Hoc Requests – generate on demand after request from management.
Six (6) Months after contract start, depending on contract length.

- Update each quarter

Single Repository for Results:

Wiki / AVP team room database

Tools:

xBrand AVP ROI v1 (based upon 20 question AVL questionnaire, post delivery)
xBrand AVP ROI v2 (presales, projections)

ROI Team Review : The ROI Team members review our customers and make sure they are updated accordingly:

- Update ROI Results Spreadsheet
- Update Case Study

We may include in the AVP Audit Process in the future.

Evangelist Role

- True “Evangelizing” of AVP
 - ▶ Seeking opportunities to educate and create awareness of AVP
 - SW Sales, Support, Development
 - Meetings, Conferences, Communities
 - ▶ Establish network for people to understand who to engage
- Prospect Identification
 - ▶ Review/qualify opportunities submitted into AVP Sales Lead Tool
 - ▶ Identifying potential customers through self-analysis
 - Top PMR generators, CritSit contributors, Large S&S spend

AG Sales Evangelist

Paul Gardiner
Glen Musick
Mark Vanderboll

EMEA Sales Evangelist

Pete Goudbourne
Judith Hamilton

India & AP Sales Evangelist

Kiran Garapati

If lead is identified as one that has significant justification for AVP, the Evangelist will work with AVP Sales Team to hand over lead



What Constitutes a Good AVP Candidate?

- Is Customer often in **Crit Sits** or raising many **S1**'s?
- Does Services get sent on-site just to “save the account”?
- Are License renewals or New License opportunities at risk?
- Does Customer have mission-critical applications?
- Is Customer's software sitting on the shelf?
 - Do they consider Tivoli SW too complex or do they lack skills?
- Is there a pending upgrade, migration or new deployment?
- Is Customer asking for a more Proactive Support Model?



AVP Sales Lead Tool

- Available to submit potential AVP Sales Leads
- Can be accessed via Request Central:

<http://rcserv.tivlab.raleigh.ibm.com/rc/index.html>

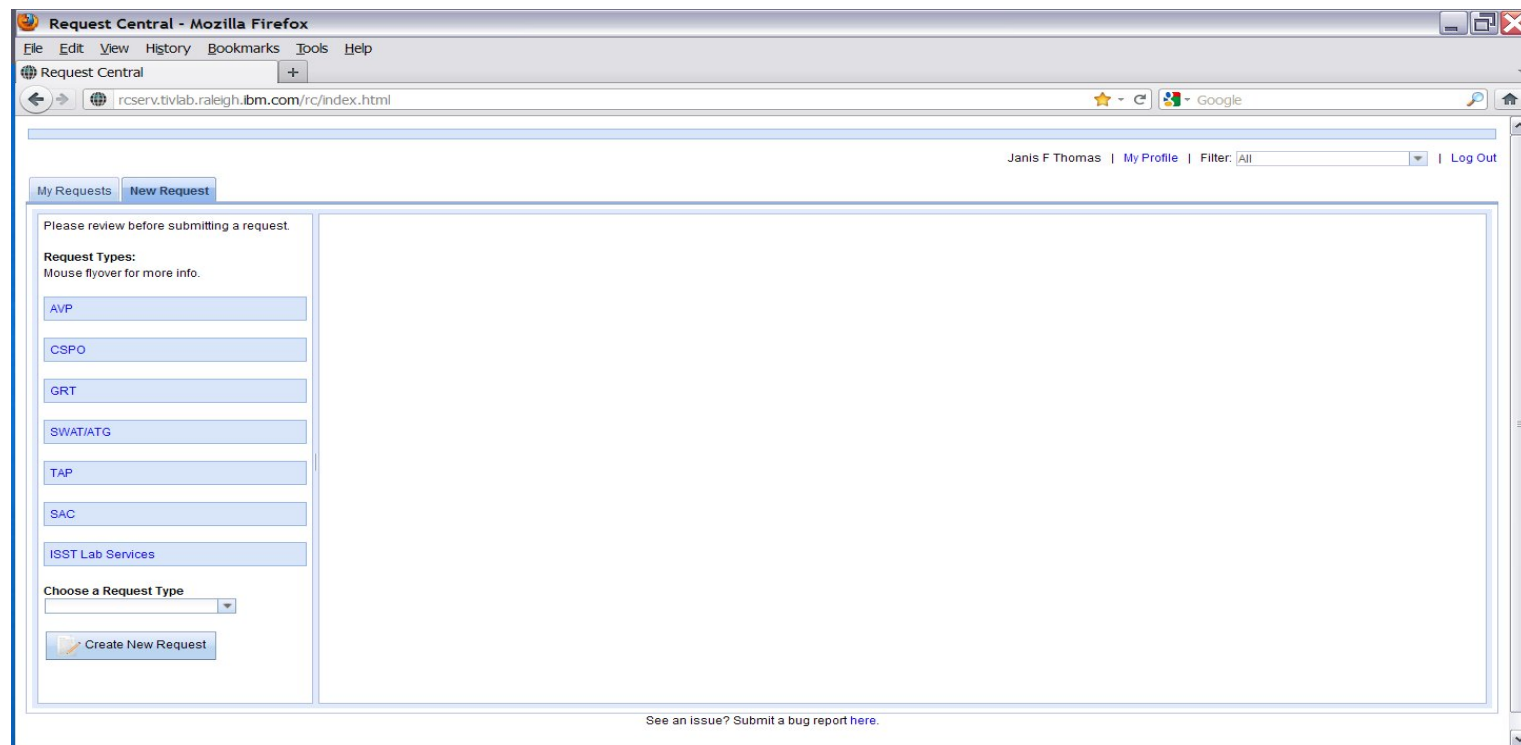
- Click on “new request” and then select “AVP”
- The information will be qualified, reviewed and evaluated
- Status will reflect current action

