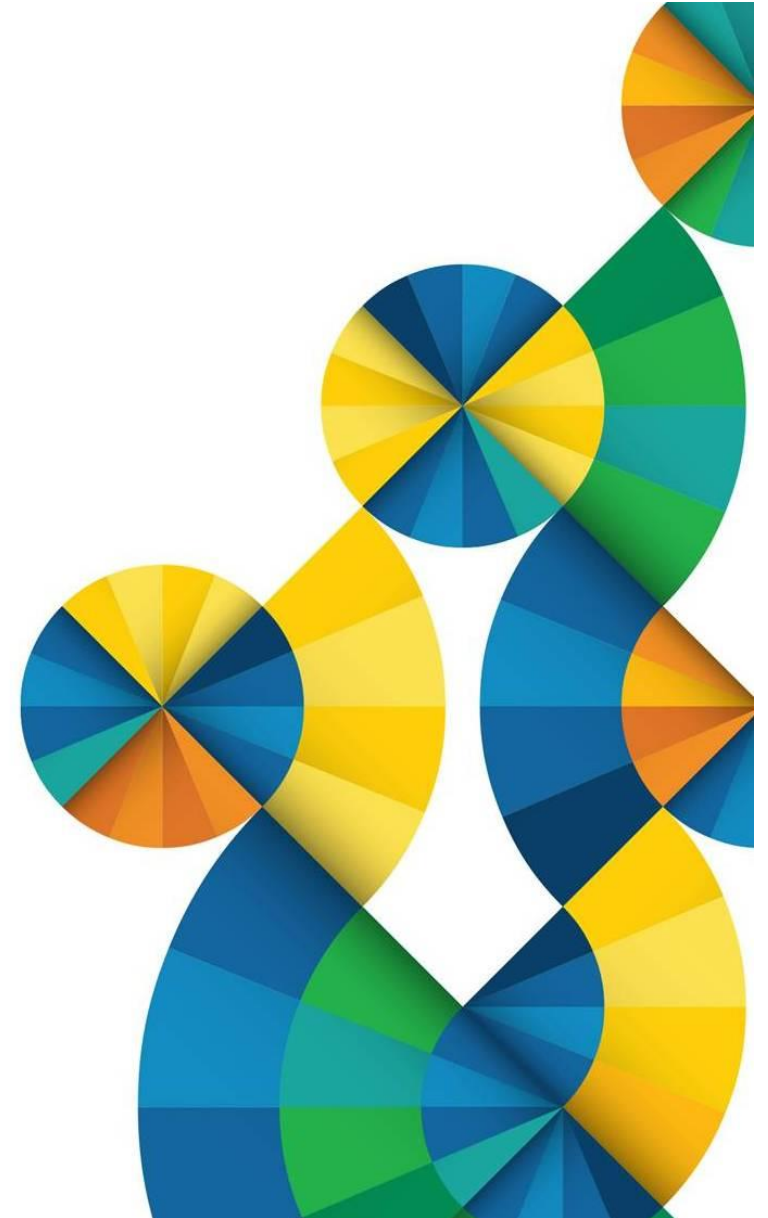


# IBM Spectrum Scale Service Support Update

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May 2018



- Spectrum Scale Support Scope/Model
- Spectrum Scale Support Initiatives
- IBM Corporate Support Initiatives

# Spectrum Scale Support Scope/Model



## Scope Management

- Emphasis on quickly identifying if the scope of a problem falls within Spectrum Scale support

## Support Scope

- The Spectrum Scale support team will investigate and resolve both non-defect and defect issues for Spectrum Scale software

- In Scope

- The subcomponents of Spectrum Scale software include following:
  - Spectrum Scale core codes
  - NFS, SMB, Object protocols
  - AFM, AFM DR
  - file audit logging
  - Spectrum Scale GUI
  - Spectrum Scale encryption
  - Spectrum Scale support for Hadoop
  - Spectrum Scale support for Transparent Cloud Tie ring
  - Spectrum Scale management API
  - Spectrum Scale GNR (GSS and DSS)
  - Spectrum Scale commands

## Out of Scope

- Spectrum Scale support does not include the following:
  - OS (AIX, LINUX, Windows)
  - Network
  - Disk subsystem
  - Hardware
  - User applications
  - Other non-Spectrum Scale components
  - Performance issues not within Spectrum Scale components
- If it's a non-Spectrum Scale issue, then we will assist and direct customer to the correct product support group.

