



Tivoli WW Client Support

# Tivoli WW Customer Support

Focusing on ***Customer Success***

June - 2008



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# Agenda

- **Investments in new Tools and Training**
- **Are you using and happy with new capabilities ?**
- **Ideas and suggestions?**
- **Where do I focus & invest ?**



# Training

## ➤ Software Technical Exchange (STE)

- 60 – 90 minute recorded webcast
- Free precise education
- Hints and tips from what we see in Field
- Q&A with Subject Matter Experts
- Good for pre and post deployment

## ➤ IBM Education Assistant (IEA)

- Watch multimedia modules
- Presentations, Demonstrations & Tutorials organized in an education roadmap



# Support Technical Exchange Web Seminars Presented by IBM Software Services for Tivoli

**TAM STE Series 2008 - LDAP  
Session 1**

**Tuesday 24-June**

**Audience:**  
Level 2 Support, Services, GTS,  
Business Partners, Sales, Clients  
(either TAM Administrators or Operators)

**Abstract:**  
This STE will cover an overview of LDAP,  
AD, Dominos, Open LDAP, and setting up  
LDAP for TAM.

**Presented by:**  
Nick Lloyd



# Using TSM Server Instrumentation for Performance Tuning

**Wednesday 25-June**

## **Audience:**

**Level 2 Support, Services, GTS,  
Business Partners, Sales, Customers**

## **Abstract:**

**This STE will cover instrumentation tracing available for the TSM server and client to assist in diagnosing performance problems. Topics will include instrumentation traces, hints and tips for what to look for in the instrumentation traces, and examples of traces from sample performance problems.**

## **Presented by:**

**Dave Canan**



# ITM v6.2: Tivoli Data Warehouse Enhancements and integration with Tivoli Common Reporting

**Thursday 26-June**

**Audience:**

**Level 2 Support, Services, GTS, Business Partners, Sales, Clients (either ITM 6.x Administrators or Operators)**

**Abstract:**

**Topics covered will be enhancements in the Tivoli Data Warehouse 2.1 solution (Warehouse Proxy Agent and Summarization and Pruning Agent) and the ITM 6.2 integration with Tivoli Common Reporting.**

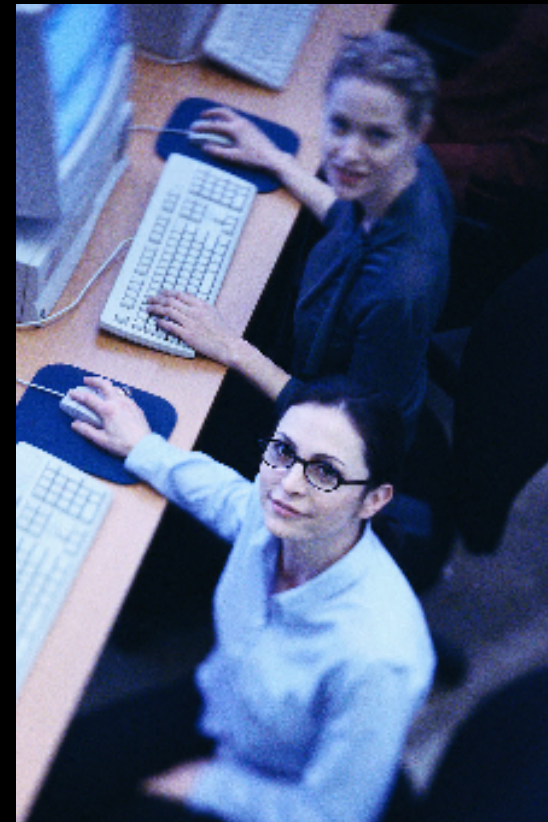
**Presented by:  
Caterina Perri**



## ISST Enablement Team - How We Can Help You ??

### What Tivoli Enablement Offers: Types of Training

- **Classroom**
  - Instructor-led training
- **Self-paced/Virtual**
  - Instructor-led Online (ILO)
  - Web-based training
  - Remote labs
  - Differences
  - IBM Education Assistant
- **Live Online**
  - Support Technical Exchange
  - Virtual Class
- **Skills Roadmaps**



<http://www-306.ibm.com/software/tivoli/education/>



## New Tivoli Courses

IBM Tivoli Access Manager for e-business 6.1 Architecture and Solution Design  
IBM Tivoli Access Manager for e-business 6.1 Deployment and System Administration  
IBM Tivoli Business Services Manager 4.1.1 for Administrators  
IBM Tivoli Compliance Insight Manager 8.5 Installation  
IBM Tivoli Compliance Insight Manager 8.5 Administration and Reporting  
IBM Tivoli Dynamic Workload Broker 1.2 Workshop  
IBM Tivoli Identity Manager 5.0 Differences and Migration  
IBM Tivoli Identity Manager 5.0 Basic Implementation  
IBM Tivoli Identity Manager 5.0 System Administration  
IBM Tivoli Monitoring 6.2 for Operators and Administrators  
IBM Tivoli Monitoring 6.2 for Implementers  
Tailoring and Configuring for Enterprise and IT Asset Management  
IBM Tivoli Workflow for Enterprise IT and Asset Management 7.1  
IBM Tivoli Reporting for Enterprise IT and Asset Management  
IBM Tivoli Netcool/OMNIbus 7.2 Administration and Configuration  
IBM Tivoli Netcool Service Quality Manager 4.1 Installation and Integration  
IBM Tivoli Provisioning Manager 5.1.1 Operations Management  
IBM Tivoli Provisioning Manager 5.1.1 Administration and Workflow Development

<http://www-306.ibm.com/software/tivoli/education/>





## New Tivoli Courses

IBM Tivoli Application Dependency Discovery Manager 7.1  
IBM Tivoli Change and Configuration Management Database 7.1 Fundamentals  
IBM Tivoli Change and Configuration Management Database 7.1 Implementation  
IBM Tivoli Storage Manager 5.5 Implementation and Administration  
IBM Tivoli Storage Manager 5.5 Implementation and Administration - Linux  
IBM Tivoli Storage Manager 5.5 Implementation and Administration - AIX  
IBM Tivoli Storage Manager 5.5 Operations  
IBM Tivoli Storage Manager 5.5 Operations - AIX  
IBM Tivoli Storage Manager 5.5 Advanced Administration, Tuning, and Troubleshooting  
IBM Tivoli Storage Manager 5.5 Advanced Administration, Tuning, and Troubleshooting - AIX  
IBM Tivoli Storage Manager Extended Edition 5.5 Disaster Recovery  
IBM Tivoli Storage Manager Extended Edition 5.5 Disaster Recovery - AIX  
IBM System Automation for z/OS 3.2 Introduction and Operations  
IBM Tivoli Workload Scheduler for z/OS 8.3 Scheduler's Workshop  
IBM Tivoli Workload Scheduler for z/OS 8.3 for Schedulers  
IBM TotalStorage Productivity Center 3.3 Administration and Operation  
IBM Tivoli zSecure 1.9 CARLa Auditing and Reporting Language