AVP Sales Lead Tool

Accessed via Request Central tool:

<http://rcserv.tivlab.raleigh.ibm.com/rc/index.html>

Click on “New Request” and then select “AVP”



AVP Sales Lead Tool

Note: Fill in as much detail as possible to explain why this is a good AVP Lead. There is an Engagement Abstract section under the section shown below where you can fill in additional comments.

The screenshot shows the 'Request Central' web application in Mozilla Firefox. The browser address bar shows 'rcserv.tivlab.raleigh.ibm.com/rc/index.html'. The user is logged in as 'Janis F Thomas'. The page has two tabs: 'My Requests' and 'New Request'. The 'New Request' tab is active, showing a form with the following sections:

- Request Types:** A list of request types including AVP, CSPO, GRT, SWAT/ATG, TAP, SAC, and ISST Lab Services. 'AVP' is selected in the 'Choose a Request Type' dropdown.
- Request Details:** A section with a 'Submit' button and a 'Cancel' button. It contains a legend: '* indicates a required field'.
 - CUSTOMER DETAILS:**
 - * Customer Name: [text input]
 - * Customer Number: [text input]
 - * Request Type: AVP (dropdown)
 - Assigned: [text input]
 - * Engagement Status: Unassigned (dropdown)
 - * Deal Status: Pending (dropdown)
 - * Customer Contact Name: [text input]
 - * Customer Contact Phone: [text input]
 - * Customer Contact Email: [text input]
 - * Geography: [dropdown]
 - * IMT: [dropdown]
 - * Product (click): [text input]
 - * Product Category: [text input]
 - LEAD DETAILS:**
 - Submitted By: Janis F Thomas
 - Date Submitted: 11/14/2011
 - Date Closed: [text input]
 - Leaders (click): [text input]
 - Transferred to: [dropdown]
 - Contact Phone: [text input]
 - Contact Email: [text input]
 - Sales Account Contact: [text input]
 - Odds %: [text input]
 - Contract Revenue: [text input]
 - Engagement Abstract:** [text area]

At the bottom of the page, there is a link: 'See an issue? Submit a bug report here.'

Audit - How is Excellence of Service Delivery Defined

- **Commitment to the future, continuance of the planned service delivery. A good understanding the clients needs.**
- **Perceived benefit or value by the customer for the delivered service.**
- **Regular customer contact (conference/meetings/visits) and feedback about their level of satisfaction.**
- **Tangible evidence of service delivery relevant to their stated requirements.**
- **Good responsiveness (how quickly the need was serviced).**
- **Evidence of best-practices delivery**



Audit - How do we assess Quality?

- **The Delivery Plan:**

If the assigned AVL was absent, could another AVL not previously associated with the account, be able to find the goals for specific period and key delivery dates? Would they be able to step in and take action and communicate the plan with the customer contacts?

The plan must be filed within AMPS and contain sufficient detail for the current period. It must be shared with the customer, either distributed or available via the Support Portal.

