IBM Software as a Service (SaaS) Support Handbook

Contents

Overview ........................................................................................................................................ 3
Severity Level Guidelines & Response Time Objectives............................................................... 8
Customer Responsibilities .......................................................................................................... 8
Satisfaction Surveys ..................................................................................................................... 9
Premium Support .......................................................................................................................... 9
Appendix A: IBM® Digital Analytics .......................................................................................... 10
Appendix B: IBM® Cross-Channel Marketing Optimization® .................................................... 13
Appendix C: IBM® Smarter Cities On Cloud .............................................................................. 15
Appendix D: IBM® Sterling ......................................................................................................... 17
Appendix E: IBM® Commerce on Cloud ..................................................................................... 20
Appendix F: IBM® DemandTec .................................................................................................. 22
Appendix G: IBM® Blueworks Live® .......................................................................................... 25
Appendix H: IBM® SPSS® Software as a Service .......................................................................... 27
Appendix I: IBM® Analytics Solutions .......................................................................................... 29
Appendix J: IBM® Algo Risk Service on Cloud ............................................................................. 31
Appendix K: IBM® Emptoris ........................................................................................................ 33
Appendix L: IBM® Cognos® Performance Management Products ................................................ 44
Appendix M: IBM® Algo One Managed Data Services on Cloud .................................................. 45
Appendix N: IBM® Watson® ........................................................................................................ 47
Appendix O: IBM® Sales Performance Management Products ..................................................... 49
Appendix P: IBM® Service Engage (formerly Cloud and Smarter Infrastructure SaaS (aka Tivoli)) .......................................................................................................................... 52
Appendix Q: IBM® Multi-Enterprise Relationship Management on Cloud .................................... 54
Appendix R: IBM® Bluemix® ......................................................................................................... 56
Appendix S: IBM® Security Trusteer ............................................................................................. 59
Appendix T: ECM SaaS Offerings: IBM® Navigator and Watson® Curator .................................... 62
Appendix U: IBM Marketing Cloud - Silverpop, an IBM® Company .......................................... 64
Appendix V: IBM® API Management ............................................................................................ 68
Appendix W: IBM® Application Security on Cloud ....................................................................... 70
Appendix X: Cloudant, an IBM® Company ................................................................................... 73
Appendix Y: IBM® Watson Analytics ............................................................................................ 75
Appendix Z: IBM® WebSphere Cast Iron Live .............................................................................. 77
Appendix AA: IBM® Payments Gateway ..................................................................................... 79
Appendix AB: IBM® Security Intelligence on Cloud................................. 81
Appendix AC: IBM® MobileFirst Protect .............................................. 82
Appendix AD: IBM® OpenPages® GRC on Cloud .................................. 84
Appendix AE: IBM® Tealeaf Customer Experience on Cloud ..................... 85
Appendix AF: IBM® Mobile Customer Engagement (Xtify) ...................... 86
Appendix AG: IBM® Cognos® Business Intelligence on Cloud .................. 88
Appendix AH: IBM® Decision Optimization on Cloud ............................... 89
Appendix AI: IBM® PureApplication Service ........................................ 90
Appendix AJ: IBM® Universal Behavior Exchange (UBX) ......................... 91
Appendix AK: IBM® Integration Bus on Cloud ...................................... 92
Appendix AL: IBM® Cloud Security Enforcer ....................................... 93
Appendix AM: IBM® Compose ............................................................. 95
Appendix AN: IBM® Digital Experience on Cloud ................................... 97
Appendix AO: IBM® Collaborative Lifecycle Management on Cloud .......... 98
Appendix AP: IBM® IoT Continuous Engineering on Cloud ..................... 99
Appendix AQ: IBM® Regulatory Compliance Analytics ........................... 100
Overview

Our IBM® Software as a Service (SaaS) Support Handbook details the support services, support resources, contact information, and best practices for contacting Customer Support to help facilitate effective responses and issue resolution to our client’s support needs.

IBM® Offerings Included in this Support Handbook

- IBM® Digital Analytics AdTarget
- IBM® Digital Analytics Digital Data Exchange
- IBM® Digital Analytics Enterprise Analytics
- IBM® Digital Analytics Impression Attribution
- IBM® Digital Analytics Recommendations
- IBM® Digital Analytics Lifecycle
- IBM® Digital Analytics LIVE-mail
- IBM® Digital Analytics Multi Channel Analytics
- IBM® Digital Analytics Search Marketing
- IBM® Digital Analytics Social Analytics
- IBM® Digital Analytics Digital Analytics
- IBM® Cross-Channel Marketing Optimization Email Optimization
- IBM® Cross-Channel Marketing Optimization Marketing Operations OnDemand
- IBM® Intelligent Operations Center on Cloud
- IBM® Intelligent Transportation on Cloud
- IBM® Intelligent Water on Cloud
- IBM® Intelligent Operations Center for Emergency Management on Cloud
- IBM® Sterling Supply Chain Visibility
- IBM® Sterling Supplier Portal
- IBM® Sterling Supply Chain Visibility Vendor Compliance
- IBM® Sterling B2B Integration Services (B2B Services include Collaboration Services and Integration Services or “Managed Services”)  
  - IBM® Sterling B2B Services - Collaboration Services
  - IBM® Sterling B2B Services - Integration Plus - Client Services Process Support Subscription
- IBM® Sterling Data Synchronization Manager
- IBM® Sterling Web Forms
- IBM® Sterling Configure, Price, Quote Service
- IBM® Sterling Order Management Service
- IBM® Commerce on Cloud
- IBM® Commerce Service
- IBM® Commerce Insights
- IBM® Commerce Insights for Watson Analytics
- IBM® DemandTec Price Management
- IBM® DemandTec Price Optimization
- IBM® DemandTec Promotion Planning
- IBM® DemandTec Promotion Optimization
- IBM® DemandTec Promotion Execution
- IBM® DemandTec Markdown Optimization
- IBM® DemandTec Deal Management for Retail
- IBM® DemandTec Shopper Insights for Retail
- IBM® DemandTec Assortment Optimization for Retail
- IBM® DemandTec Strategic Marketing Planning
- IBM® DemandTec Strategic Trade Planning
- IBM® DemandTec Customer Trade Planning
- IBM® DemandTec Post Event
- IBM® DemandTec Proofing Manager
- IBM® DemandTec Publishing Manager for Adobe InDesign
- IBM® DemandTec Connect3 (one name)
- IBM® DemandTec Rebuy Optimization
- IBM® DemandTec Lifecycle Pricing for Softlines
- IBM® DemandTec AIS Markdown Xpert
- IBM® DemandTec AIS Purged SKU
- IBM® DemandTec AIS Replenish Xpert
- IBM® DemandTec Bill Distribution
- IBM® DemandTec Deal Data Extract
- IBM® Blueworks Live®
- IBM® SPSS® Software as a Service
  - IBM® Analytical Decision Management Software as a Service
  - IBM® SPSS® Data Collection on Cloud
  - IBM® SPSS® Modeler on Cloud
- IBM® Analytics Solutions
  - IBM® Insights for Weather
    - IBM® Insights for Weather for Insurance
    - IBM® Insights for Weather for Local Government
    - IBM® Insights for Weather for Select Industries
• IBM® Insights for Weather for Utilities
• IBM® Weather for Emergency Management for Government
• IBM® Weather for Emergency Management for Insurance
• IBM® Weather for Emergency Management for Venues
• IBM® Predictive Solutions
  • IBM® Behavior Based Fan Insight
  • IBM® Predictive Maintenance on Cloud
  • IBM® Predictive Quality on Cloud
  • IBM® Predictive Warranty on Cloud
• IBM® Social Media Analytics
  • IBM® Social Media Analytics Software as a Service
  • IBM® Social Merchandising for Consumer Products
  • IBM® Social Merchandising for Retail
• IBM® Algo Risk Service on Cloud
• IBM® Emptoris Contract Management Buy Side
• IBM® Emptoris Contract Management Sell Side
• IBM® Emptoris Program Management
• IBM® Emptoris Supplier Lifecycle Management
• IBM® Emptoris Sourcing
• IBM® Emptoris Services Procurement
• IBM® Emptoris Spend Analysis
• IBM® Emptoris Vendor Management System
• IBM® Cognos® Performance Management Products
  • IBM® Cognos Controller® on Cloud
  • IBM® Cognos Disclosure Management® on Cloud
  • IBM® Cognos TM1® on Cloud
  • IBM® Concert® on Cloud
  • IBM® Planning Analytics
• IBM® Algo One Managed Data Services on Cloud
• IBM® Digital Marketing Optimization
• IBM® Digital Analytics
• IBM® Marketing Center
• IBM® Watson® Engagement Advisor
• IBM® Sales Performance Management Products
  • IBM® Incentive Compensation Management
- IBM® Producer Lifecycle and Credential Management
- IBM® Quota Management
- IBM® Sales Planning
- IBM® Territory Management
- IBM® Application Performance Management
- IBM® Workload Automation - Software as a Service
- IBM® Enterprise Asset Management on Cloud (Maximo)
- IBM® Enterprise Asset Management Inventory Analytics on Cloud (Maximo Inventory Insights)
- IBM® Control Desk on Cloud
- IBM® Spectrum Control Storage Insights
- IBM® Facilities and Real Estate Management on Cloud (TRIRIGA)
- IBM® Multi-Enterprise Relationship Management on Cloud
- IBM® Bluemix®
- IBM® Security Trusteer
- IBM® Navigator
- Silverpop an IBM® Company
- IBM® Marketing Cloud
- Silverpop CRM
- Silverpop Deliverability
- IBM® API Management
- IBM® Application Security on Cloud
- Watson® Curator
- IBM® Cloudant Dedicated Cluster
- IBM® Watson Analytics
- IBM® WebSphere Cast Iron Live
- IBM® Payments Gateway
- IBM® Security Intelligence on Cloud
- IBM® MobileFirst Protect
- IBM® OpenPages® GRC on Cloud
- IBM® Tealeaf Customer Experience on Cloud
- IBM® Mobile Customer Engagement (Xtify)
- IBM® Cognos® Business Intelligence on Cloud
- IBM® Decision Optimization on Cloud
- IBM® PureApplication Service
- IBM® Universal Behavior Exchange (UBX)
- IBM® Integration Bus on Cloud
- IBM® Cloud Security Enforcer
- IBM® Compose
- IBM® Digital Experience on Cloud
- IBM® Collaborative Lifecycle Management on Cloud
- IBM® IoT Continuous Engineering on Cloud
- IBM® Regulatory Compliance Analytics

The guidelines set forth in this support handbook apply only to the IBM SaaS offerings listed above. For IBM SaaS offerings not included in this handbook, please refer to their respective support websites for information.
Cloud and SaaS Support

Our SaaS Support teams are available to assist with technical issues of varying degrees of severity. There may be occasions where the Support teams may not be able to answer all your questions, but they will engage other groups within the company, including Operations and/or Development to help provide answers to you.