<http://www-306.ibm.com/software/tivoli/education/>



## Other Sources of Tivoli Product Knowledge

- On-line Product Tutorials
  - Derived from real customer situations, using real code
  - <http://www.ibm.com/developerworks/tivoli/tutorials.html>
- IBM Tivoli Recorded Demonstrations
  - Industry specific, product families and solutions recorded demonstrations.
  - <http://demos.dfw.ibm.com/brands/tivoli/>
- Software Library
  - Literature and technical resources on IBM software products and offerings
  - <http://www.ibm.com/software/sw-library/>
- Field Guides
  - White papers and journals sharing
  - [http://www.ibm.com/software/sysmgmt/products/support/Field\\_Guides.html](http://www.ibm.com/software/sysmgmt/products/support/Field_Guides.html)
- Global Tivoli User Group Community
  - software by participating in independently run Tivoli User Groups around the world; learn about online and in-person opportunities near you at
  - <http://www.tivoli-ug.org/>
  - 
  - <http://www.redbooks.ibm.com/>
  - 
  - <http://www.ibm.com/software/tivoli/education/certification.html>
  - 
  - [http://www.ibm.com/software/sysmgmt/products/support/supp\\_tech\\_exch.html](http://www.ibm.com/software/sysmgmt/products/support/supp_tech_exch.html)
  - 
  - <http://www.ibm.com/software/info/education/assistant/>



## Contact Us

- Worldwide Training Information  
<http://www.ibm.com/software/tivoli/education/>
- Contact information/Education centers
  - Americas: [tivamedu@us.ibm.com](mailto:tivamedu@us.ibm.com)
  - Asia Pacific: [tivtrainingap@au1.ibm.com](mailto:tivtrainingap@au1.ibm.com)
  - EMEA: [tived@uk.ibm.com](mailto:tived@uk.ibm.com)



# Tools...providing 24x7 access to information



## Tools help Clients

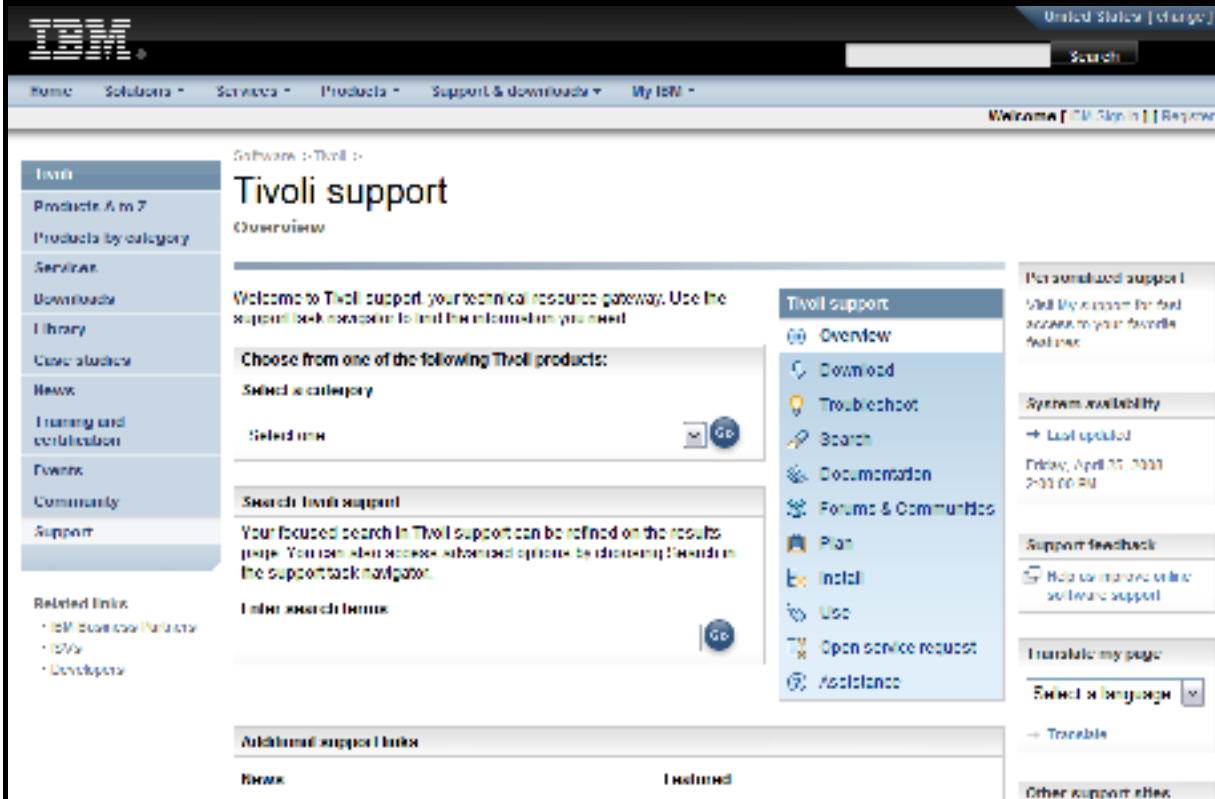
Find answers, resolve problems, and stay connected...

[ibm.com/software/support/supportresources.html](http://ibm.com/software/support/supportresources.html)

- Support Homepage / Self Assist resources
- Toolbar
- IBM Support Assistant (ISA)
- IBM Education Assistant (IEA)
- Communities  
(forums, wikis, blogs, RSS, OpenMics, webcasts)
- Electronic Service Request (ESR)
- Assist on Site (AOS)



# Tivoli Support Homepage



## Tivoli Support Page

[ibm.com/software/tivoli/support](http://ibm.com/software/tivoli/support)

1. Monitor flashes to avoid issues
2. Search (all indexed content) for answers to questions
3. Review APARS for discovered defects and download fixes
4. Information Center

Self Assist resources: My Support ("My Notifications" will replace My Support with new Custom features)  
 Custom portal interface by user preference  
 Weekly e-mail correspondence

### RSS Feed

Quick, easy, and lightweight format for monitoring new content added to Web sites  
 Updates made every 4 hours



## Tivoli Support Homepage highlights

- Knowledge, recommended fixes, featured documents, troubleshooting, hints and tips, etc.... (knowledge base of **31,000** records)
- Tivoli eSupport website provided **7000+** solutions in Q1
- Countless problem avoidance for our customers
- **44,000** Unique visitors a month to the Tivoli Support pages
- **3.0M+** Total accesses thru May – double our 2007 rate
- Would you contribute ?



