

## IBM Customer Support Plan (CSP)

### Welcome to the [IBM Integrated Analytics System](#)!

This is a Quick Guide for accessing technical support for [IBM Integrated Analytics System](#).

Support for your IBM Integrated Analytics System is delivered through a single point of entry to our world-class technical support organization. You will receive support from highly skilled IBM Technical Support Engineers. To customize your support experience, start with the IBM Support Portal - <http://www.ibm.com/support>. Enter 'Integrated Analytics System' in Search support.

- You may register and then customize your page, MySupport (<http://www.ibm.com/support/mysupport>).
- You can use the IBM Service Request tool to create and update your Problem Management Records (PMRs).
- If you need to transfer large files (greater than 2GB), you can ftp the files to IBM Support from our Standard upload site.

View information from these sites:

- Electronic Service Request (SR) Tool - <http://www.ibm.com/support/servicerequest/>
- IBM Appliance Support Handbook - <https://www-304.ibm.com/support/customer/sas/ff/applhandbook/home.html>
- IBM Customer Data Repository - <http://www.ecurep.ibm.com/app/upload>

**If you need help** with your IBM Integrated Analytics System, please **open a service request** by utilizing the IBM Service Request (SR) tool for Software (<http://www.ibm.com/support/servicerequest/>). **This is the best option for engaging IBM for technical support for hardware, software and firmware problems.**

Alternatively, you may consult the IBM Planetwide site (<http://www.ibm.com/planetwide>) for local contact options. Select the **Software** pat for hardware, software and firmware problems. Your call will connect you with a remote IBM Technical Support Engineer to help you diagnose your problem, and, if not resolved, will help you create a plan to resolve it.

### Before Engaging IBM Technical Support

The following information is required when opening a service request for

- IBM Integrated Analytics System V1.0; (Machine type - 3452)

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|---|---|
| <ul style="list-style-type: none"><li>• Your <u>IBM Customer Number (ICN)</u> associated <u>with</u> the IBM Integrated Analytics System purchase.</li><li>• An <u>e-mail address</u> and <u>telephone number</u> where you may be reached</li><li>• IBM Integrated Analytics System – hardware Machine type (MT) and Model number<ul style="list-style-type: none"><li>◦ 3452-xxx</li></ul></li><li>• IBM Integrated Analytics System 3452-xxx<ul style="list-style-type: none"><li>◦ Serial number (7 digits) yyyyyyy</li></ul></li></ul> | <ul style="list-style-type: none"><li>• <u>Description of the problem</u> including the steps that led to the error and the error message</li><li>• The <u>severity</u> and <u>business impact</u> of the problem</li><li>• <u>Other pertinent information</u> (any other error messages and/or logs)</li></ul> |
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**Please be sure to record your IBM service request number.**

## Problem Resolution Call Flow

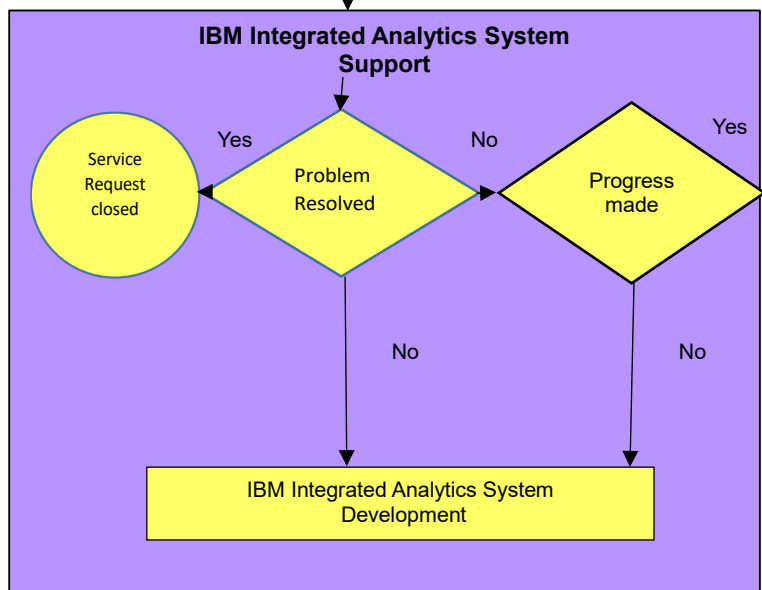
### Problem Resolution

- Use the IBM Service Request (SR) Tool to electronically submit a request for hardware and software assistance:  
<http://www.ibm.com/support/servicerequest/>
- Integrated Analytics System hardware Machine type – 3452-xxx (where xxx is the model number) and its 7-digit serial number
- Enter keywords: Integrated Analytics System
- Solution compid: 5737E3300
- Alternatively, consult IBM PlanetWide to contact IBM in your country. (See white box in right column for url.)
- Use your IBM Customer Number associated with the purchase of IBM Integrated Analytics System
- Select your country
- Select 'Software'
- Product – Integrated Analytics System

The Client and the IBM Technical Support Engineer work together to analyze the symptoms and develop a plan for resolution.

The IBM Technical Support Engineer may ask you for various logs or other diagnostic data.

IBM's Technical Support Engineers works with you to identify the correct action needed to fix your problem.



### Problem Severity Codes

**Problem severity levels** are determined during a mutual discussion by the Client and the IBM technical support engineer, based on the business impact of the issue.

- If a client designates a problem as a Severity 1, IBM will work on it 7 days a week, 24 hours a day, providing the client is also available to work during those hours.

**Severity 1  
Critical Impact/System Down:**  
The business critical IBM Integrated Analytics System is inoperable or its critical interface has failed. This usually applies to a production environment and indicates you are unable to use the IBM Integrated Analytics System resulting in a critical impact on operations. This condition requires an immediate solution.

**Severity 2  
Significant business impact:**  
The IBM Integrated Analytics System is severely restricted in its use or you are in jeopardy of missing business deadlines because of problems with a new application rollout.

**Severity 3  
Some business impact:**  
Indicates the IBM Integrated Analytics System is usable with less significant features unavailable and not critical to operations.

**Severity 4  
Minimal business impact:**  
The non-critical IBM Integrated Analytics System is malfunctioning, causing minimal impact or a non-technical request is made.

**NOTE: To escalate either a hardware or software issue:**

- Consult IBM Planetwide at <http://www.ibm.com/planetwide> for local contact options, select 'Software' and ask for the 'IBM Integrated Analytics System' Duty Manager.
- Be sure to have your IBM service request number and history readily available.