- **Quarterly Report**

Are the activities easily recognizable and match what is detailed in the ES and DP? Is there sufficient activity relative to the AVL's percentage allocation?

- **Executive Summary**

If I were the customer executive and read the executive summary, would I have a good feel for what the customer wanted to achieve and their goals to make their business successful? What (if any) current issues they have and what contribution AVP is making towards meeting their priorities? Do I expect a hostile or warm meeting with the customer?

The Executive Summary would need to be current and available within AMPS, and preferably available to the customer via the Support Portal, unless it contained sensitive internal information with regards to any escalation. There should be an emphasis on highlighting benefits and value from AVP efforts.



Audit - How do we rate Quality?

- **5 Star: Ready to approach customer as a reference, or for contract uplift. Excellent documentation over two to three periods.**
- **4 Star: Expected to renew. Good documentation of service delivery.**
- **3 Star: Average level of service quality, no major concern but room for improvement.**
- **2 Star: More examples of service quality required, or documentation needs to be improved. (Renewal at risk)**
- **1 Star: Basic service delivery and documentation. (Renewal at risk)**
- **Non-compliant, documentation missing. (Renewal at risk)**
- **Low scoring AVLs (1 or 2 star) will be audited more frequently**

AMPS - Tivoli Brand & Product Groups

https://tiger.lenexa.ibm.com/amps/amps_main
 Most Visited Getting Started Latest Headlines IBM IBM IBM IBM IBM
w3 SWG Premium Support Assistant
 Accounts Reports Profiles Tools My Settings **Admin** Return
Product Group Management Page
 AIM BA IM IS Lotus Rational Security **Tivoli** Other
Current AVP product groups and subproduct groups
[Tiv Maximo](#)
[Tiv Monitoring](#)
[Tiv Network Service Assurance](#)
[Tiv Service Provider and Automation](#)
[Tiv Storage](#)
[Tivoli](#) — **Original Product Group**
Add AVP product group or subproduct group
 Add Reset
 *AMPS Group Type AVP Product Group Subproduct group
 *Name
 *Short Name (for use in TaylorMade selection lists)
 SMD Group/Map Name(s) (comma separated list)



AMPS -Product Group & Comp-IDs

My Workplace | Account Contacts | Manage TM Users | Add/Delete Non-Customer Files | Manage Product Groups

Accounts | Reports | Profiles | Tools | My Settings | Admin | **Return**

Product Group Management Page

AIM | BA | IM | IS | Lotus | Rational | Security | **Tivoli** | Other

Current AVP product groups and subproduct groups

- [Tiv Maximo](#)
- [Tiv Monitoring](#)
- [Tiv Network Service Assurance](#)
- [Tiv Service Provider and Automation](#)
- [Tiv Storage](#)**
- [Tivoli](#)

Update Tiv Storage

Update | Reset | Clear | Delete

*Brand: AIM BA IM IS Lotus Rational Security Tivoli Other

*AMPS Group Type: AVP Product Group Subproduct group

*Name:

*Short Name (for use in TaylorMade selection lists):

*SMD Group/Mapping Name (uncheck to delete): Segment_STORAGE

Additional SMD Group/Map Name(s) (comma separated list):

Hide Comp-ids (uncheck to delete)

Segment_STORAGE

<input checked="" type="checkbox"/> 5608AC800 FLSHCPYMGR RTING ID	<input checked="" type="checkbox"/> 5608AC6AP FLSHCPYMGR CUSTOMAP	<input checked="" type="checkbox"/> 5608AC8DB FLSHCPY DB2 AGENT
<input checked="" type="checkbox"/> 5608AC8EX FLSHCPY EXCHANG AGT	<input checked="" type="checkbox"/> 5608AC6MC FLSHCPYMGR MMC	<input checked="" type="checkbox"/> 5608AC6OC FLSHCPY ORA NOSOA
<input checked="" type="checkbox"/> 5608AC8OS FLSHCPY ORACLE SAP	<input checked="" type="checkbox"/> 5608AC6SQ FLSCPY SQL AGENT	<input checked="" type="checkbox"/> 5608AC6VM FLSHCPYMGR VMWARE
<input checked="" type="checkbox"/> 5608AC6VS FLSHCPY VSS	<input checked="" type="checkbox"/> 5608ACS00 TSM AD COPY SV RTID	<input checked="" type="checkbox"/> 5608ARM00 IBM SYS STOR ARC MG
<input checked="" type="checkbox"/> 5608B0100 TPC BASIC ED RTID	<input checked="" type="checkbox"/> 5608CDFCL TIV CONT DP FOR FIL	<input checked="" type="checkbox"/> 5608CDFCS TIV CDP STARTER ED
<input checked="" type="checkbox"/> 5608CSS00 TSM F COPY SVS RTID	<input checked="" type="checkbox"/> 5608E1400 TPC DISK ME RTID	<input checked="" type="checkbox"/> 5608FBW00 FB4WKST RTID