# IBM Software Support Toolbar



## Software Support Toolbar

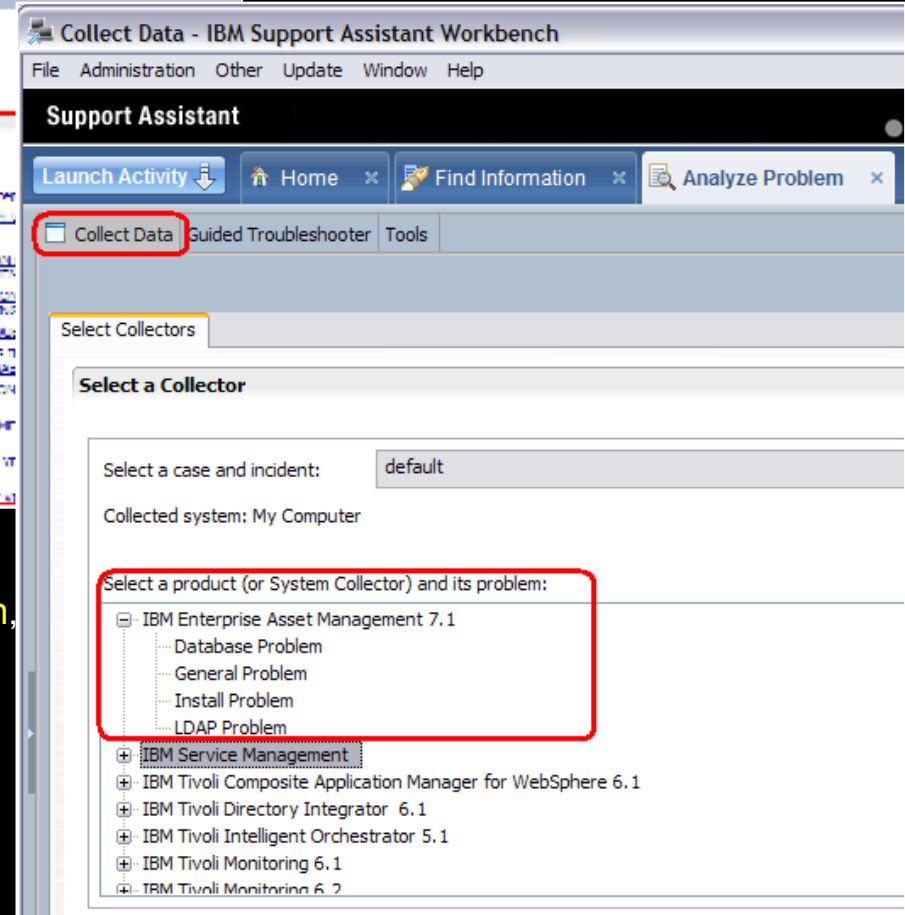
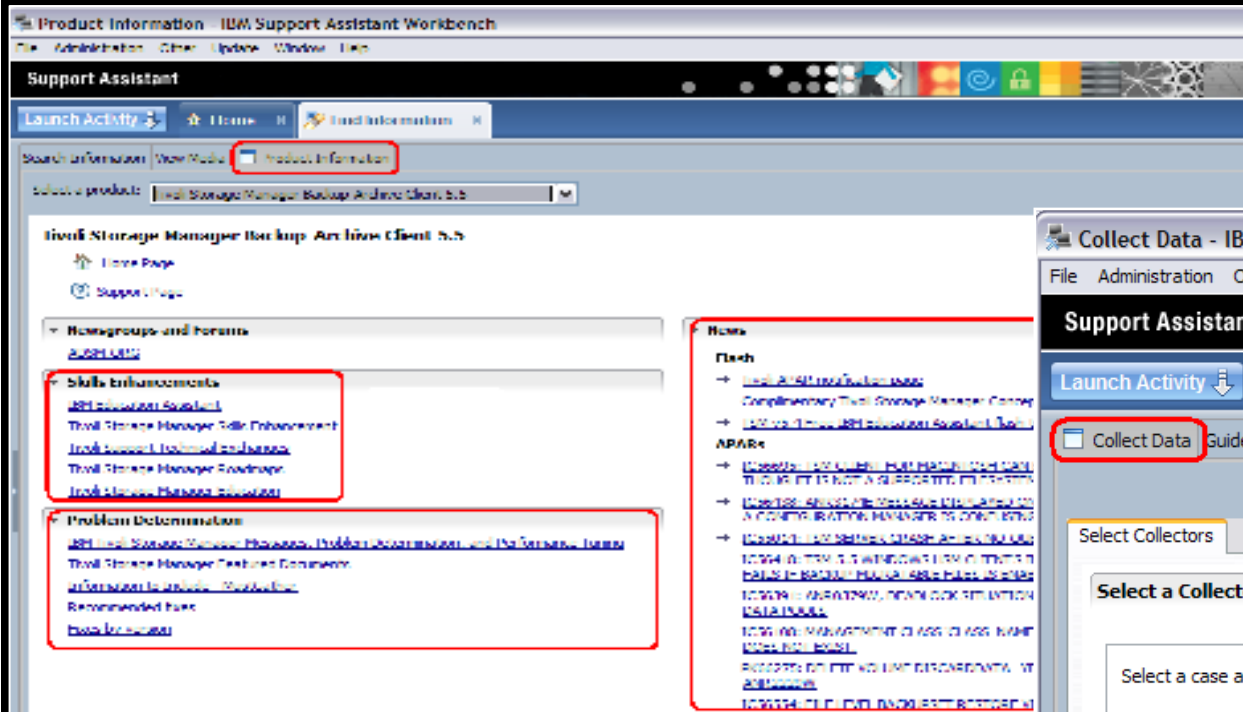
**Quick Access to Cross Brand Support Tools & Resources in Web Browser**

Over **7200** New Toolbar Installations in 1Q2008

[ibm.com/software/support/toolbar](http://ibm.com/software/support/toolbar)



# IBM Support Assistant (ISA)



## IBM Support Assistant (ISA)

- **Single** Serviceability Workbench w/ **Federated Search**, Tools, **Automated Log Collection**, Electronic Problem Submission and **quick access** to product Pubs / info
- Over **70** Tivoli Product Add-ons available w/ **32,000** Clients downloads and **100 %** positive feedback
- **10 %** quicker problem resolution

<http://www.ibm.com/software/support/isa/>





# Assist On-site (AOS)



United States [ change ]

Search

Home Solutions Services Products Support & downloads My IBM

Welcome [ IBM Sign in ] [ Register ]

## IBM Assist On-site

**Support & downloads**

- Downloads and drivers
- Troubleshooting
- Product publications
- Open a service request
- Warranties and maintenance
- Feedback

**Live Remote Assistance**  
With our live remote-assistance tool, a member of our support team can view your desktop and share control of your mouse and keyboard to get you on your way to a solution. The tool can speed up problem determination, collection of data, and ultimately, your problem solution.