## Reporting Problems to IBM

- Customers contact IBM help desk by phone or website to create Problem Management Reports(PMRs) or Salesforce case.
- The problem ticket/case is entitled and transferred to the proper Spectrum Scale L2 support queue(s).

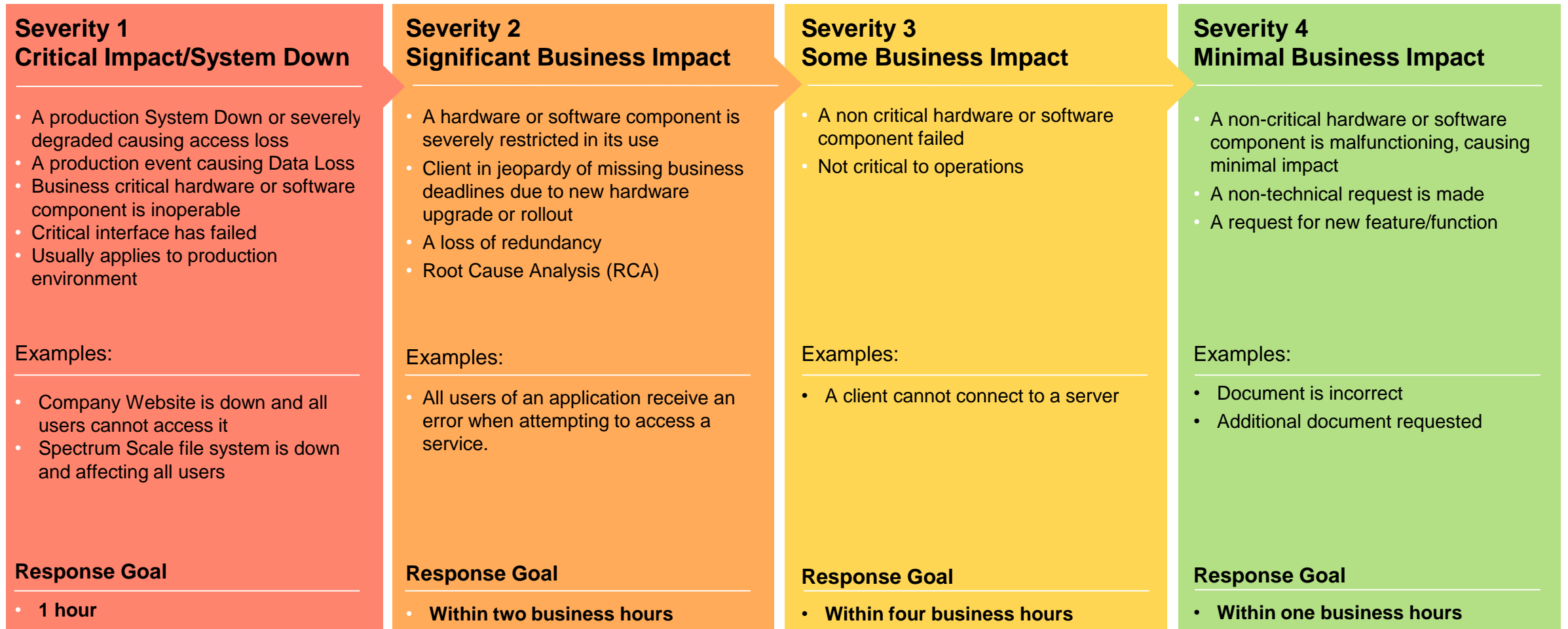
## Product Categories

- Bundled product PMR/Salesforce case:
  - Spectrum Scale is bundled in other components:
    - SAP HANA, DB2 PureScale, Information Archive, PureData System for Operational Analytics, InfoSphere BigInsights, Pure Application Systems, Spectrum Conductor, LTFS, PowerVC Manager for SDI (Spectrum Scale Data Management for power VC mgr for SDI), Analytics Appliance, etc.
    - ESS (IBM Power) or GSS/DSS (Lenovo X86)
  - Bundled product(s) PMRs/SaleForce cases are typically opened to the bundle product owner who engages Spectrum Scale support.
- Stand-alone Spectrum Scale product PMR/Salesforce case.
- If it's a non-Spectrum Scale issue, then we will assist and direct customer to the correct product support group.