Severity Level Guidelines & Response Time Objectives

The following table is intended to outline response time objectives that IBM strives to achieve, measured from the time IBM receives your initial request for support, to the time IBM provides an initial communication back to you regarding your request.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Severity Definition</th>
<th>Response Time Objectives</th>
<th>Response Time Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Critical business impact/service down: Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.</td>
<td>Within 1 hour</td>
<td>24x7</td>
</tr>
<tr>
<td>2</td>
<td>Significant business impact: A service business feature or function of the service is severely restricted in its use or you are in jeopardy of missing business deadlines.</td>
<td>Within 2 business hours</td>
<td>M-F business hours</td>
</tr>
<tr>
<td>3</td>
<td>Minor business impact: Indicates the service or functionality is usable and it is not a critical impact on operations.</td>
<td>Within 4 business hours</td>
<td>M-F business hours</td>
</tr>
<tr>
<td>4</td>
<td>Minimal business impact: An inquiry or non-technical request</td>
<td>Within 1 business day</td>
<td>M-F business hours</td>
</tr>
</tbody>
</table>

Response time objectives described herein are intended to describe IBM’s goals only, and do not represent a guarantee of performance.

Customer Responsibilities

You may be surprised to learn you play a key role in assisting us when you have questions about or have encountered problems with your SaaS offering. Information that you provide about your system and/or problem at hand is often key to resolving your issue.

We have found that the following practices can help the Customer Support team to better understand your problem and more effectively respond to your concerns, as well as help you make the best use of your time:

- Submitting problems electronically
- Keeping the questions/issues separate (one problem per Support Ticket/Incident/Case)
- Selecting a Severity based on your judgment of the business impact
• Keeping IBM support informed of major upgrades/implementations of your system (where applicable)

• Providing timely feedback on recommendations, so that the Customer Support team can close out the Support Ticket when the problem has been resolved. If the problem reoccurs you may reopen the original Support Ticket by resubmitting it electronically

You will be required to provide the following information when contacting support:

• Your name, company name, e-mail ID and telephone number with extension

• Ticket/Incident/Support Case number (as applicable)

• Support entitlement identifiers such as client ID, mailbox ID, or IBM customer number as appropriate for the offering

• Product name (release level and any product maintenance, if applicable)

• Any additional information required by the Customer Support team

Satisfaction Surveys

We periodically survey customers to obtain additional feedback on recent experiences with Customer Support. The survey focuses on quality of support provided and overall experience. The survey results are reviewed by management. IBM reserves all rights, title and interest in and to any feedback that you provide to IBM, including without limitation, in the form of suggestions, ideas, concepts, improvements, reports and any other materials, whether written or oral.

Premium Support

The IBM Software Accelerated Value Program for SaaS (“AVP for SaaS”) is an evolving suite of flexible and premium support services tailored to customers’ needs and delivered on a recurring basis for an additional charge. The offerings include:

1. **Client advocacy** -- An assigned account manager who will work with you to gain an understanding of your business objectives and how the SaaS offering you purchased fits into your business eco-system. Your account manager acts as a point of contact and is your assigned advocate within IBM.

2. **Technical Account Management** -- An assigned technical team or resource for technical consulting.

3. **Business Support** -- An assigned team of product and industry experts who provide ongoing assistance to help you leverage the SaaS offerings to help you achieve your targeted business objectives.

   **Dedicated Business Support** - An assigned product expert to supplement the needs of your team. Provides functional expertise for a particular area of your business.

4. **Custom Support** -- Assigned resources to provide you with a level of support above our basic Customer Support model. This may include customized after hours support, language support, and response times.

Not all Premium Support offerings are available for all IBM SaaS offerings. The level of support, service and cost for premium support are defined in the customer’s contract.
Appendix A: IBM® Digital Analytics

Contacting Customer Support

There are four channels to contact Customer Support for the Digital Analytics and Marketing Center applications. Any authorized contact at the client site may contact Customer Support.

- 24 x 7 IBM Client Success Portal: [https://support.ibmcloud.com](https://support.ibmcloud.com) or the Support link from the Digital Analytics applications which provides an online Knowledge Base, FAQs, recorded training, downloadable documentation, and ticket view and update.
- E-mail: cm_support@us.ibm.com
- Phone:

<table>
<thead>
<tr>
<th>Country</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>US</td>
<td>1-866-493-2673</td>
</tr>
<tr>
<td>Canada</td>
<td>1-800-889-7718</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>0808-234-4736</td>
</tr>
<tr>
<td>France</td>
<td>0800-91-4912</td>
</tr>
<tr>
<td>Germany</td>
<td>0800-180-2597</td>
</tr>
<tr>
<td>Netherlands</td>
<td>0800-022-1621</td>
</tr>
<tr>
<td>Spain</td>
<td>900-98-1117</td>
</tr>
<tr>
<td>Australia</td>
<td>1-800-042-942</td>
</tr>
<tr>
<td>Other Countries Toll Number</td>
<td>1-303-354-5021</td>
</tr>
</tbody>
</table>

- Live Chat is available from the home page of the IBM Client Success Portal for business support questions.

The IBM Client Success Portal and the Digital Analytics applications are Single Sign On, so the Support Portal requires the same Client ID, User Name, and Password logon as the Digital Analytics applications. After your Digital Analytics Administrator grants you access to the Digital Analytics applications, you will have access to the IBM Client Success Portal.

Hours of Operation

The Customer Support team is available to provide support via the following channels:

- E-mail: Sunday 8:00 PM - Friday, 7:00 PM U.S. Central (excluding IBM company observed holidays)
- Phone: Sunday 8:00 PM - Friday, 7:00 PM U.S. Central (excluding IBM company observed holidays)
- Live Chat (for Business Support only): Sunday-Friday, 8:00 PM – 6:00 PM U.S. Central (excluding IBM Company observed holidays)
- IBM Client Success Portal: 24 x 7

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days/evenings, weekends and holidays.

To request After Hours Support, please call the support line for your country from the phone numbers listed above and follow the prompts. Please note the following information is required for assistance:

- Client ID
- Name
- Phone Number
- E-mail Address
- Full description of issue so that we may reproduce and assist in resolution.
Note: No other support requests will be accepted after hours.

**Supported Language(s)**
English, German

**Service Request Workflow**
Please contact Customer Support via one of the following channels: IBM Client Success Portal, e-mail, chat, or phone.

Once your Support Portal ticket or e-mail is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Digital Analytics Customer Support personnel.

Chat: We will attempt to answer your business questions on chat. If you need technical assistance, please create a ticket via the portal or email. If we determine that we can better serve you by researching the questions while you are not waiting on chat, we will create a ticket from the chat to continue the investigation.

Phone: We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.

**Escalation Process**
This escalation process is made available for any customer who wishes to pursue a particular concern regarding an open support request.

Customers should submit a new ticket or e-mail via [http://support.ibmcloud.com](http://support.ibmcloud.com) or [cm_support@us.ibm.com](mailto:cm_support@us.ibm.com) with the issue summary or e-mail subject line of “Escalation” and the following information in the body of the ticket:

- Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or copy from a ticket e-mail that was received. This contains code that will not be seen by our alerting system.

- Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

**Note:** To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.
### Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
</table>
| 1        | - Confirmed Data Loss (IBM Digital Analytics side)  
- Application Availability (Data Center issues, Database issues, Application unavailability)  
- Confirmed Data Loss (client side)  
- Unable to login to production applications  
- Production application response time is slow  
- Receiving an error message within the application or Digital Analytics Tools  
- Intelligent Offer real-time recommendations servers are unavailable (recommendations previously displayed; however, with no production website code changes, recommendations stopped displaying.)  
- Intelligent Offer feed-based recommendations not delivered by 12:00 PM (based on defined time zone of the client ID) |
| 2        | - Delivery of the Analytics daily standard report data is not available by 11:00 AM (based on defined time zone of the client ID)  
- Delivery of the Analytics weekly standard report data is not available by 11:00 AM (based on defined time zone of the client ID), after the close of the defined period.  
- Delivery of the Analytics monthly standard report data is not available within 24 hours after the close of the defined period (based on the defined time zone of the client ID)  
- Data Integrity Process (DIP) investigations (if less than 90% or more than 105% consecutively)  
- Issues with existing production site content, i.e. JavaScript error messages. |
| 3        | - Import issues with uploading files  
- Pages or products are improperly categorized  
- Reprocessing due to CDF corrections or changes  
- Custom report reprocessing due to changes in logic  
- Provide accounts for the Support IBM Client Success Portal  
- ITT (Implementation Test Tool) and Test Reports access and issues  
- Delay in client set-up reports (Segments, Clickstream, Link Analysis, TruePaths, etc.) availability. |
| 4        | - Best Practices consult, maximizing report content  
- What report to use and when  
- Report Discrepancies  
- Accelerate Program requests  
- Explanation of Report Metrics & Functionality  
- Client requests |
Appendix B: IBM® Cross-Channel Marketing Optimization®

This section applies to IBM Cross-Channel Marketing Optimization Marketing Operations OnDemand (MO-OD) and IBM Cross-Channel Marketing Optimization Email Optimization (formerly Pivotal Veracity) offerings only.