**Personalized support**  
Visit [My support](#) for fast access to your favorite features

**How to Get Support:**  
A member of our support team will talk with you first to determine the nature of the problem. You should open a problem via the normal methods and the support engineer will decide whether this tool is the right approach for your particular problem.

**Related resources**

- Global Technical Support
- Software support
- Systems Technology Group

To begin, complete and submit the [IBM Assist On-site request form](#).

**Frequently asked questions**

**How does this service work?**  
Once you connect to the service, you are prompted to download a small, self-installing plug-in, which allows your support representative to view your desktop and share control of your mouse and keyboard. At any time during a support session, you can take control of your computer just by moving your mouse. You will be in charge at all times.

**Can my support representative look through files without my knowledge?**  
Absolutely not. Your representative sees only what you see and whatever you permit him or her to see on your computer screen. Before your support representative views your screen, he or she will first ask your permission and request that you close all documents containing private information.

**How is security maintained?**  
At the beginning of a screen-sharing session, you and your support representative are connected via a communication server. The screen data that is passed between you and your support representative during a session is highly compressed using proprietary technology that can be viewed only with Assist On-site software. This data is also encrypted using 128-bit Advanced Encryption Standard (AES) encryption. Privacy principles are TRUSTe compliant. After the session has ended, your support representative can no longer see your screen or access your computer unless you make another explicit request for support.

More information can be found in the [Assist On-site Security](#) technote.

**Related links**

- IT product training
- Developers
- IBM Business Partners

## Assist On-site (AOS)

- In May alone, customers saved **10,000 hours of time using AOS.**
- Your organization could save **\$162k USD per year in support costs.**
- **Browser based remote control technology**
- **Allows IBM Support to view/share keyboard/mouse control**
- **Provides the benefit of having IBM virtually on-site with your technical team.**

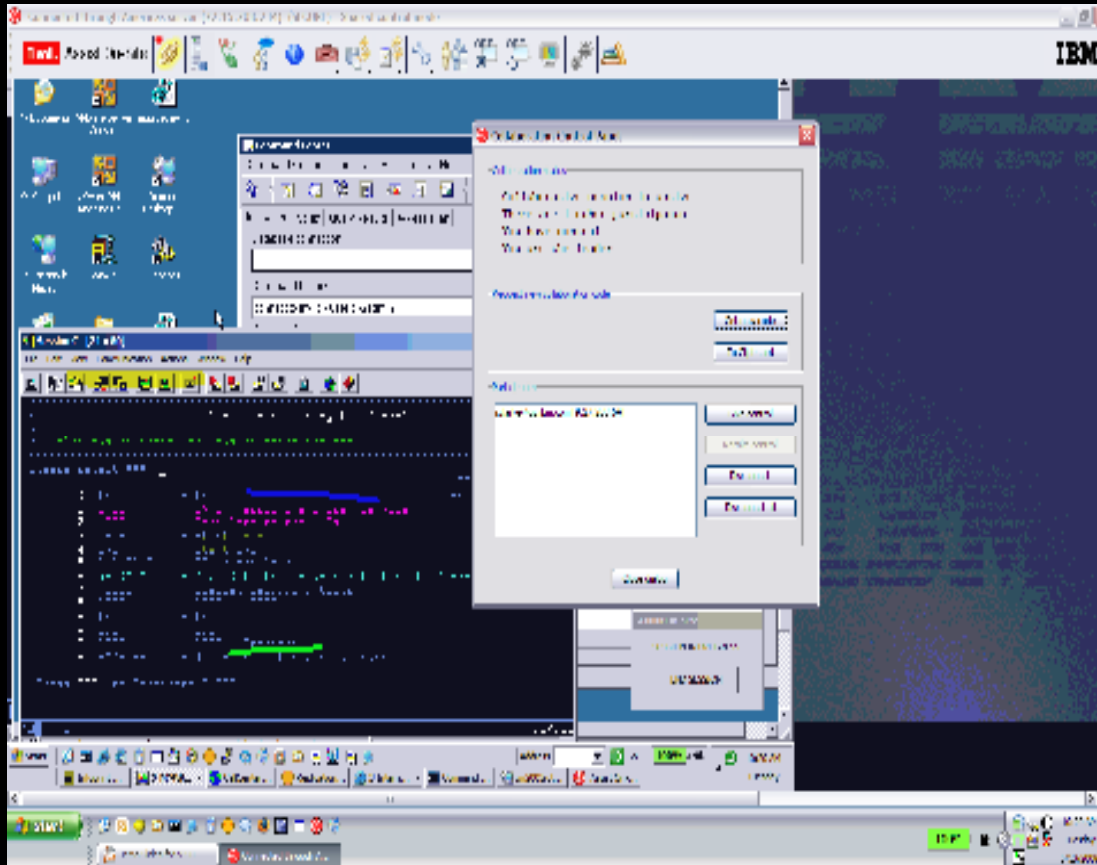
[www.ibm.com/support/aos](http://www.ibm.com/support/aos)



# Assist On-site is Safe and Secure



Free!

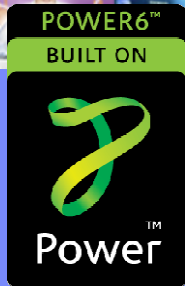


- Over **7000** IBM users connecting to **4000** customers World Wide.
- IBM representative provides a 7 digit random key to initiate encrypted session.
- Communication is protected by 128 bit AES (MARS) encryption.
- Customer does not have to install software. Only requirement is to accept and run small 500kb plug-in via Internet browser.
- Once session is terminated by either the customer or representative, the plug-in is no longer usable
- Client has option at connect time to log activity to the Windows Log File and to choose session state:  
view only, chat or shared control.
- Over **40,000** secure sessions since adoption in 2006