# IBM Standard Support Case Severity Level and Response Goal

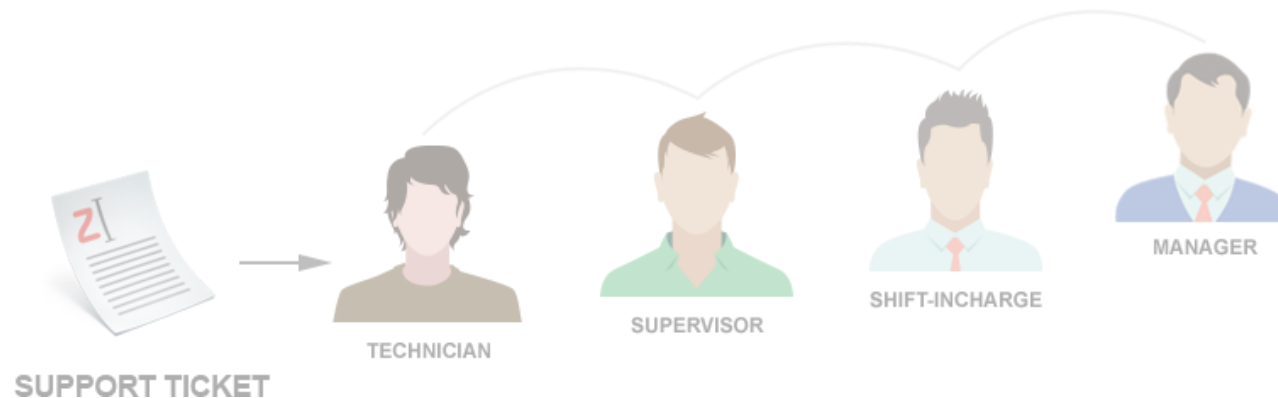


Clients define severity, and clearly document the reason in the PMR or Salesforce ticket.



If at any point, a client's expectations of Spectrum Scale Support are not met, e.g.

- Support response time did not meet IBM objectives.
  - Support action plan or resolution time does not meet expectations or needs.
1. Please contact IBM Spectrum Scale Support ,ask to speak with a Duty Manager, and provide the applicable PMR/Salesforce number. IBM Duty Managers are available 24x7 for escalation, to provide prompt attention and management focus on the situation and ensure that every client's Support expectations are met.
  2. After allowing the Duty Manager time to make an impact, if further escalation is required then open a Complaint or nominate as a Critical Situation ("CritSit"), if warranted, by asking any member of the IBM client team to do so.
  3. Spectrum Scale participates in the IBM CERT (Client Emergency Response Team) client care program. IBM ERMs (Emergency Response Managers) are full-time professionals who work with IBM clients during business impacting outages under crisis management rules to manage IBM resources and client communication.





# Spectrum Scale Key Contacts (1 of 2) (??)



## Spectrum Scale Support Delivery Management

### Level 1 Support:

### Level 2 Support:

### Development:

- Americas 1st line manager: Helen Yee ([hgyee@us.ibm.com](mailto:hgyee@us.ibm.com))
  - Europe / Middle East 1st line manager: Dennis Kunkel ([dennis.kunkel@de.ibm.com](mailto:dennis.kunkel@de.ibm.com))
  - Asia Pacific 1st line manager: Jun Hui Bu ([bujunhui@cn.ibm.com](mailto:bujunhui@cn.ibm.com))
  - Worldwide Program Director: Wenwei Liu ([wliu@ca.ibm.com](mailto:wliu@ca.ibm.com))
  - Worldwide Director: Andrew Giblon ([agiblon@ca.ibm.com](mailto:agiblon@ca.ibm.com))
- 
- Worldwide 1st line manager: Lyle Gayne ([lgayne@us.ibm.com](mailto:lgayne@us.ibm.com))  
Steve Duersch ([duersch@us.ibm.com](mailto:duersch@us.ibm.com))
  - Worldwide Program Director: Michael Daubman ([mdaubma@us.ibm.com](mailto:mdaubma@us.ibm.com))
  - Worldwide Director: Amy Purdy Hirst ([aspurdy@us.ibm.com](mailto:aspurdy@us.ibm.com))