Contacting Customer Support

Customer Support is available via the following channels:

- 24 x 7 IBM Client Success Portal: [https://support.ibmcloud.com](https://support.ibmcloud.com) which provides the appropriate support address per product, an online Knowledge Base, FAQs, recorded training and downloadable documentation.
- E-mail: mktgops@us.ibm.com for Marketing Operations OnDemand
- E-mail: emailopt@us.ibm.com for Email Optimization (formerly Pivotal Veracity)
- Phone: 1-866-493-2673 Option 4 for Marketing Operations OnDemand
- Phone: 1-866-493-2673 Option 3 for Email Optimization

Hours of Operation

Marketing Operations OnDemand: 8 AM to 5 PM U.S. Eastern Time, Monday to Friday (excluding holidays)
Email Optimization: 9 AM to 8 PM U.S. Eastern Time, Monday to Friday (excluding holidays)

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays.

To request After Hours Support, please call the Support phone number indicated above and choose the correct product option. Please note the following information is required for assistance:

- Company Name
- Your Name
- Product Type (Marketing Operations OnDemand or E-mail Optimization)
- Phone Number
- E-mail Address
- Full description of issue so that we may reproduce and assist in resolution.

Note: No other support requests will be accepted after hours.

Supported Language(s)

English

Service Request Workflow

Please contact Customer Support via one of the following channels: E-mail or phone.

Once an e-mail is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Cross-Channel Marketing Optimization Customer Support personnel.

Phone: We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.
Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

Please submit a new ticket via mktgops@us.ibm.com for Marketing Operations OnDemand or emailopt@us.ibm.com for E-mail Optimization an issue summary or e-mail subject line of “Escalation” and the following information in the body of the ticket:

- Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or copy from a ticket e-mail that was received. This contains code that will not be seen by our alerting system.
- Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
</table>
| 1        | E-mail Optimization – ISP escalation/system outage  
          | Marketing Operations OnDemand – system down, can’t login to site |
| 2        | E-mail Optimization – Advanced Deliverability issues beyond the basics  
          | Marketing Operations OnDemand – you can log in but the server is so slow that you can’t open a project or run a report |
| 3        | E-mail Optimization - Reading/interprets reports questions  
          | Marketing Operations OnDemand – The data in a report you’re running doesn’t seem correct. A piece of collateral in the review area isn’t displaying correctly. |
| 4        | E-mail Optimization - forgot password or report was sent but not showing up in pvIQ  
          | Marketing Operations OnDemand - how to add a new user to the system. |
Appendix C: IBM® Smarter Cities On Cloud

The support information provided in this section applies to these offerings: IBM® Intelligent Operations Center on Cloud, IBM® Intelligent Transportation on Cloud, IBM® Intelligent Water on Cloud, IBM® Intelligent Operations Center for Emergency Management on Cloud

Contacting Customer Support

Please have your named Administrator contact Customer Support via the IBM Client Success Portal or through e-mail.

- 24 x 7 IBM Client Success Portal: [https://support.ibmcloud.com](https://support.ibmcloud.com). Customers are encouraged to initially use this Support Portal to access Knowledge Base, FAQs, downloadable documentation and ticket submission information.

- Alternatively, e-mail us at sc_support@us.ibm.com

Include the following information in your e-mail:

- IBM Customer Number
- Contact name
- Contact e-mail address
- Contact preferred phone number
- Severity in this format: “Severity #”
- How many users are impacted
- Product Name
- Summary of the issue in the e-mail subject
- Description of the issue
- Related attachments (as applicable)

Hours of Operation

The Customer Support team is available to provide support via the following channels:

IBM Client Success Portal: 24 x 7

Phone and Email:

- North America: 8 AM to 8 PM U.S. Eastern Time, Monday to Friday (excluding holidays)
- Europe: 8 AM to 5 PM Central European Time, Monday to Friday (excluding holidays)
- Asia Pacific: 8 AM to 5 PM India Central Time, Monday to Friday (excluding holidays)

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays.

To request After Hours Support, please submit the ticket via the IBM Client Success Portal or e-mail at sc_support@us.ibm.com as Type: Issue and Severity: Severity 1. This will alert our team 24 x 7.

Supported Language(s)

English
Service Request Workflow

Once your e-mail describing the request or issue is received, we will review each item and assign a severity based on the issue details submitted. Each request or issue is assigned a ticket number and transferred to a Support Engineer and followed through to closure by the Support team.

Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

Customers should submit a new ticket or e-mail via http://support.ibmcloud.com or sc_support@us.ibm.com with the issue summary or e-mail subject line of “Escalation” and the following information in the body of the ticket:

- Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or copy from a ticket e-mail that was received. This contains code that will not be seen by our alerting system.
- Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>- Intelligent Operations Center Portal is not available</td>
</tr>
<tr>
<td></td>
<td>- All users cannot log in</td>
</tr>
<tr>
<td>2</td>
<td>- Intelligent Operations Center KPI Portlet is not shown</td>
</tr>
<tr>
<td></td>
<td>- Sametime status is offline</td>
</tr>
<tr>
<td>3</td>
<td>- Event is not shown on Map Portlet when selected</td>
</tr>
<tr>
<td></td>
<td>- Event is not added to event list when adding new event</td>
</tr>
<tr>
<td>4</td>
<td>- Table display is not in proper format</td>
</tr>
<tr>
<td></td>
<td>- How to add new users</td>
</tr>
<tr>
<td></td>
<td>- How to increase the volumes and capacity of the system</td>
</tr>
</tbody>
</table>
Appendix D: IBM® Sterling

Contacting Customer Support

IBM Sterling B2B Services - Collaboration Network

Phone:
Americas:  +1-877-432-4300 or +1-303-354-2963
France:   +33 (0) 1 6453 8420
Spain:     +34 (0) 91 349 6560
Germany:   +49 (0) 69 6640 4320
Sweden:    +46 (0) 87 51 5729
Italy:     +39 02 4823 2020
UK:        +44 (0)2392-282-570
Netherlands: +31 (0) 20 504 0580
Australia: +61-2-93549368
Japan:     +81 (0) 120-115-353

E-mail:  scn_support@us.ibm.com; Australia email: scn_help@au1.ibm.com
IBM Client Success Portal: https://support.ibmcloud.com

IBM Sterling B2B Services (which include hosted translation service)

Phone: 1-888-558-7509
E-mail: hostedtranslation_support@us.ibm.com
IBM Client Success Portal: https://support.ibmcloud.com

IBM Sterling Supply Chain Visibility and IBM Sterling Supply Chain Visibility Vendor Compliance

Phone: +1-888-558-7509
E-mail: sterlingsaas_support@us.ibm.com
IBM Client Success Portal: https://support.ibmcloud.com

IBM Sterling Supplier Portal

Phone: +1-888-558-7509
E-mail: sterlingsaas_support@us.ibm.com
IBM Client Success Portal: https://support.ibmcloud.com

IBM Sterling Web Forms

Phone: +1-888-432-7382
E-mail: webforms_support@us.ibm.com
IBM Client Success Portal: https://support.ibmcloud.com

IBM Sterling Data Synchronization Manager

Phone: +1-888-932-9286
Email: #HostedSupport@wwpdl.VNet.IBM.com
IBM Client Success Portal: https://support.ibmcloud.com
IBM Sterling B2B Integration Services (“Managed Services”)

Phone:
Americas:
   Toll-free: +1-866-269-1113 (+1-303-354-2981) or +1-866-292-2503 (+1-303-354-2977)
France: +33-1-6453-8420
Germany: +49-696640-4320
UK: +44-2392-282-570
Asia Pacific: 800-2436-3728 (must dial international dialing code first)
Australia: +61-02-9354-9367
China:
   +10-800-711-1149 CI/Netcom Group
   +10-800-110-1073 C4/Telecom South

E-mail: managedSaaS_support@us.ibm.com
IBM Client Success Portal: https://support.ibmcloud.com

Hours of Operation
IBM Sterling B2B Services - Collaboration Network, IBM Sterling Supply Chain Visibility and IBM Sterling Supply Chain Visibility Vendor Compliance, IBM Sterling Supplier Portal, IBM Sterling Web Forms

- 8:00 AM to 11:00 PM Eastern Time, Monday to Friday (excluding holidays)

IBM Sterling Data Synchronization Manager

- 8:00 AM to 6:00 PM Eastern Time, Monday to Friday (excluding holidays)

IBM Sterling B2B Integration Services (“Managed Services”)

- Please reference your Support Plan for hours of operation and other details

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays.

Supported Language(s)

- For IBM Sterling B2B Services - Collaboration Network, IBM Sterling Supply Chain Visibility and IBM Sterling Supply Chain Visibility Vendor Compliance, IBM Sterling Supplier Portal, IBM Sterling Web Forms, the supported languages are: English, French, German, Dutch, Italian, Spanish

- For IBM Sterling Data Synchronization Manager, the supported language is English.

- For IBM Sterling B2B Integration Services (“Managed Services”), please reference your Support Plan for Supported Languages.

Service Request Workflow

Please contact Customer Support via one of the following channels: E-mail or phone or IBM Client Success Portal.

E-mail or Support Portal: Once your e-mail or ticket is received, we will review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Customer Support personnel.
Phone: We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.

**Escalation Process**

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

Customers can contact Customer Support by phone (using the appropriate phone number indicated above) and bring the issue to the attention of the support manager.