Terms of use



AMPS - Entitlement

Hide Details

Deliverables	Entitlement	Memberships	Collaboration	Planning	IBM Team		
Software Hardware/OS ICN							
Product	Type	State	Comp IDs	End Date	Days Left	PPA Support	PPA End Date
Tiv Maximo	Accelerated Value	Active		12/31/2012	280	7922459	

Hide Details

Product: Tiv Maximo

Type: Accelerated Value

Current State: Active Inactive

End Date: 12/31/2012

Work Number:

AVP/BHO ICN:

<input checked="" type="checkbox"/>	TV0193COS	Maximo Asset Manage
<input checked="" type="checkbox"/>	TV0194COS	Maximo Asset Manage
<input checked="" type="checkbox"/>	TV0194COS	REPORTING FOR SCCD
<input checked="" type="checkbox"/>	TV0195COS	INTEGRITION FOR SCCD
<input checked="" type="checkbox"/>	TV0195COS	Maximo Asset Manage
<input checked="" type="checkbox"/>	TV0196COS	Maximo Asset Manage
<input checked="" type="checkbox"/>	TV0196COS	SELF SERVICE / SCCD

Check All Clear All



AMPS - Subscriptions

*Note: Select the to enable subscriptions for contacts.

All	BA	Lotus	Rational	Tivoli	Other Contacts					
Maunio Dharja	Technical	847-937-3574	Lotus			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Raeanne Ruhl	Technical	847-938-4667	Lotus			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ragendar Ranga	Application Contact	(269) 270-1836	Cognos			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ramu Amanchi	Technical	(847) 935-6490	Tivoli		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rodney Poche	Technical	951.914.6749	Tivoli			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ron Shores	Technical	847-9389-9234	Lotus			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Sarah Macintosh	IBMer	613-356-5869								
Sunitha Singh	Management	847-935-9150	Cognos		<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thomas Goshaw	Technical	847-938-4536	Lotus			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wilson So	Technical	847-937-9259	Tivoli			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Yogesh Thota	Management	8479366117	Cognos			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Prev | Next

New Download Send e-Ma

Hide Details

Info Subscriptions e-Mail Groups ICNs Collaboration

Note:
The default product list displays active Accelerated Value entitled products associated with **Rodney Poche**. Select the appropriate subscriptions by product that apply to **Rodney Poche**.

BA | Lotus | Rational | **Tivoli**

Products	Select	Primary Contact	Named Caller	Survey	Tech Talks	Newsletter	APAR
Tiv Maximo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tivoli	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



AMPS - Customer Snapshot is now Brand Specific

VIEW: [Open PMRs](#) ▼ [PMR Filters](#)

APAR	ICN
	5772604
	5772604
IV23068	5772604
	5772604
	5772604
	5772604
	5772604
	5772604
	5772604
	6230267
PM55351	5773007

[Download](#) [Send e-Mail](#) [Scheduler](#)

Show Secondary Customers

Other Accounts

⚠ Pending Journal Entries

Customer Snapshot - Tivoli

- 0 Severity 1 PMRs
- 0 Hot PMRs
- 0 Open Critical situations
- 11 Open PMRs
- 11 PMRs with no AVP updt in 5 days
- 2 PMRs with active APARs
- 2 Open Activities
- Avg. PMR Duration is **65** days
- Avg. PMR Backlog Age is **72** days
- 5 Aging PMRs - Older than 60 days

Delivery Status - Tivoli

- A contract for this account expires in **95** days
- 0 of 10 onsite days used
- 0 of 4 emergency days used
- 0 of 0 block hours used
- Travel Budget
- Named Callers
- Memberships
- No Collaboration Sites on file

Planning - Tivoli

- Delivery Plan
- Account Renewal Brief

My Profile [Links](#) [Tools](#)