Tivoli WW Client Support

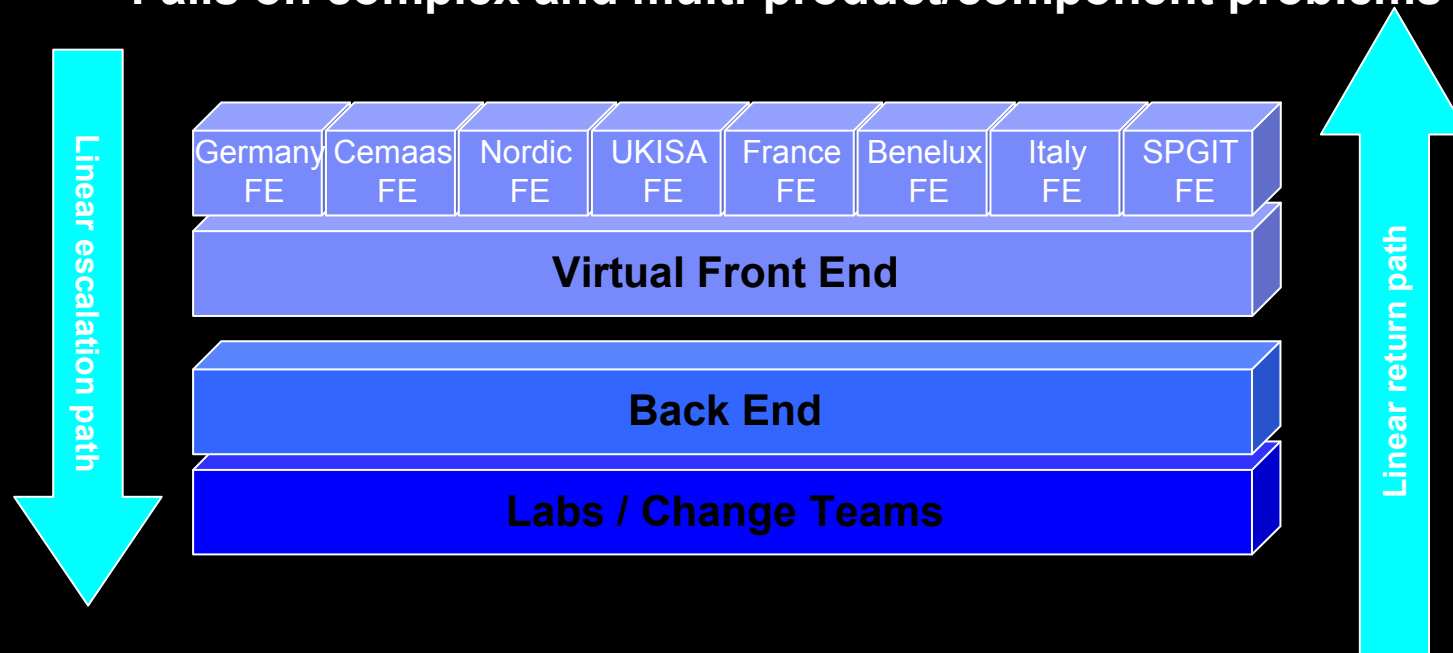
# The European Collaboration Centre



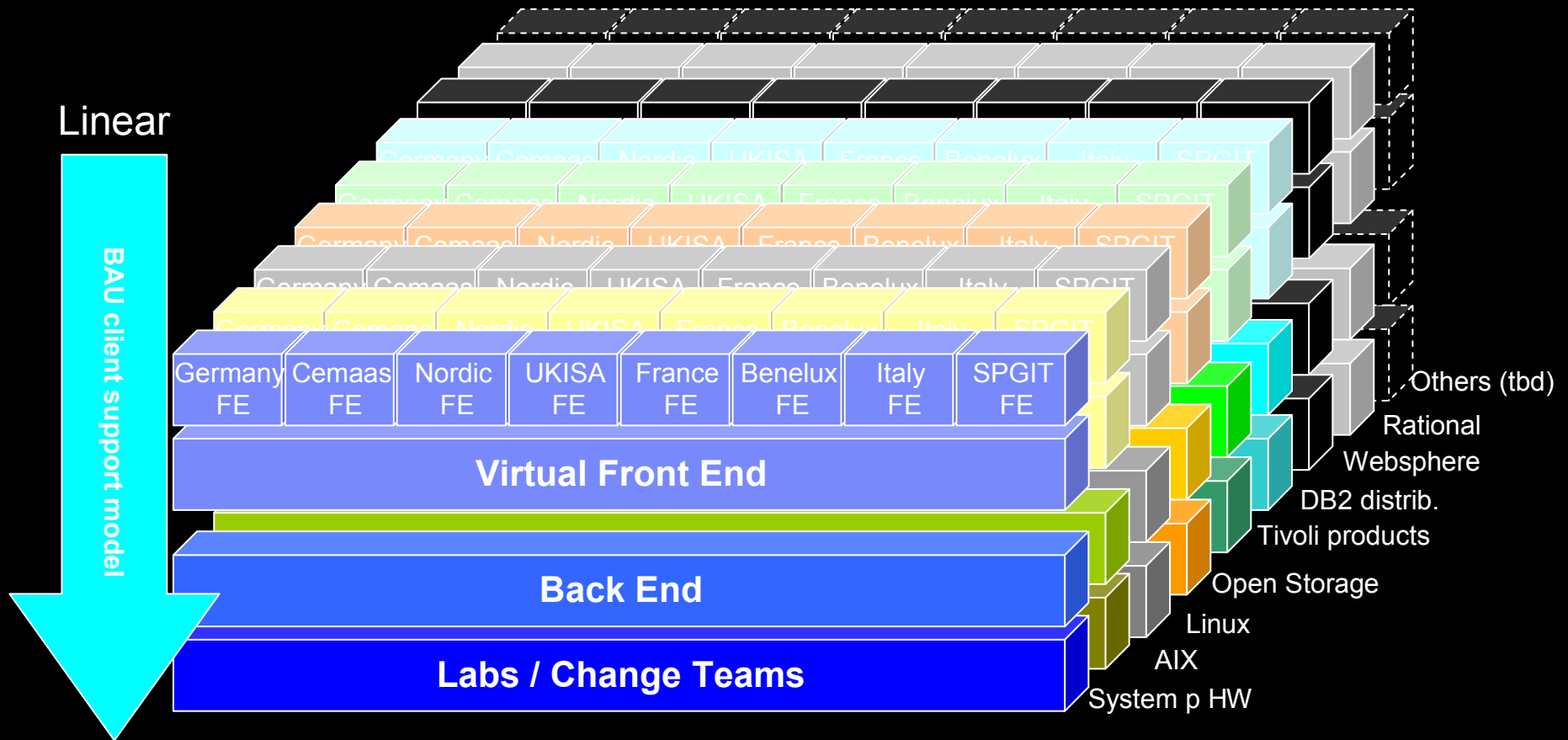
Information Management WebSphere software  
Rational software Tivoli software