**Severity Examples**

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IBM Sterling B2B Services - Collaboration Network, IBM Sterling Supply Chain Visibility and IBM Sterling Supply Chain Visibility Vendor Compliance, IBM Sterling Supplier Portal, IBM Sterling Web Forms</strong></td>
<td></td>
</tr>
</tbody>
</table>
| 1 | - Data loss  
- Unable to send/receive data through mailbox communications;  
- Unable to process time critical data for their business partners |
| 2 | - Data delay in processing time for critical data, but still able to send/receive via mailbox  
- Receiving error messages in communication to the network  
- Mapping errors |
| 3 | - How-to and general questions  
- Value-add setup requests for mailbox maintenance |
| 4 | - Enhancement requests for specific solution  
- Questions on functionality of solutions/services |
| **IBM Sterling Data Synchronization Manager** |
| 1 | - Unable to login to production application |
| 2 | - Production application response time is slow  
- Client has locked themselves out of the site (supplied incorrect log on information three times) |
| 3 | - Questions regarding validation issues.  
- Questions regarding the overall process |
| 4 | - Questions regarding a new retailer  
- General questions |
| **IBM Sterling B2B Integration Services (“Managed Services”)** |
| All severities | Please reference your Support Plan for severity level examples |
Appendix E: IBM® Commerce on Cloud

The support information provided in this section applies to these offerings: IBM® Commerce Service, IBM® Sterling Order Management Service and IBM® Sterling Configure, Price, Quote Service, IBM® Commerce Insights and IBM® Commerce Insights for Watson Analytics

Contacting Customer Support:

There are three channels to contact Customer Support. Any authorized contact at the client site may contact Customer Support.

- 24 x 7 IBM Client Success Portal: https://support.ibmcloud.com
  - Enter your login and password on the left side of the page.
  - If you do not have a login and a password, please email caas@us.ibm.com and include your name, email, phone number and the request to be added to the Client Success portal.
- E-mail: caas@us.ibm.com
- Phone:
  - US: 1-866-871-2585
  - Spain: +34 (0) 9 171 47 968
  - UK: +44 (0) 2392 282 696

Hours of Operation

The Customer Support team is available to provide support via the following channels:

IBM Client Success Portal: 24 x 7
Phone and Email:
  - Support is available during normal country business hours.
  - North America: 8:00 AM to 6:00 PM U.S. Eastern Time, Monday to Friday (excluding holidays)
  - Europe: 8:00 AM to 5:00 PM Central European Time, Monday to Friday (excluding holidays)
  - Asia Pacific: 8:00 AM to 5:00 PM India Central Time, Monday to Friday (excluding holidays)

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays.

To request After Hours Support (for Severity 1 issues), please create a ticket via the web portal. Calling the support line for your country from the phone numbers listed above and following the prompts is also appreciated. Please note the following information is required for assistance:

- Account Name
- Name
- Phone Number
- E-mail Address
- Full description of issue so that we may reproduce and assist in resolution.

Note: No other support requests will be accepted after hours.

Supported Language(s)

English
Service Request Workflow

Please contact Customer Support via one of the following channels: IBM Client Success Portal, e-mail or phone.

Once your Support Portal ticket or e-mail is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Customer Support personnel.

Phone: We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.

Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

Customers can contact Customer Support by phone (using the appropriate phone number indicated above) and bring the issue to the attention of the support manager.

Severity Examples

For response times and other severity level information, please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.
Appendix F: IBM® DemandTec

Contacting Customer Support
Authorized contacts at the client site can contact Customer Support via the following channels:

- 24 x 7 IBM Client Success Portal: [https://support.ibmcloud.com](https://support.ibmcloud.com)
- E-mail: dtsupport@us.ibm.com
- Phone: Toll Free in the U.S. 1-866-460-0501
- Phone: Direct Line 1-925-460-9120

Hours of Operation
- IBM Client Success Portal: 24 x 7
- Phone and Email:
  - Americas: 6:00 AM to 6:00 PM U.S. Pacific Time, Monday – Friday
  - Europe: 8:00 AM to 5:00 PM U.S. Central Time, Monday – Friday
  - Asia: 8:00 AM to 5:00 PM Japan Standard Time, Monday – Friday

After Hours Support
After hours support is provided for Severity 1 incidents only. To request support assistance outside of the hours listed above, please complete the two steps below. A customer support representative will contact you within one hour.

1. Open a ticket at the IBM Client Success Portal: [https://support.ibmcloud.com](https://support.ibmcloud.com)
2. Call the customer support hotline at 866-460-0501 or 925-460-9120.

Supported Language(s)
- English

Service Request Workflow
All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Escalation Process
Please submit a new ticket via [https://support.ibmcloud.com](https://support.ibmcloud.com) with the subject line of “Escalation Request”

To expedite your escalation request, include the information below in the body of the ticket:

1. The ticket number needing escalation.
2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.
Severity Examples
Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
</table>
| 1        | - User unable to log into a DemandTec service  
          - Unable to export daily pricing  
          - Unable to validate Promotions  
          - System Error when trying to access Promotions  
          - Permission issue with the file transfer drop box  
          - Client has not been able to retrieve price export  
          - Submitted deals are not flowing to the Promotion service |
| 2        | - All pre-priced items missing from optimized results  
          - Analytics monthly standard report has not been delivered  
          - Unable to edit price schedule for low info stores  
          - Production site performance prevents exporting today’s pricing  
          - Products are displayed with incorrect competitor pricing information  
          - Financials for new items are not updating the deal sheet |
| 3        | - Very high predicted volume for some product/locations  
          - Please set up my user accounts with the French locale  
          - We are not seeing Manufacturer Cost when using my user id  
          - Please provide account access to the IBM Client Success Portal  
          - How do I change my password in Deal Management? |
| 4        | - User needs help adding a new item to an offer  
          - Can we use a Windows 7 client with the Markdown service?  
          - Warning message is not displayed when a coupon is added  
          - How do we add a custom value to the location group class dropdown  
          - Username for new user is spelled incorrectly, please correct it |

Product Maintenance Schedule for Hosted Services
IBM defines the “Maintenance Window” as the time from Friday night at 7:00 PM PST until the following times based on the nature of the Updates and the amount of advance notice:

- Until Sunday at 12:00 PM PST for Major Releases deployed on the published schedule;  
- Until Saturday at 12:00 PM PST for Minor Releases and other major Updates so long as IBM provides 48 hours’ advance notice.

These hours are subject to reasonable change upon your written or e-mail approval.

A “Major Release” means a major new release of functionality for a Cloud Service, which IBM generally releases four times per year, targeted for mid-February, mid-May, mid-August and early November. Major Release target dates are published at the beginning of each year. In scheduling its Major Releases, IBM takes into consideration critical retail holidays such as Thanksgiving; however, the ultimate decision as to the timing of each Major Release shall be IBM's subject to the requirements of the Maintenance Window.

A “Minor Release” means a consolidation of Updates that IBM may deploy from time to time subject to the requirements of the Maintenance Window.
“Planned System Downtime” means (a) a scheduled outage of the Cloud Service that occurs during a Maintenance Window and for which IBM has provided you with the requisite advance notice set forth above, or (b) to which the parties mutually agree for the purpose of providing emergency Updates.

“Unplanned System Downtime” means an outage other than Planned System Downtime.

“Updates” include all enhancements, modifications, patches, revisions, supplements, add-on components, reorganizations and releases relating to a Service that IBM may provide or make generally available during the term of the applicable Order Document, including Major and Minor Releases.
Appendix G: IBM® Blueworks Live®

Contacting Customer Support

Authorized contacts at the client site can contact Customer Support via the following channels:

Support Portal: https://support.ibmcloud.com
Email: support@blueworkslive.com

The Support Portal is configured to use Single Sign On using your Blueworks Live User ID and Password. You can easily access the Support Portal from Blueworks Live by clicking the “Contact Support” button under the help link. When logging into the Support Portal directly you will be redirected to first log into Blueworks Live. If you cannot log into Blueworks Live, use the email option to contact Blueworks Live Support.

Hours of Operation

8:00 AM to 6:00 PM U.S Central Time, Monday – Friday (excluding holidays).

Support issues may be opened or updated 24 x 7 via the Support Portal or email; however, responses to non-severity 1 issues are not guaranteed outside of the normal hours of operations stated above.

After Hours Support

After hours support is only provided for Severity 1 issues.

To request support assistance outside of the hours listed above, please contact us using any of the steps below.

1. Open a ticket at the Support Portal: https://support.ibmcloud.com and select Severity 1 for the Customer Severity field. This will notify one of our support staff members.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Escalation Process

Please submit a new ticket via the Support Portal, https://support.ibmcloud.com, or email support@blueworkslive.com with the subject line of “Escalation Request”. To expedite your escalation request, include the information below in the body of the ticket:

1. The ticket number needing escalation.
2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

For Severity 1 escalation requests outside of the normal support hours of operation (stated above), follow the instructions for After Hours Support.
Severity Examples
Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>• Application not accessible</td>
</tr>
<tr>
<td></td>
<td>• Data corruption</td>
</tr>
<tr>
<td></td>
<td>• All users cannot log in</td>
</tr>
<tr>
<td>2</td>
<td>• Performance issues</td>
</tr>
<tr>
<td></td>
<td>• Application errors impacting multiple users</td>
</tr>
<tr>
<td></td>
<td>• Individual user cannot log in</td>
</tr>
<tr>
<td>3</td>
<td>• General issues</td>
</tr>
<tr>
<td></td>
<td>• Application errors or problems impacting individual users</td>
</tr>
<tr>
<td>4</td>
<td>• Minor application issues</td>
</tr>
<tr>
<td></td>
<td>• How to questions</td>
</tr>
<tr>
<td></td>
<td>• Enhancements</td>
</tr>
</tbody>
</table>
Appendix H: IBM® SPSS® Software as a Service

This support information provided in this section applies to these offerings:
IBM Analytical Decision Management Software as a Service, IBM SPSS Data Collection on Cloud, IBM SPSS Modeler on Cloud

Contacting Customer Support

For technical issues and questions please submit a new ticket via the IBM Client Success Portal at: https://support.ibm.com

For account and billing inquiries please contact the IBM SPSS Online Services Customer Relationship Team by email at: online@us.ibm.com

Hours of Operation

- IBM Client Success Portal: 24 x 7
- The technical support and customer relationship teams are available 8:00 AM - 6:00 PM US Central Time, Monday to Friday, excluding IBM company observed holidays.