- My Settings
- Personal Wiki



AMPS - Send A Direct Link to Content

- The "Send" icon on the "Info" tab in the detail section of a report will send a link to the item being displayed. This link will display this same item as long as it remains in the database. For example, unless the journal entry is deleted, the link to it will always display that journal entry.
- When the "Send" icon is clicked, a standard send e-Mail pop-up will display allowing you to enter recipients, subject, and some text. The link shown below the text box will be inserted in the generated e-Mail after your text.
- Note that anyone who receives an AMPS link in an e-Mail or otherwise uses a generated AMPS link, must still be a registered AMPS user. If they are not an AMPS user they will be prompted to register as a Read-only user or to request access at some higher level using the same access request mechanism that exists today. Also, users will not be able to access unauthorized features using a link that they receive. For example if an AMPS user with the AVL/AVS role tries to access a link to the back office, they will receive a page indicating that they are not authorized to access the requested feature.

The screenshot displays the 'Info' tab of the AMPS interface. The main form contains the following fields:

- *Activity:** DB2 and IM 2012 renewal
- Type:** Administrative
- Status:** Open (selected)
- Opened:** 01/16/2012
- Target:** 01/16/2012
- Owner:** Natalie Kinney
- Project:** Select Project
- AVP Portal:** No (selected)
- ROI Category:** (empty)
- Include in Qrtly Report:** No (selected)
- Recommended Action:** No (selected)

The 'Detail' section shows:

IBM CONFIDENTIAL INFORMATION
 AVP Support Contract Details & Deliverables
 Status: Final AVP Delivery Managers: cindy white
 AVP Sales Rep: Nicholas Natella/North Reading/IBM

The 'Send AMPS Link' pop-up window is open, showing:

- To:** theboss@ibm.com
- Subject:** ARB for AT&T
- Text:** Hi Jill,
Here is the ARB journal entry I created in AMPS:
- Link:** [Link to selected AMPS content](#)

The 'Send' button in the main form is highlighted with a red box and a red arrow.



AVP Chat - Overview

Strategy: Provide AVP customers with a way to chat on-line with their IBM contacts. The tool provides clients a means to interact with AVP contacts in a more expedient way in real time, and encourages the use of the IBM Support Portal (one of the strategic tools for AVP).

■ Goals:

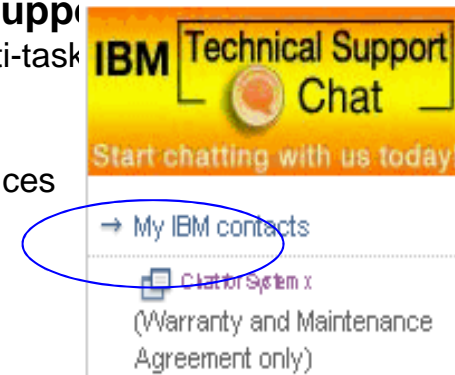
- Added value to the AVP offering with social software tools
- Increased client satisfaction with the AVP Chat offering
- Increased communication through convenience, efficiency and accuracy of instant messaging

■ Key features of AVP Chat

- No installation required by customer (use a web browser via “IBM Support Portal”)
- Customer has real-time availability of their AVL's/AVS's listed in “My IBM Contacts”
- On IBM side, it uses TechSupport Sametime community - no new tools required

■ AVP Chat advantages frequently cited by customers and IBM Support

- Maintaining a real-time “life line” with the customer and the ability to “multi-task”
- Handling of quick status checks or updates
- Communicating technical long command strings or web addresses
- Communicating in noisy environments or where there's language differences



AVP Chat - AVL/AVS set up steps

AVP Chat Wiki page:

<https://w3.tap.ibm.com/w3ki08/display/SametimeChat/AVP+Chat>

Instructions to install the Plug-in: <https://w3.tap.ibm.com/w3ki08/display/SametimeChat/Plug-in+Instructions>

FAQs <https://w3.tap.ibm.com/w3ki08/display/SametimeChat/FAQ>

- 1) Verify in AMPS that the AVL/AVS and the AVP client named callers are listed. Modify any additional contact related content in AMPS to ensure it is appropriate for client viewing via the IBM Support Portal
- 2) AVL and AVS who plan to use the AVP Chat tool in the IBM Support Portal need to set up their Sametime client to connect to IBM AVP Chat:
 - a) Add the Technical Support community to your ST
 - b) Install the Technical Support Plug-In
 - c) Change the Alert Notification time out value in ST – default is 10 seconds; can be extended to 180 seconds

*** Also make sure you are listed in the Tivoli Boarding Form (talk to Janis or Colin)
- 3) Set Customer Expectations:

AVL/AVS are to ensure they set customer expectations on their availability with AVP Chat. We recommend as a best practice to let customers know when you would generally be available and on-line with AVP Chat. For example: 10am-Noon M,W,F, and 2-4pm Tues/Thurs.