## European Support Structure

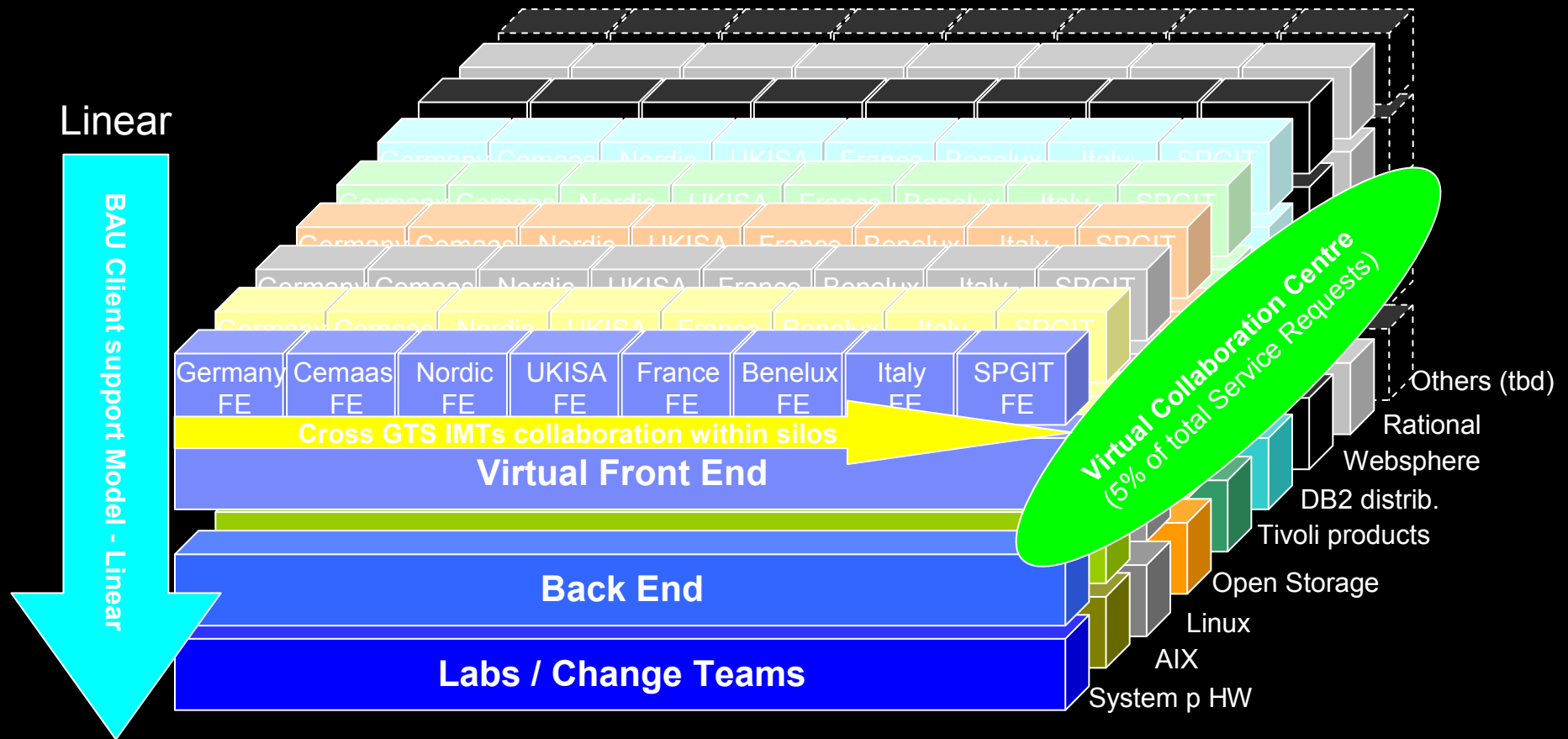
- A linear model (Silo based)
  - **Works for 90% - 95% of situations**
  - **Fails on complex and multi-product/component problems**