After Hours Support - Severity 1 Incidents Only

After Hours Support is provided for Severity 1 issues only. Refer to the Severity Examples below.

To request support assistance outside of the hours listed above, please open a ticket via the IBM Client Success Portal, https://support.ibm.com, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and record in the ticket comments.

Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

Customers can contact an Online Services SaaS Manager via email at saasmgr@us.ibm.com and bring the issue to the attention of the support manager.

Severity Examples

SPSS Monitoring and Support Services Emergency Services and Non-Emergency Support are defined according to the following severity levels:
<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>- Hosted Environment is down and critically impacts ALL customers and their End Users’ use of the Hosted Environment.</td>
</tr>
<tr>
<td>2</td>
<td>- Hosted Environment is down and critically impacts Client or it's End Users' use of the Hosted Environment.</td>
</tr>
<tr>
<td>3</td>
<td>- The Hosted Environment is available but Client or its End Users' use of the Hosted Environment is restricted or the performance of the Hosted Environment is degraded.</td>
</tr>
</tbody>
</table>
Appendix I: IBM® Analytics Solutions

The support information provided in this section applies only to the offerings listed in the Service table below.

Account and Billing Inquiries
Your IBM account representative should be your first point of contact for general account inquiries. For billing inquiries please review the contact instructions in the most recent IBM invoice for your service.

Contacting Technical Support

Web: Please open a ticket via the IBM Client Success Portal at: https://support.ibmclo Everything.com. If you haven't previously used this site, please follow the "Need an account?" link to request access.

Email: You can email your request for technical support to the address applicable to your service in the table below. This will route the ticket created from your email message to the appropriate support team.

If you are contacting us regarding an existing support ticket, please ensure that the ticket number, in the format #5377-xxxxxxx, is included in the subject field of your message.

<table>
<thead>
<tr>
<th>Service</th>
<th>Technical Support Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Insights for Weather</td>
<td><a href="mailto:wthrsupp@ca.ibm.com">wthrsupp@ca.ibm.com</a></td>
</tr>
<tr>
<td>• IBM Insights for Weather for Insurance</td>
<td></td>
</tr>
<tr>
<td>• IBM Insights for Weather for Local Government</td>
<td></td>
</tr>
<tr>
<td>• IBM Insights for Weather for Select Industries</td>
<td></td>
</tr>
<tr>
<td>• IBM Insights for Weather for Utilities</td>
<td></td>
</tr>
<tr>
<td>• IBM Weather for Emergency Management for Government</td>
<td></td>
</tr>
<tr>
<td>• IBM Weather for Emergency Management for Insurance</td>
<td></td>
</tr>
<tr>
<td>• IBM Weather for Emergency Management for Venues</td>
<td></td>
</tr>
<tr>
<td>IBM Predictive Solutions</td>
<td><a href="mailto:psolsupp@ca.ibm.com">psolsupp@ca.ibm.com</a></td>
</tr>
<tr>
<td>• IBM Behavior Based Fan Insight</td>
<td></td>
</tr>
<tr>
<td>• IBM Predictive Maintenance on Cloud</td>
<td></td>
</tr>
<tr>
<td>• IBM Predictive Quality on Cloud</td>
<td></td>
</tr>
<tr>
<td>• IBM Predictive Warranty on Cloud</td>
<td></td>
</tr>
<tr>
<td>IBM Social Media Analytics</td>
<td><a href="mailto:smasupp@ca.ibm.com">smasupp@ca.ibm.com</a></td>
</tr>
<tr>
<td>• IBM Social Media Analytics Software as a Service</td>
<td></td>
</tr>
<tr>
<td>• IBM Social Merchandising for Consumer Products</td>
<td></td>
</tr>
<tr>
<td>• IBM Social Merchandising for Retail</td>
<td></td>
</tr>
</tbody>
</table>
Hours of Operation

- IBM Client Success Portal: 24 x 7
- The support team is available during normal country business hours as defined by your time zone (excluding local national holidays). For example, in North America, those hours are Monday to Friday, 8:00 AM to 5:00 PM.

After Hours Support - Severity 1 Incidents Only

After Hours Support is provided for Severity 1 issues only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

Requests submitted by email are always assumed to be Severity 3 and will not alert our after-hours support staff.

To request support assistance outside of the hours listed above, please open a ticket via the IBM Client Success Portal, https://support.ibmcloud.com, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Supported Language(s)

- English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. You can review your ticket's progress and add further details via the IBM Client Success Portal. Updates from the support team are recorded in the ticket and are also sent to you by email. Your reply to an email update will automatically be recorded in the ticket as long as the ticket number, in the format #5377-xxxxxxx, remains in the subject field of your message.

Escalation Process

IBM Analytics Solutions Client Success and Smarter Support is committed to providing excellent client service at all times. If our support services fail to meet your expectations, please feel free to escalate the issue by following the guidance on the web page listed below:

http://www.ibm.com/software/analytics/cognos/customercenter/escalation.html

Severity Examples

Refer to the Severity Level Guidelines & Response Time Objectives section in the beginning of this handbook.
Appendix J: IBM® Algo Risk Service on Cloud

Contacting Customer Support

Support will be provided by communication through the IBM Client Success Portal and, in the event that the Portal is unavailable, by telephone or e-mail:

- IBM Client Success Portal: https://support.ibmcloud.com

Hours of Operation

- IBM Client Success Portal: 24 x 7

After Hours Support

After hours support is provided for Severity 1 incidents only. To request support assistance outside of the hours listed above, please open a ticket in the Support Portal: https://support.ibmcloud.com

Select Severity 1 for the Severity field. This will notify one of our after-hours support staff members.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process

Please submit a new ticket via the IBM Client Success Portal at https://support.ibmcloud.com

To expedite your escalation request, include the information below in the body of the ticket:

1. The ticket number needing escalation.
2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.
### Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A defect prevents you from accessing or using the Managed Service due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions.</td>
</tr>
<tr>
<td>2</td>
<td>A defect restricts the use of the Managed Service by you due to (i) unavailability of certain features and functions but does not completely prevent use of the Managed Service; or (ii) performance degradation or poor response time.</td>
</tr>
<tr>
<td>3</td>
<td>A defect causes operational inconvenience to you but no significant interference with the Managed Service.</td>
</tr>
<tr>
<td>4</td>
<td>A minor or cosmetic defect (such as a typographical error or an error on a screen layout) that has a minimal or no impact on you.</td>
</tr>
</tbody>
</table>
Appendix K: IBM® Emptoris

IBM Emptoris is a single tenant SaaS enterprise procurement solution. Unlike a multi-tenant SaaS environment, every IBM Emptoris client has its own dedicated application server which is not shared with other clients. IBM hosts multiple Emptoris instances for multiple clients. In order to ensure the SaaS service’s quality and security for every client, IBM needs to follow a standard operation guideline.

IBM is responsible for tracking and maintaining the infrastructure configurations and all other configurations set by IBM SaaS team.

Clients are responsible for entering valid application data and configuring system settings available through the application interface. Examples of application configurations include: archive frequency, attachment size, transport settings, etc.

Sample scenarios:

- If you have multiple environments hosted by IBM (e.g. Production, QA, Sandbox, etc.), before submitting your request to IBM to refresh one environment with a database from a different environment, you need to track the application configuration settings that you’ve set in the application interface. Any environment specific settings will be lost and will need to be re-applied after the system is refreshed.

- After you have made changes to the application configurations in one environment (e.g. Sandbox), if the same configuration is required in your other environment (e.g. Production), then you are responsible for applying the required settings.

Recommendation for Mid and Large-Range Customers

IBM prides itself on delivering world class software support with highly skilled, customer-focused people. However, IBM support can never take the place of your company’s internal help desk. Many successful companies have found the best way to interact with IBM Emptoris software support is through a cadre of highly skilled and trained employees who understand their company’s environment and act in conjunction with their internal help desk. These senior staff members are able to filter, sort, and prioritize their company’s problems and direct them toward the best resource (IBM and non-IBM) for resolution. These are the people who become authorized contacts to collaborate with IBM software support for fast resolution of IBM problems as well as assuming a similar role with other vendors. It is highly recommended that all authorized contacts (and any of their replacements) receive appropriate Emptoris product training prior to contacting IBM for support. We encourage you to adopt such a structure, if you haven’t already, as it will help us secure the success of your IBM Emptoris solutions.

Contacting Customer Support

There are two channels to contact Customer Support. Any authorized contact at the client site may contact Customer Support.

- 24 x 7 IBM Client Success Portal (Preferred): [https://emptoris.support.ibmcloud.com](https://emptoris.support.ibmcloud.com) which provides the appropriate support address per product, an online Knowledge Base and FAQs.