## Services Management



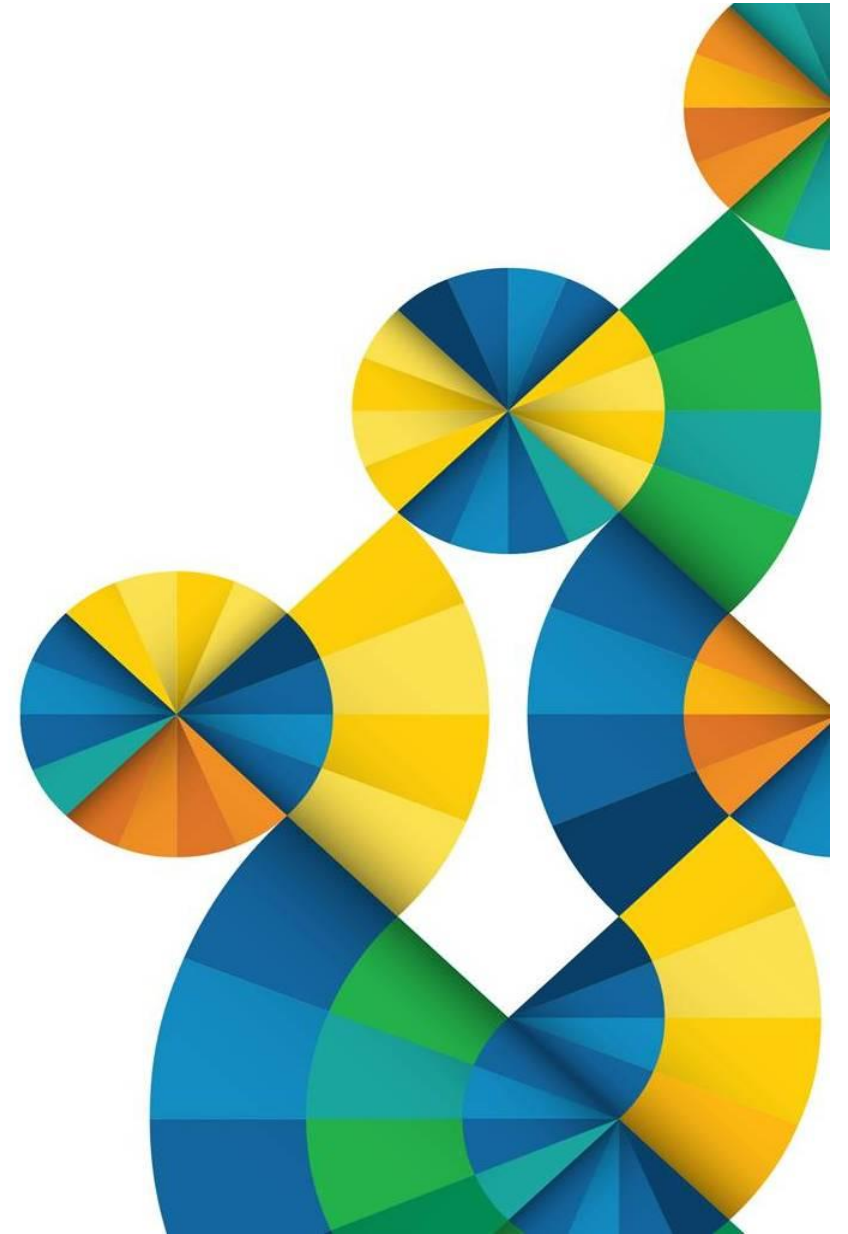
### Client Relationship Management

- Complaint / Crit Sit Worldwide Senior Manager: Jim Kellock ([jkellock@us.ibm.com](mailto:jkellock@us.ibm.com))
- Emergency Response Manager (ERM) Worldwide Program Director: Steve Ross ([sjross@us.ibm.com](mailto:sjross@us.ibm.com))
- Technical Advisors (TA) Worldwide Executive: Joe Renier ([renier@us.ibm.com](mailto:renier@us.ibm.com))
- Worldwide Director: Armando Calderon ([acaldero@us.ibm.com](mailto:acaldero@us.ibm.com))

### Lab Services and Training

- Lab Services Worldwide Program Director: Jason Boxer ([boxer@us.ibm.com](mailto:boxer@us.ibm.com))
- Lab Services Worldwide Director: Richard Ross ([rbross@us.ibm.com](mailto:rbross@us.ibm.com))
- Training Worldwide Senior Manager: Don Meyer Jr ([gdmeyer@us.ibm.com](mailto:gdmeyer@us.ibm.com))
- Training Worldwide Director:

# Spectrum Scale Support Initiatives



- Spectrum Scale Support is growing to better meet customer needs.
  - Beginning late 2016 we substantially grew the support team in Beijing, China, with experienced Spectrum Scale staff.
  - Setup and grew EMEA support team in Germany in late 2017
  - Added support engineers from India to AP team.
  - 3 major sites: North America, China, Germany
- PagerDuty was introduced this year for better PMR monitor
- Benefits
  - Improved response time on severity 1 production outages; reducing customer waiting time before L2 is engaged as well as time to resolution.
  - More timely client L2 communication for severity 2, 3, and 4 PMRs within our customer time zone.