# 3D Technical Support matrix for Europe

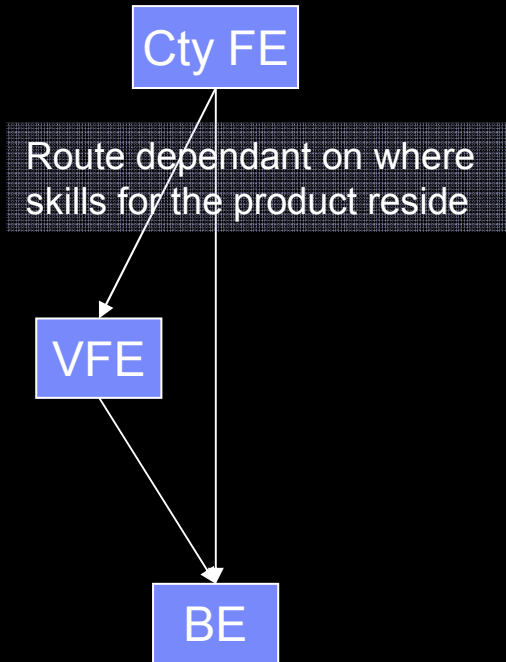


# 3D Technical Support matrix for Europe



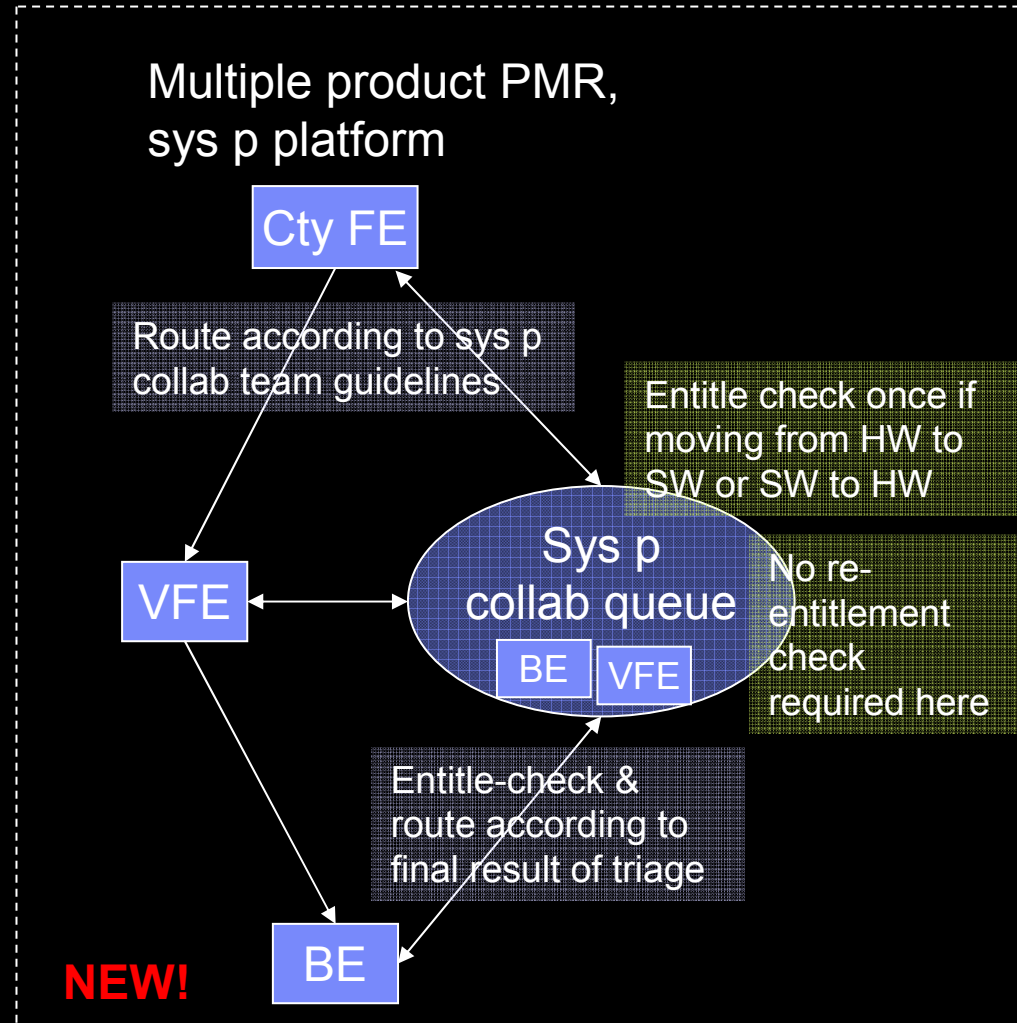
# Collaboration Centre Process overview

## Single product PMR



In place today

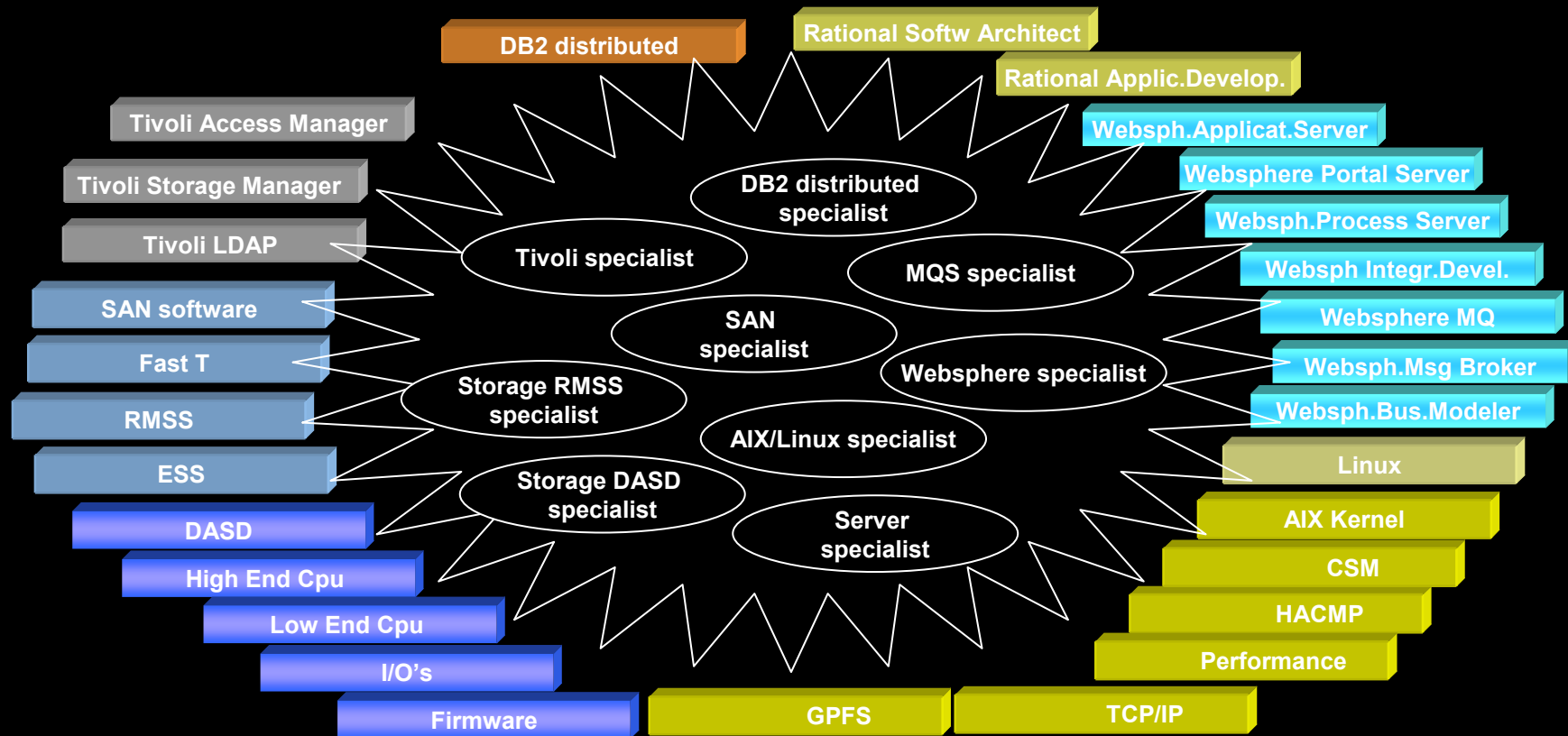
## Multiple product PMR, sys p platform



Note on VFE: this is a European virtual single technology team (close to concept of TT)



## Collaboration Centre products



**Legenda:**

xxx specialist  
yyy product

- Core Team Members (main characteristic is broad multiproduct skills on top of own area of expertise)
- Team Members available on demand (deep technical knowledge on specific product or component)