- Phone:

<table>
<thead>
<tr>
<th>Country</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>US International</td>
<td>+1 212 444 0140</td>
</tr>
<tr>
<td>US &amp; Canada</td>
<td>+1 888 791 3069</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>0 800 028 6347</td>
</tr>
<tr>
<td>Country</td>
<td>Phone Number</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>Australia</td>
<td>+1 800 049715</td>
</tr>
<tr>
<td>India</td>
<td>000 800 852 1501</td>
</tr>
<tr>
<td>South Africa</td>
<td>0800 202 873</td>
</tr>
<tr>
<td>Japan</td>
<td>+81 357676015</td>
</tr>
<tr>
<td>Russia</td>
<td>+44 2030241427</td>
</tr>
<tr>
<td>Spain</td>
<td>+34 912754317</td>
</tr>
<tr>
<td>Chile</td>
<td>1230-020-0083</td>
</tr>
<tr>
<td>Germany</td>
<td>+49 6951709188</td>
</tr>
<tr>
<td>France</td>
<td>+33 157323112</td>
</tr>
<tr>
<td>Italy</td>
<td>+39 0269682957</td>
</tr>
<tr>
<td>Brazil</td>
<td>0800 761 1583</td>
</tr>
<tr>
<td>Portugal</td>
<td>+351 214159395</td>
</tr>
<tr>
<td>Taiwan</td>
<td>00 800 8888 3030</td>
</tr>
<tr>
<td>China</td>
<td>+852 30114576</td>
</tr>
</tbody>
</table>

**Hours of Operation**

The Customer Support team is available to provide support during the following hours:

8:00 AM to 5:00 PM, Customer's local time, excluding IBM Company observed holidays.

**After Hours Support**

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days/evenings, weekends and holidays.

To request After Hours Support, please call the support line (phone numbers listed above) and follow the prompts. Please note the following information is required for assistance:

- Client Name
- Caller Name
- Phone Number
- Full description of issue so that we may reproduce and assist in resolution.

**Supported Language(s)**

- **Supplier Support:** English, Japanese, Russian, Spanish, German, French, Italian, Portuguese and Chinese
- **Core Product Support:** English
Service Request Workflow

How Your Service Request Is Handled By IBM Emptoris Support

You may submit your request for assistance by using the Client Success Portal or by telephone (where available). These requests are logged into the IBM problem management system. Once logged, a unique Support Ticket is created.

Please make note of your Support Ticket number and use it in any future communication on the issue with the support center. Your Support Ticket is routed to a resolution team for handling. A resolution team is simply a group of software support specialists. You may be transferred directly to the resolution team or your issue will be placed in a queue for response. In either case, the next person to contact you will be a specialist in the appropriate resolution team.

At the resolution team level your Service Request is researched, resolved, or escalated as appropriate. Due to the level of specialization required to maintain superior technical expertise at the team level, it is sometimes necessary to involve more than one support team in resolving a particular software problem. This is easily handled, as our support teams are all networked together and work as one to resolve whatever problems or issues arise.

In order to investigate the issue, IBM may need to access information on your system relative to the failure, or may need to recreate the failure to get additional information. Should the problem be configuration related, it is possible you may need to recreate the problem to get that required information.

Our software support specialists may request that you send IBM the problem information, systems data or test cases, etc., or that our support specialists be able to view it with you electronically. To accomplish this, IBM has two approved tools; Assist On-site (AOS) and Smart Cloud. While other tools may exist, IBM discourage their use since our support people are not trained on them nor can IBM take responsibility for the security of your data with these other vendor tools. By the terms and conditions of the applicable support agreements: (i) this information will be non-confidential (for example, not labeled “your company confidential”); and (ii) you should not supply IBM with any personally-identifiable information (whether in data or other form). You will be responsible for reasonable costs and other amounts that IBM may incur relating to any such information mistakenly provided to IBM or the loss or disclosure of such information by IBM, including those arising out of any third party claims.

Once your documentation is completely received by IBM approved means, IBM will use it only for the purposes for which it was provided - that is, to fix defects or to support IBM products or services. We will not disclose it to other parties, except to contractors of IBM who we may use to help us fix defects or provide support; and we will delete, destroy or return it when it is no longer required. If you elect to have us return physical media, you will be responsible for arranging for return transport of the media. IBM will provide the tapes to your designated carrier at the IBM location, but otherwise will have no responsibility/liability for return of the media.

If you and the IBM Emptoris support specialist agree, you may decide to send your problem information or test cases to IBM. The IBM Emptoris support specialist working with you can help you set up the transfer. You need to understand and acknowledge that IBM may use its global resources, including but not limited to, IBM Affiliates and personnel located in various countries, for the delivery of service and services. By sending us problem information, you warrant that none of your data exported to, or otherwise accessible by IBM is controlled as a defense article under the U.S. International Traffic in Arms Regulation (ITAR) or under any other country’s laws or regulations.

*In certain circumstances, your previously contracted support agreement may differ from the support specifications set forth in this handbook. In those circumstances, you will continue to be entitled to receive the services which you have previously received until the expiration of your
existing contract. If a higher level of service is set forth in this handbook, IBM may, in its sole discretion provide such higher level of services to you regardless of the specifications set forth in your existing service contract.

**How Technical Questions (how-to/install) are Handled**

Technical question support allows you to obtain assistance from IBM for product specific, task-oriented questions regarding the installation and operation of currently supported IBM software. In the course of providing answers to your technical questions, we may refer you to product documentation or publications, or we may be able to provide a direct answer to assist you with short duration problems involving:

- Installation
- Usage (how-to)
- Specific usage/installation questions for documented functions
- Product compatibility and interoperability questions
- Technical references to publications, such as redbooks or manuals
- Assistance with interpretation of publications
- Providing available configuration samples
- Planning information for software fixes
- IBM knowledge database searches

Subscription and Support and Support Line are not structured to address everything -- the following are examples of areas that are beyond their scope:

- Performance analysis
- Writing, troubleshooting or customizing client's code
- Extensive configuration questions
- Recovering a database, or data recovery
- Consulting
- Interpretation or triage of customer or third party generated defect scanning reports

Most of these types of situations require some form of Advanced Support Offering. For further information about these services please contact your IBM Representative, who can help direct you to resources who can discuss your needs.

**IBM Secure Engineering**

IBM uses various methods to communicate security vulnerability information to customers. We use Security Bulletins when publicly disclosing security vulnerabilities discovered in IBM offerings and leverages alternative tools and processes, where appropriate (e.g. cloud-based services), for more targeted and discrete communications with entitled customers. To help protect our customers, IBM does not publically disclose or confirm security vulnerabilities until IBM has conducted an analysis of the product and issued fixes and/or mitigations. For information about Security Bulletins please monitor the IBM Client Success Portal, the IBM Product Security Incident Response Team Blog, and subscribe to My Notifications to receive important notifications about your products. When IBM publishes a Security Bulletin, the company intends to provide vulnerability information in it that is similar to the content specified in the Common Vulnerability Reporting Framework (CVRF). IBM does not intend to provide vulnerability details that could enable someone to craft an exploit.

IBM uses the Common Vulnerability Scoring System (CVSS) as a standard for communicating the impact of security vulnerabilities in IBM products and solutions. CVSS is an industry open standard for assessing the severity or impact of computer system security vulnerabilities. This standard attempts to establish a numeric measure that represents how much concern or attention the vulnerability warrants. The resulting CVSS 'score' is based on an assessment of a series of metrics. The CVSS Base Score represents the intrinsic and fundamental characteristics of the vulnerability that are typically constant over time and across user environments. IBM provides the CVSS scores "as is" without warranty of any kind, including the implied warranties of
merchantability and fitness for a particular purpose. Customers are responsible for assessing the impact of any actual or potential security vulnerability.

For additional information on IBM Secure Engineering practices, please visit: http://www-03.ibm.com/security/secure-engineering/

Submitting Software Requirements

Sometimes what appeared to be a defect turns out to be “working as designed” (or “broken as designed” as some Customers phrase it). If that’s the case, the most effective vehicle available to provide IBM software development your software requirements is to attend one of IBM’s technical conferences. One of the primary objectives of user groups such as GUIDE, SHARE, COMMON, or the TECHNICAL INTERCHANGE is to collect user requirements for future releases of our software products. Technical conferences provide an excellent opportunity for you to discuss requirements directly with our development teams. If you do not have the opportunity to attend user group meetings or would simply prefer not to wait until the next meeting, you can search for similar requirements or open a requirement through IBM’s Request for Enhancement (RFE) Community.

RFE Community allows you to collaborate with Product Management, Development teams and other product users through the ability to search, view, comment on, submit, and track requests for enhancement.

• Popular Features of RFE Community
  - Online Submission and Searching of RFEs
  - Browse RFEs by product:
    - Top 20 Watched RFEs and Voted RFEs,
    - Planned RFEs and Delivered RFEs
  - Vote or Comment on RFEs
  - Watch RFEs
  - Set Email or RSS feed notifications
  - Start / Join a group to discuss RFEs

• Links & Education that will help you get started
  - B2B & Commerce RFE Community Page
  - Learn about the RFE process (YouTube)
  - How to vote for RFEs (YouTube)
  - Learn about how to submit, view and send out notifications on RFEs (YouTube)
  - How to watch for and get notified on RFEs (YouTube)
  - How to search for RFEs (YouTube)
  - RFE Community FAQ page
  - RFE status values and definitions

• Questions about the RFE Community portal?
  Email: b2bcrfe@us.ibm.com

Your Responsibilities

IBM does not warrant that our products are defect free. However, we do endeavor to fix them to work as designed. You may be surprised to learn you play a key role in this effort. Our remote software support is available to provide you with assistance and guidance. However, we assume that you will provide information about your system and the failing component, information that is key to resolving the problem.

This information includes capturing documentation at the time of a failure, applying a trap or trace code to your system, possibly formatting the output from the trap or trace, and sending documentation or trace information, in hardcopy or soft copy, to the remote support center. You are also responsible for obtaining fixes, by downloading or by receiving ones that have been shipped to you on media, applying the fixes to your systems and testing the fixes to ensure they meet your needs. Occasionally, removal of installed fixes may be necessary in the process of isolating problems. And sometimes fixing a problem will mean the installation of a later release of the software as some fixes cannot be retrofitted into earlier code.
You need to be aware of your responsibilities when working with an IBM support center. If you do not have the required skill or are not positioned to do the work, you can engage a services provider such as IBM Global Technical Services (GTS) or a business partner to assist you, for an additional fee. If you are already involved in a services engagement in which GTS or a Business Partner is designing and implementing an application for you, you should ensure the statement of work is very clear as to whose responsibility it is to work suspected code defect issues with IBM, to ensure proper entitlement for remote support.