# IBM Spectrum Scale Level 2 Support Global Time Zone Coverage



## Global team locations

- **North America**
  - ✓ \*Poughkeepsie, NY USA
  - ✓ Toronto, ON Canada
- **AP**
  - ✓ \*Beijing, China
  - ✓ India
- **Europe**
  - ✓ \*Germany

\* Major sites

- IBM Spectrum Scale webinars are
  - Hosted by IBM Spectrum Scale support to share expertise and knowledge of the Spectrum Scale product
  - Product updates
  - Best practices
- The first Spectrum Scale webinar was on File Audit Logging and can be found at the following URL:  
<https://ibm.box.com/s/sxjuibe5ted92q7eim04chd502b2o3li>
- The next Spectrum Scale webinar will include disk lease, node expel, and node recovery as well as use cases and recent improvements.

## New webinar details:

- Topics covered during this webinar will include
  - disk lease, node expel, will include disk lease, node expel, and node recovery as well as use cases and recent improvements. and node recovery as well as use cases and recent improvements.

### **NA/EU Session**

Date: June 6, 2018

Time: 10 AM – 11AM EDT (2 PM – 3PM GMT)

Registration: <https://ibm.biz/BdZLgY>

Audience: Spectrum Scale Administrators

### **AP/JP Session**

Date: June 6, 2018

Time: 10 AM – 11 AM Beijing Time (11 AM – 12 AM Tokyo Time)

Registration: <https://ibm.biz/BdZLgi>

Audience: Spectrum Scale Administrators

This guide is intended primarily for IBM Spectrum Scale clients, but also any IBMers who need to work with Spectrum Scale Support. The purpose of this reference guide is to help you:

- Get the most value out of Spectrum Scale Support.
- Understand how to engage Spectrum Scale Support and what to expect from IBM.
- Know whom to contact, and how, if there is a problem with Spectrum Scale Support.
- Learn about additional Support levels and Services options.

The URL IBM Elastic Storage Server (ESS) Support Reference Guide is:

- <http://www-01.ibm.com/support/docview.wss?uid=ssg1S1010820>

This guide is intended as a high level overview. For further details about IBM Standard Support processes, please refer to the IBM Software Support Handbook:

- <https://www-304.ibm.com/support/customercare/sas/f/handbook/home.html>



# IBM Corporate Support Initiatives



# One Click One Call Transformational Initiative

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- To deliver world-class enterprise technical support, clients need to reach the right IBM expert to resolve their issues and requests as quickly as possible
- The Client Support Transformation initiative “One Click One Call” was officially announced on Tuesday, April 3, 2018
- This initiative aims to connect clients quickly with the right Subject Matter Expert (SME) when they contact IBM Support.
- The SME would be able to solve the client's problem and serve as a single point of contact – reducing the number of hand-offs
- Note: This is an ongoing process.

- GDPR is designed to unify data privacy requirements across all 28 EU member states.
  - Data Subjects — which include end users, customers and employees — have the right to make a claim if their data is not protected in compliance with the GDPR regulations.
  - Further, EU regulators have the right to impose huge fines for violations.
- EU General Data Protection Regulation (GDPR) goes into effect on May 25, 2018.
- What this means for IBM Support
  - You'll need an IBM ID to upload data (no more anonymous uploads to ECuRep or testcase)
  - We treat all diagnostic data from all customers (inside and outside the EU) the same way – the assumption is that the data could potentially include personally identifiable (PI) data
    - Some examples include User names, host names, IP addresses, contact information
  - All analysis is done in a secure environment – data cannot be downloaded to a laptop, for example
  - All access to all PMR/Case data is logged – admins can determine who had had access to a given file
  - Any data customers provide to IBM support can be permanently deleted upon request

- As part of IBM's efforts to transform and streamline Support for our clients:
  - We are transitioning away from legacy tools and processes
    - PMR numbers will now be Salesforce cases.
  - Implementing a new Support Portal for a select number of IBM products, including Spectrum Scale & ESS.
  - Our new portal will be supported by IBM Watson and will provide you with enhanced transparency into your ticket resolution workflow along with improved self-service options.
  - See sample email/newsletter communication letter (included separately).
  - Any questions can email: Helen Yee ([hgyee@us.ibm.com](mailto:hgyee@us.ibm.com)) Bob Simon ([rsimon@us.ibm.com](mailto:rsimon@us.ibm.com)).

Any Questions



Thank You