Colin Thompson and Janis Thomas are the Tivoli Brand Contacts for AVP Chat

AVP Customer Experience

- AVP customer goes to the IBM Support Portal
- Displayed is the TS Chat Portlet where AVP clients click:
 - My IBM Contact's for participation in AVP Chat
 - The “My IBM Contacts” page:
 - Shows the AVL's/AVS's availability based on real-time state in the Technical Support Sametime community
 - The customer can click on a name to initiate a chat request

My IBM contact information

■ = Available for chat ■ = Not available for chat

Program	Name	Role	Phone	Email address
AS/400 Tools	David Croll	Software Engineer	1-507-288-5700	dcroll@us.ibm.com
Global Web Strategy	Go Home	Senior IT Specialist	1-914-784-5289	nishar@us.ibm.com
IBM Global Support	Greg Watts	Software Engineer	1-507-286-6529	gwatts@us.ibm.com
IBM Global Support	Mike Lopez	Software Engineer	1-507-286-6755	mlopez@us.ibm.com
RSC Tools	Todd Mueller	Software Engineer	1-507-288-6940	tmueller@us.ibm.com

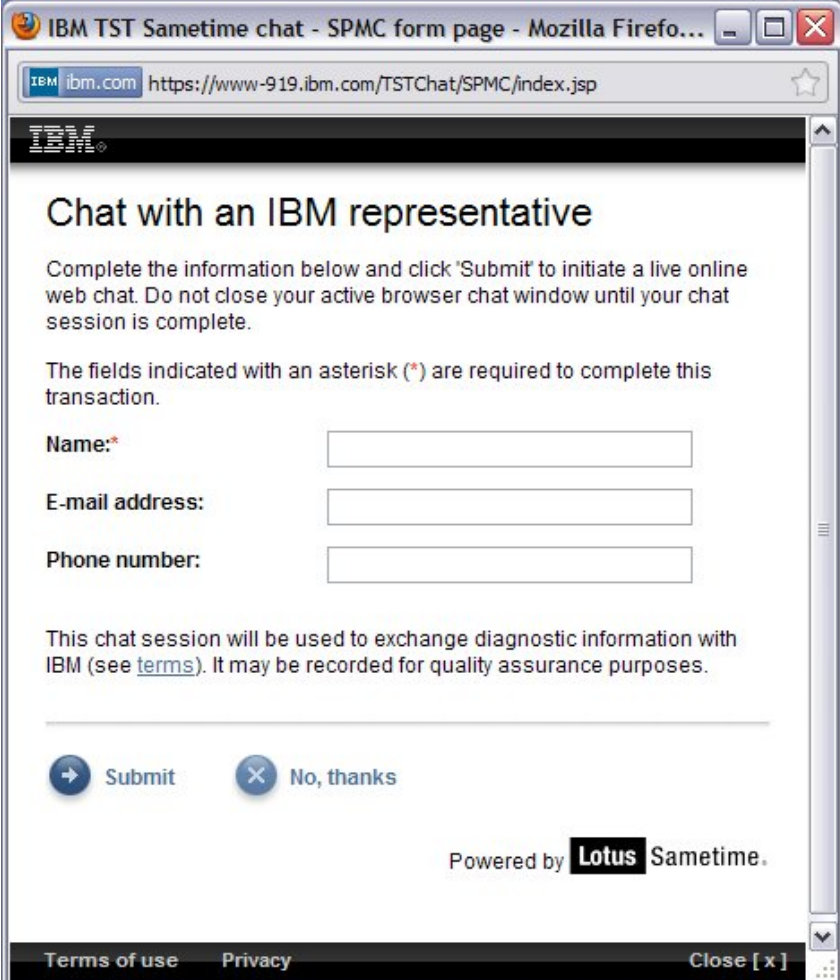
*Note: The IBM Contact must be enabled in the TS Chat application and have their ST Connect client set up to receive Chats

Customer Experience (Continued)

- Customer clicks on the AVL/ AVS name:

 Rawls Walden Secondary AVL

- Customer completes and submits form.



IBM TST Sametime chat - SPMC form page - Mozilla Firefo...