You are responsible for training your suppliers and end users on the Emptoris solution.

**Escalation Process**

Our escalation process is made available for you to pursue a particular concern regarding an open support request.

You should submit a new ticket via the [IBM Client Success Portal](#) with the issue summary “Escalation Request” and the following information in the description of the ticket:

- Ticket number needing escalation in the format of 5377-xxxxxxx.
- A brief summary of the reason for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

If you deem appropriate, after submitting the escalation ticket, you may also call and ask to speak to the on-duty manager to escalate.

**Note:** Please do not request an escalation through a comment in your existing ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.
Severity Examples
Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
</table>
| 1        | - Unable to use the product or reasonably continue work using the product in a production environment  
          - Product security has been breached  
          - Data corruption is occurring  
          - Supplier and buyer unable to place bids (via UI and via import)  
          - All users are unable to create contracts, open contract language, approve contracts and execute contracts |
| 2        | - Critical product components not working properly.  
          - Behavior has created a significant negative impact on productivity  
          - Users not receiving event invitations  
          - Contracts Approval Workflows and Rules function Incorrectly |
| 3        | - Product components not working properly although an alternative solution is available  
          - A non-essential feature is unavailable with no alternative solution  
          - Unable to attach document to items in event  
          - Notification Template Formatting Incorrect  
          - Non-critical software features are producing unexpected results. |
| 4        | - Product information request  
          - Product documentation clarification  
          - How to export an event  
          - How to Schedule a Reporting Job |

We understand that in certain circumstances, the severity definition doesn’t adequately describe the urgency of a particular issue and the priority of that ticket needs to be elevated (especially in cases of Severity 2, 3 and 4). In those instances, please ask the Emptoris support specialist to increase the priority of that ticket.

Product Maintenance and Versioning Terminology
The IBM Emptoris product numbering is based on the IBM Version (V) - Release (R) - Modification (M) - Fix Pack Level (F) structure with V.R.M.F format. Interim fix (aka iFix) is the 5th digit following the Fix Pack level. Example: SSM 10.0.1.3.2 means SSM platform application on version 10 - Release 0 - Modification 1 - Fix Pack 3 - iFix 2.

Fix Pack is a collection of product fixes which are released on a schedule based on the need of the general customer base. iFix contain one or small number of fixes that is targeted for business critical issues. If your reported problem is confirmed to be a product defect, IBM Emptoris Support will work with you to determine the appropriate release vehicle base on business impact.

For additional detailed explanation of the Maintenance Delivery Vehicle (MDV) terminology used by IBM, please visit the V.R.M.F Maintenance Stream Delivery Vehicle terminology web site.
Support Ticket Closure

When a solution has been provided by the Emptoris support team to resolve your issue, you can close your support ticket. For example: if the reported problem is resolved in a VRMF or iFix release that is available for install/download, after Support informs you of the solution, your ticket is considered resolved.

If you do not take any action to close the ticket, the support ticket is automatically closed after the following process:

1. The IBM Emptoris support teams updates your ticket status as Resolution Provided.

2. After one week, if you do not take any action to close the ticket or provide a new update to request additional assistance on the ticket, a notification message is sent to inform you the ticket will be closed if we do not receive a response from you after two additional follow-up attempts.

In addition, if the IBM Emptoris support team requests more information about your issue and you do not take any action to close the ticket, or provide a new update for the issue, the support ticket is automatically closed after the following process:

1. The IBM Emptoris support teams updates your ticket status requesting additional information.

2. After one week, if you do not take any action to close the ticket, or provide a new update for the issue, a notification message is sent to inform you the ticket will be closed if we do not receive a response from you after two additional follow-up attempts.

Weekly Site Maintenance Schedule for Hosted Customers

If your site(s) is hosted by IBM, please note there is weekly hosting maintenance that occurs every Saturday from 6:00 PM to midnight, local data center time. Please contact IBM Support for the location of the data center hosting your site(s). Please do inform your end-users of the site maintenance schedule and advise users to plan their system activities accordingly.

Upgrade Process

- For Customer-hosted sites:
  - Depending on the version required, Customer can download builds via IBM Emptoris Down-Level, Passport Advantage or Fix Central sites.

- For Emptoris-hosted sites:
  - Customer submits installation request via the IBM Client Success Portal, email, or phone (install request must include the exact product version and site URL).
  - Ticket is escalated to Support Manager for approval.
  - IBM Emptoris Dev-Ops team performs installation task.
  - IBM Emptoris Support performs post-install QA on hosted site.
  - IBM Emptoris Support notify customer of install completion.
Stay Informed

We know it’s hard to stay informed. That’s why we have systems that will email you when new fixes or alerts come out. You can subscribe to specific types of information you’re interested in, so you only receive the information you’re looking for. Support Subscriptions can be set up via the following sites:

- IBM Client Success Portal - https://emptoris.support.ibmcloud.com

IBM My Notification allows you to receive security advisories, product end of life alerts, and other news. See the website for the complete list of what you can sign up for. The basic free service is extremely helpful, but you can also choose to expand the capabilities of this service by adding subscriptions to specific Knowledge Topics via the IBM Client Success Portal.

The following advisory announcements for the IBM Emptoris product line are communicated via Knowledge Reference updates from the IBM Client Success Portal:

- Support Handbook updates
- Product Release Communication
- Product Security Bulletins
- SaaS Customer Service Advisories
- Support Operation Advisories
- Software Support Lifecycle - End of Support Notification

➢ Support Handbook

IBM Emptoris operates under the SaaS Support Handbook guidelines for both On-Premise and SaaS customers.

- To receive notification of updates to the SaaS Support Handbook, please subscribe to Knowledge Topic titled “How do I know when the IBM Support Handbook is updated?”.

➢ Product Publication and Release Communication

- All product publication and Release Notes (excluding Release Cards) from version 10.0.2.5 forward are downloadable from IBM Knowledge Center
  2. In the Table of Contents, scroll down to Emptoris
  3. Select the Emptoris product of interest

- All product publication and Release Notes (excluding Release Cards) prior to version 10.0.2.5 are downloadable from IBM Publication Center
  - How to search for Emptoris publication:
    1. From the IBM Publication Center home page, select your local country/region/language.
    2. In the Welcome page, click “Search for Publication” link
3. On the Quick Publications Center Search page, in the "Search On" field, enter these key words:
   a. General publication search: **IBM Emptoris <product name>**

   - In the Search Result, select the document and version you wish to download.

   o **Release Notes**
   - Published for every V.R.M.F. release.
   - Contents of a Release Note include the following:
     - What's New
     - Resolved Issues
     - Open Issues

   o **Release Cards**
   - Published for every Fix Pack and iFix.
   - Contents include the following:
     - Build version and additional document information
     - Special instructions for installation
     - Suite Compatibility Matrix
     - Resolved Issues
   - Each Release Card is included with the software package file that is available for download from Fix Central, which is accessible from your Passport Advantage portal.
   - Release Cards are also published on the IBM Emptoris Client Success Portal knowledge base.

Following are the essential Release Card topics for the IBM Emptoris Suite. If you wish to receive alert notifications when new release cards are added to your topic(s) of interest, you must subscribe to the topic.

- **Release Card - Analytics Integration Modules**
- **Release Card - Emptoris Contract Management**
- **Release Card - Emptoris Program Management**
- **Release Card - Emptoris Services Procurement**
- **Release Card - Emptoris Spend Analysis**
- **Release Card - Emptoris Strategic Supply Management (SSM) Platform**
- **Release Card - Emptoris Supplier Lifecycle Management**

- **Product Security Bulletins**
  Important information regarding security vulnerabilities that affect Emptoris products are published in Knowledge Articles.

Following are the essential Security Bulletin knowledge topics for the IBM Emptoris Suite. If you wish to receive alert notification when new security bulletins are added to your topic of interest, you must subscribe to the topic.

- **Security Bulletins for Emptoris Contract Management**
- **Security Bulletins for Emptoris Program Management**
➢ Security Bulletins for Emptoris Services Procurement
➢ Security Bulletins for Emptoris Sourcing
➢ Security Bulletins for Emptoris Spend Analysis
➢ Security Bulletins for Emptoris SSM Analytics Integration Module
➢ Security Bulletins for Emptoris Strategic Supply Management Platform
➢ Security Bulletins for Emptoris Supplier Lifecycle Management

➢ General Customer Service Advisories
  o Important updates on essential IBM Emptoris Support articles for subscription are posted to Topic titled "What are the essential IBM Emptoris Knowledge Topics to subscribe to?".
  o Important updates regarding IBM Emptoris Support operations are posted to Topic titled "General Customer Service Advisories".
  o Important updates regarding IBM Emptoris Managed Cloud Services for SaaS customers are posted to Topic titled "IBM Emptoris Managed Cloud Service - General Service Notification".

➢ How to Subscribe to a Knowledge Topic:
  1. Click on the link to the Knowledge Topic # of interest above and login to the Client Success Portal.
  2. After the topic opens, click the "Subscribe" link at the bottom of the topic.
  3. Click the "subscribe" button that appears in the pop-up window.
  4. You should see the success message which confirms your subscription to the topic.

Site Availability Credits

Log a Severity 1 support ticket for each Event with the IBM support help desk, within twenty-four (24) hours of your first becoming aware that the Event has impacted your use of the Cloud Service. You must provide all necessary information about the Event and reasonably assist IBM with the diagnosis and resolution of the Event.

