IBM

Open Software Support Ticket	*IBM Support Escalation Procedure*

Step #1 - Have Your Customer Number Ready

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Step #2 - Open a Software Case with IBM

1. Call 1-800-IBM-serv (1-800-426-7378)
2. Web https://www.ibm.com/support/home

Step #3 - Tell IBM Support severity to assign

Severity	Impact	Response Goal
1	Critical Impact/System Down	Within 2 hours (24x7)
2	Significant business impact	Within 2 Business Hours
3	Some business impact	Within 2 Business Hours
4	Minimal business impact	Within 2 Business Hours

IBM Support Handbook

https://www.ibm.com/support/pages/ibm-support-guide#9

IBM PassPort Advantage

https://www.ibm.com/software/passportadvantage/pao_customer.html

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Step #1 - Have Your Case Number (PMR) Ready

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Step #2 - Call IBM Support

1. Call 1-800-IBM-serv (1-800-426-7378)
2. Ask to speak with **"Duty Manager"**
3. Explain the business impact of your problem to the service representative.
4. The Duty Manager will work with technical staff to ensure your request is being handled appropriately

Research and Troubleshooting

Product Documentation
The IBM Knowledge Center is the first place to go for base product documentation. It is customizable, allowing you to create collections of commonly accessed documentation.
http://www-01.ibm.com/support/knowledgecenter/?lang=en

Fix Central
Fix Central is the one-stop shop for fixpacks, hotfixes, and product updates. Keep in mind that you will only be able to download updates to products for which you are entitled.
http://www-933.ibm.com/support/fixcentral/

Compatibility Reports
A very useful tool to get the latest up-to-date IBM software compatibility information with operating systems, supporting middleware versions, and other related IBM software.
http://www-969.ibm.com/software/reports/compatibility/clarity/index.html