IBM | ibm.com https://www-919.ibm.com/TSTChat/SPMC/index.jsp

Chat with an IBM representative

Complete the information below and click 'Submit' to initiate a live online web chat. Do not close your active browser chat window until your chat session is complete.

The fields indicated with an asterisk (*) are required to complete this transaction.

Name:

E-mail address:

Phone number:

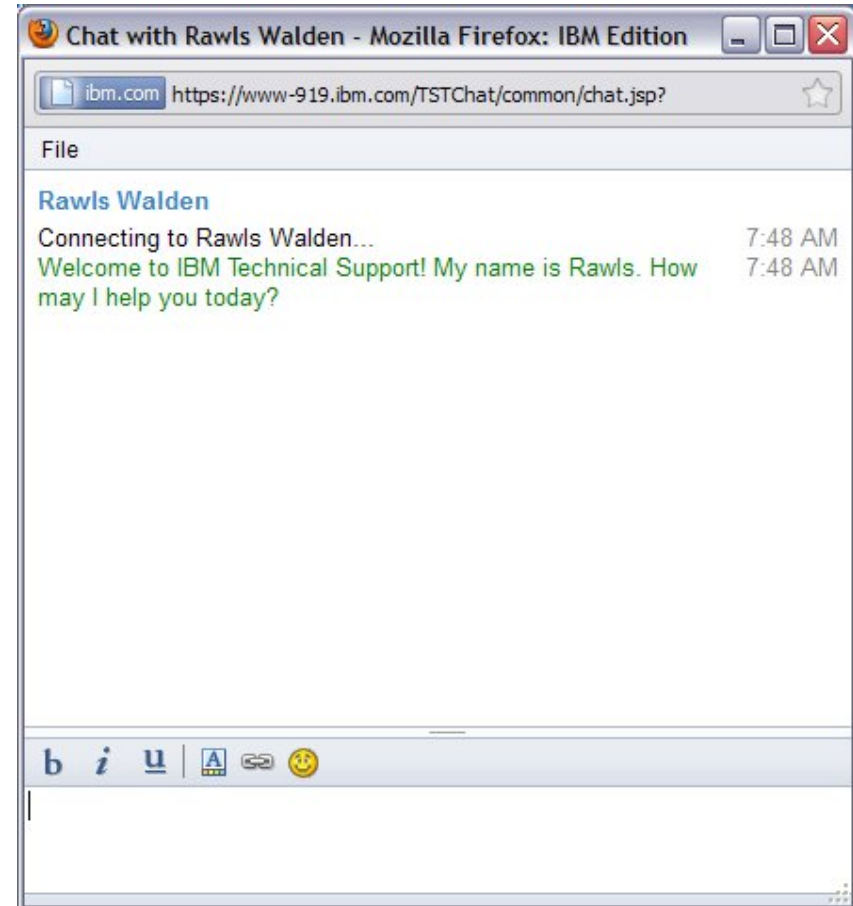
This chat session will be used to exchange diagnostic information with IBM (see [terms](#)). It may be recorded for quality assurance purposes.

Powered by **Lotus** Sametime.

[Terms of use](#) [Privacy](#) [Close \[x \]](#)

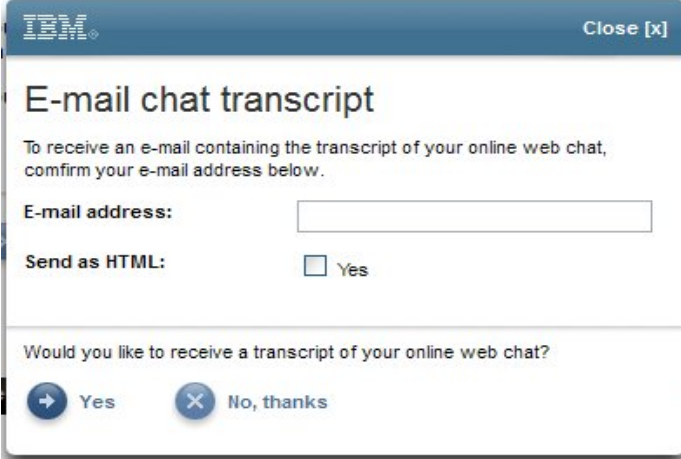
Customer Experience (Continued)

- As soon as the AVL/AVS accepts the request, the chat window displays.