## Want More?

- Support website**      <http://www.ibm.com/support/>
- SW Support Handbook**   <http://techsupport.services.ibm.com/guides/handbook.html>
- Product Documentation**   <http://www.ibm.com/software/>
- Redbooks**      <http://www.redbooks.ibm.com/>
- IBM Assist On Site**      <http://www.ibm.com/support/aos/>
- Product Patches**      <ftp://ftp.software.ibm.com/>  
[ftp://ftp.software.ibm.com/software/tivoli\\_support/patches/](ftp://ftp.software.ibm.com/software/tivoli_support/patches/)
- Customer Portals**      <http://www.ibm.com/software/support> (Soft spec)  
<http://www.ibm.com/software/sysmgmt/products/support/> (Tivoli spec)
- Knowledge Bases**  
<http://www.ibm.com/search/SupportSearchWeb/SupportSearch?pageCode=SPD>
- Support Technical Exchange**  
[http://www.ibm.com/software/sysmgmt/products/support/supp\\_tech\\_exch.html](http://www.ibm.com/software/sysmgmt/products/support/supp_tech_exch.html)
- Escalation Process**  
[http://www.ibm.com/software/sysmgmt/products/support/Tivoli\\_Escalation\\_Process.html](http://www.ibm.com/software/sysmgmt/products/support/Tivoli_Escalation_Process.html)





## IBM Software eSupport Tools & Resources

- **IBM Support Assistant (ISA)**
  - **Single** Serviceability Workbench w/ Federated Search, Tools, Automated Log Collection, & Electronic Problem Submission
  - Over 32,000 Tivoli Product Add-ons downloaded from Clients with extremely positive feedback
  - <http://www.ibm.com/software/support/isa/>
- **eSupport Toolbar**
  - **Quick** Access to Cross Brand Support Tools & Resources in Web Browser
  - Over 7200 New Toolbar Installations in 1Q2008
  - <http://www.ibm.com/software/support/toolbar>
- **IBM Education Assistant (IEA)**
  - **Targeted** Multimedia Education to Grow Skills & Avoid Problems
  - Over 40 Tivoli Modules Available
  - <http://www.ibm.com/software/info/education/assistant/>
- **Assist On-Site (AOS)**
  - **Secure** Remote Control w/ IBM Support Engineers to Resolve Problems Quickly
  - Over 17,000 Sessions in 2008 w/ 59% of Customers Surveyed Indicated Their Problem Was Resolved Using AOS
  - <http://www.ibm.com/support/assistsite/>



## Summary

Tivoli Services, Support and Enablement has the Training, Tools, Experience and Talent to help you !

Visit the support resources website and explore the many *benefits of eSupport... another way IBM is providing you the Support you need when you need it!*

[ibm.com/software/support/supportresources.html](http://ibm.com/software/support/supportresources.html)

شكراً

(Arabic)

Спасибо

(Russian)

多謝

(Traditional Chinese)

ขอบคุณ

(Thai)

धन्यवाद

Hindi

Danke

(German)

Thank You

(English)

多谢

(Simplified Chinese)

Obrigado

(Brazilian Portuguese)

Grazie

(Italian)

Merci

(French)

Gracias

(Spanish)

நன்றி

Tamil

감사합니다

(Korean)

ありがとうございました

(Japanese)



**Bill Foster**  
*WW Customer Support*

**Technical Support Centers**

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Pierre Cabrera (France)  
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James Wenn  
Sern Chong Wong  
AP CSPO  
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Sharon Ransom  
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Geo Lead

Stephen Anderson  
Europe Geo Lead

Keith Glendon  
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Geo Lead





IBM Stuart Asbury  
IBM Software Group, Tivoli  
Sr. IBM Customer Support Manager



Dominic Heade  
WW Level 2 Support  
Segment Manager Netcool



Kathryn Hall  
IBM Software Group Customer  
Support Manager



IBM Laurence Vale  
IBM Software Group, Tivoli &  
Maximo Client Support Manager



Judith Hamilton  
IBM Software Group, Tivoli  
Tivoli Client Initiatives Manager (BoA Lead)  
Customer Relationship Representative



Paul Maguire  
IBM Software Group, Tivoli  
Strategic Programs Manager



Helen Olliver  
IBM Software Group, Tivoli  
Operations Support



Simon Tierney  
IBM Software Group, Tivoli  
Manager - Tivoli Customer Satisfaction  
Project Office - NE Europe and SW Europe



Eric Twigg  
IBM Software Group, Tivoli  
Customer Experience Initiative  
Programme Manager





Dante Fasciani

IBM Software Group, Tivoli  
IBM Customer Support Manager



Cesare Pagano

IBM Software Group  
WW Support Manager - Monitoring Segment &  
Rome Support team



Cinzia Serretiello

IBM Software Group  
Tivoli Support Manager



Maurizio Vallone

IBM Software Group  
IBM Tivoli Support - EMEA Global Response Team



Calogero Bufalino Marinell

IBM Software Group, Tivoli  
Tivoli WW L2 Support Manager, TCM, ITLCM,  
TPM, TPMfSW, TPMfOS, ITSM, FWK



# Premium Support



Standard Maintenance	IBM Software Premium Support
High-quality standard support	Standard Maintenance + Proactive, personalized, & customized service
Each problem managed, status provided by different person	Consistent contact manages problems, reports status
Designed for high volumes, standard environments	Designed for customized delivery, complex environments
Effective for stable environments with minimal changes	Recommended for environments with frequent changes
Suitable for routine uses of IBM software & later adopters of new technology	Recommended for cutting-edge uses of IBM software & early adopters of new technology
Reactive: when problems occur, customers call us	Proactive: we alert customers to potential problems
Open to all customers, regardless of skills or job role	Designed for senior IT staff responsible for critical systems





## PREMIUM SUPPORT SERVICES GOALS

**Increase our Client's ROI and Satisfaction with IBM Software by Continuously Improving Time to Value**

- "IBM Software Premium Support was the best decision we've made... it has really helped us overcome any obstacles to deploy our IBM software more rapidly...at first I questioned the value, but after seeing the team work of my staff and the premium support team, I know we could not live without it...It's well worth every penny." Rob Livingstone, CIO Ricoh Australia

**Increase our Client's ROI and Satisfaction with IBM Software by Consistently Improving Availability and Reducing Operational Costs.**

- "The support by the Manager who has detailed knowledge about the DaimlerChrysler infrastructure, leads to a reduced internal effort for problem resolution and optimization of the infrastructure." Edgar Heinzl, DaimlerChrysler AG

**Increase our Client's ROI and Satisfaction with IBM Software by developing a Trusted Partnership and leveraging the full capabilities of IBM Software and the IBM Corporation.**

- "We have a very positive experience with Premium Support. We benefit from a direct contact with IBM through our Premium Support Manager. The result of this partnership helps us increase our productivity". Laurent Levasseur, Comareg

**400 Worldwide Clients with a 90+% Renewal Rate**

