

6. Figure 10-18 gives you a summary of the data that will be used to create the ticket.

Create Ticket for ITSO_IBM_V7000

Review the ticket

Problem summary: Device is showing a failure alert.

Severity level: 3 Minor business impact - service is usable, not critical to opera...

Type of problem: Hardware

Contact name: Jon Doe

Contact email: jdoe@us.ibm.com

Contact phone: 1234567890

Customer number: 666999 United States

Storage system: ITSO_IBM_V7000

Type: IBM Storwize V7000

Serial number: 0000020320208FCA

Version: 8.1.3.6 (Build 148.13.194231708000)

Did you know?

We can add a log package automatically for you if you monitor your storage system with a data collector and turn on Call Home.

[Learn more about monitoring resources with a data collector](#)

Figure 10-18 Review the ticket information