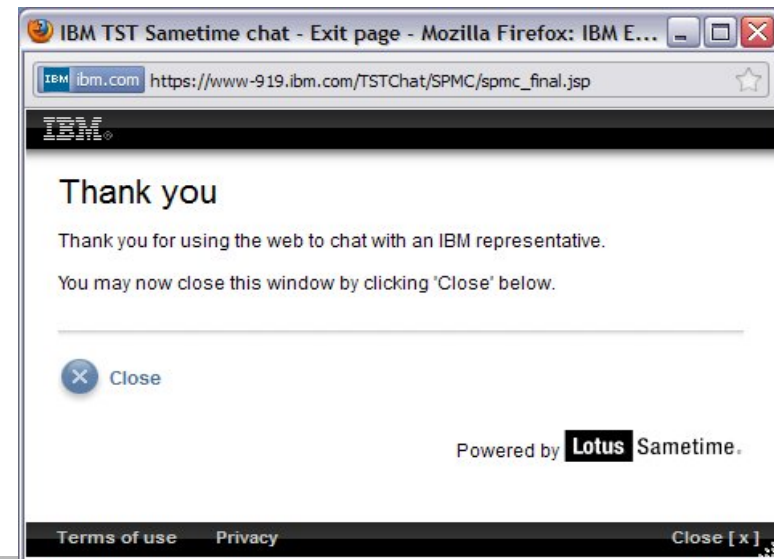


Customer Experience (Continued)

- After closing the chat window, the customer may choose to have the chat transcript sent to themselves.
- The flow then continues to a “Thank you” page.

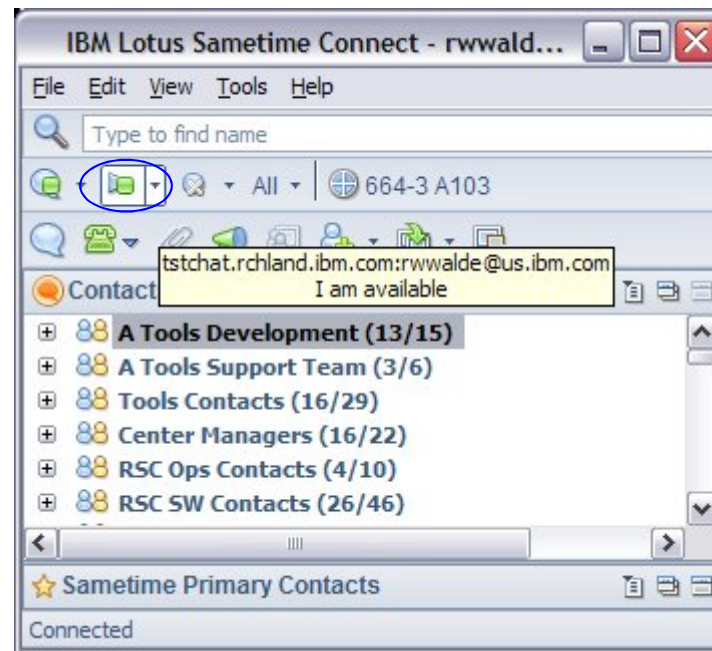


The screenshot shows a dialog box titled "E-mail chat transcript" with an IBM logo in the top left and a "Close [x]" button in the top right. The main text asks the user to confirm their email address to receive a transcript. Below this is a text input field for the "E-mail address:" and a checkbox for "Send as HTML:" with "Yes" next to it. At the bottom, there is a question "Would you like to receive a transcript of your online web chat?" followed by two buttons: "Yes" with a right-pointing arrow and "No, thanks" with a close icon.



IBM Experience

- The AVL/AVS Contact needs to manually set their status to “I Am Available” in the Technical Support Community



jCC v0.9.9 Release Information

- What's New in jCC v0.9.9
 - ▶ <http://rchgsa.ibm.com/~thrgsa/public/jcc/doc/099/099.htm>
 - Screenshots
 - How to Use

- jCC Community
 - ▶ <https://w3-connections.ibm.com/communities/community/jcc>
 - ▶ Platform for Interaction with other jCC users

jCC is a solution for call handling and integration of support related back –end systems (e.g. RETAIN, Ecurep, AMPS, Blue Pages, etc)



Weekly Brown Bag Sessions

- Brown Bag – generally a training or information session scheduled during a lunch break. (Brown Bag is a symbol for meals brought along by the attendees, or provided by the host. In the US, those are often packed in brown paper bags.)
- Aim is to use these sessions to provide information to the attendees in a voluntary and informal setting for knowledge management and internal communication.
- Sessions begin in September for optional attendance.



Questions