1. Refer to the terms and conditions for site availability credits in your service contract. To initiate a claim, submit a support ticket with IBM support help desk and attach a copy of your contract with the terms and condition of compensation.

2. You must submit your Claim for an Availability Credit no later than three (3) business Days after the end of the Contracted Month in which the Claim arose.
Appendix L: IBM® Cognos® Performance Management Products

The support information provided in this section applies to these offerings:

IBM® Cognos® Controller® on Cloud, IBM® Cognos® Disclosure Management® on Cloud, IBM® Cognos® TM1 on Cloud, IBM® Concert® on Cloud, IBM® Planning Analytics

Contacting Customer Support

Authorized contacts at the client site can contact Customer Support via the following channels:

- 24 x 7 Service Request tool: https://www.ibm.com/support/servicerequest/Home
- Telephone: http://www.ibm.com/planetwide/. Please use the appropriate Software Support number for your country.

Hours of Operation

- IBM Service Request tool: 24 x 7
- The support team is available during normal country business hours as defined by your time zone (excluding local national holidays). For example, in North America, those hours are Monday to Friday, 8:00 AM to 5:00 PM.

After Hours Support - Severity 1 Incidents Only

After Hours Support is provided for Severity 1 issues only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

To request support assistance outside of the hours listed above, please open a ticket via the IBM Service Request tool, http://www.ibm.com/support/servicerequest, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the Customer Support portal. Updates and client responses are also recorded in the ticket notes.

Escalation Process

Business Analytics Customer Support is committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issue as identified through this link: http://www-01.ibm.com/software/analytics/cognos/customercenter/escalation.html

Severity Examples

Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.
Appendix M: IBM® Algo One Managed Data Services on Cloud

Contacting Customer Support
Support will be provided by communication through the IBM Client Success Portal and, in the event that the Portal is unavailable, by e-mail to and from the account managers and support representatives.

- IBM Client Success Portal: https://support.ibmcloud.com

Hours of Operation
IBM Client Success Portal: 9:00 AM to 5:00 PM Central European Time (CET), Monday-Friday (excluding holidays).
Support issues may be opened or updated 24 x 7 via the Client Success Portal; however, responses to issues are not guaranteed outside of the normal hours of operation stated above.

After Hours Support
To request support assistance outside of the hours listed above, please open a ticket in the Support Portal: https://support.ibmcloud.com
Select Severity 1 for the Severity field.

Supported Language(s)
English

Service Request Workflow
All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process
This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

Customers should submit a new ticket via the IBM Client Success Portal at https://support.ibmcloud.com with the following information:

1. Summary field beginning with “Escalation” followed by ticket number needing escalation
2. Details field should include the ticket number needing escalation and a brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

Please note that while we may be able to process some escalation requests quickly, there may be questions or issues that require a longer time for analysis.
Severity Examples
Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Example</th>
</tr>
</thead>
</table>
| 1        | Critical Impact / Service Down  
          | - A defect prevents you from accessing or using the data provided by Managed Data Services due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical data. |
| 2        | Significant Business Impact  
          | - A defect restricts the use of data provided by Managed Data Services due to (i) unavailability of certain data but does not completely prevent use of the data set; or (ii) download server performance degradation. |
| 3        | Minor Business Impact  
          | - A defect causes operational inconvenience to you but no significant interference with your business operations. |
| 4        | Minimal Business Impact  
          | - An inquiry, non-technical request, or a minor defect that has a minimal or no immediate impact on you. |
Appendix N: IBM® Watson®

Contacting Customer Support

Customers are required to provide a level 1 contact to users for initial troubleshooting, gathering data for problem documentation, and verification that the issue is isolated to the Watson services.

The IBM Client Success Portal and IBM Watson™ voice technical support are intended for your technical support personnel to contact the Watson level 2 support team and not intended for use by your users.

- IBM Client Success Portal: [https://support.ibmcloud.com/ics/support/mylogin.asp](https://support.ibmcloud.com/ics/support/mylogin.asp)
  
  Only those members of your authorized technical support staff can submit problem records by using the Client Success Portal. Authorization is granted by your Site Technical Contact and access to the Client Success Portal is provided by IBM.

- IBM Watson voice technical support: For Severity 1 issues only.
  - 1-855-6-WATSON (1-855-692-8766)

Hours of Operation

- Ready to Learn (COD & C&T) and Ready to Run (C&T) are not eligible for system uptime and question response time credits as they are not Triple Active configurations.

- Tin level is a 2 LPAR configuration (1 dev/pre-deploy, 1 Production) all others are 4 LPAR

- Watson Hotline 1-855-6-WATSON (1-855-692-8766)

<table>
<thead>
<tr>
<th></th>
<th>Tin</th>
<th>Bronze</th>
<th>Silver</th>
<th>Gold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support Business Hours</td>
<td>9:00 AM - 5:00 PM (Mon. - Fri.)</td>
<td>9:00 AM - 5:00 PM (Mon. - Fri.)</td>
<td>9:00 AM - 5:00 PM (Mon. - Fri.)</td>
<td>7:00 AM - 9:00 PM (Mon. - Fri.)</td>
</tr>
<tr>
<td></td>
<td>- Eastern Time (US)</td>
<td>- Eastern Time (US)</td>
<td>- Eastern Time (US)</td>
<td>- Eastern Time (US)</td>
</tr>
<tr>
<td></td>
<td>- Sydney Time</td>
<td>- Sydney Time</td>
<td>- Sydney Time</td>
<td>- Sydney Time</td>
</tr>
<tr>
<td></td>
<td>- Dublin Time</td>
<td>- Dublin Time</td>
<td>- Dublin Time</td>
<td>- Dublin Time</td>
</tr>
<tr>
<td>Contact methods</td>
<td>Client Success Portal (10 hours of support monthly)</td>
<td>Client Success Portal</td>
<td>Client Success Portal</td>
<td>Client Success Portal Watson Hotline for Sev 1's</td>
</tr>
<tr>
<td>Support response times</td>
<td>Self serve via help knowledge base in Watson Tools - No target response times</td>
<td>Sev 1 thru Sev 4 Best effort during support hours</td>
<td>Sev 1 - 1 hour response within support hours</td>
<td>Sev 1 - 1 hour response time, 24x7</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sev 2 - 4 hour response within support hours</td>
<td>Sev 2 - 2 hour response time within support hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sev 3 - 1 Day response within support hours</td>
<td>Sev 3 - 4 hour response within support hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sev 4 - 2 Day response within support hours</td>
<td>Sev 4 - 1 Day response within support hours</td>
</tr>
</tbody>
</table>
### System availability

<table>
<thead>
<tr>
<th></th>
<th>Tin</th>
<th>Bronze</th>
<th>Silver</th>
<th>Gold</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System availability</strong></td>
<td>95% uptime excluding maintenance and deployment windows</td>
<td>95% uptime excluding maintenance and deployment windows</td>
<td>99% uptime excluding maintenance and deployment windows</td>
<td>99.5% uptime excluding maintenance and deployment windows</td>
</tr>
<tr>
<td><strong>Tuning and Incremental Training</strong></td>
<td>Incremental training passes can be purchased as needed.</td>
<td>Incremental training passes can be purchased as needed.</td>
<td>Incremental training passes can be purchased as needed.</td>
<td>Incremental training passes can be purchased as needed.</td>
</tr>
</tbody>
</table>

### After Hours Support

IBM Client Success Portal support is 24 x 7

After Hours Support is available only for Severity 1 issues. For Severity 1 issues, call the IBM Watson Voice technical support

- 1-855-6-WATSON (1-855-692-8766)

After calling, open a ticket in Client Success Portal.

For Severity 2, 3, or 4; support issues can be opened or updated 24 x 7 via the Client Success Portal. However, responses to issues are not guaranteed outside of the normal hours of operation that are stated.

### Supported Language(s)

English

### Service Request Workflow

All client support issues are documented within a support ticket. Each ticket is assigned a unique number for reference and a severity level that is based on the details within the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

### Severity Examples

The following are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Watson Application User Interface is down or not responding.</td>
</tr>
<tr>
<td>2</td>
<td>Users can log in, but the system is slow to respond.</td>
</tr>
<tr>
<td></td>
<td>A major function of the application is not working for all users and impacting business.</td>
</tr>
<tr>
<td>3</td>
<td>The data returned by the Watson Solution appears to be incomplete or out-of-date.</td>
</tr>
<tr>
<td></td>
<td>A feature of function is not working as expected but work can continue.</td>
</tr>
<tr>
<td>4</td>
<td>How to add a new user to the service.</td>
</tr>
<tr>
<td></td>
<td>A request for a change to a system feature or function (requires business approval).</td>
</tr>
</tbody>
</table>
Appendix O: IBM® Sales Performance Management Products

The support information provided in this section applies to these offerings:
IBM® Incentive Compensation Management, IBM® Producer Lifecycle and Credential Management, IBM® Quota Management, IBM® Sales Planning, and IBM® Territory Management

IBM provides customers with technical assistance with (i) the use of the IBM Sales Performance Management SaaS; (ii) the identification of IBM Sales Performance Management SaaS or documentation issues; and (iii) the reporting of product defects in accordance with the response times described in your company’s SLA.

Our technical support includes the following:

- Responses to questions relating to the IBM Sales Performance Management SaaS, including without limitation isolating problems to the product, data or equipment;
- The development of a temporary solution to or an emergency bypass of a deficiency;
- Corrections and repairs of errors, problems or deficiencies with the IBM SaaS product, to the extent technically feasible; and
- Clarification of documentation.

Contacting Customer Support

There are two channels to contact Customer Support.

1. IBM Client Success Portal: https://support.ibmcloud.com
2. Email: vsupport@ca.ibm.com

Please note that this will automatically create a ticket with Severity 3.

Hours of Operation

Standard Customer Support hours of operation for all severities:
Monday to Friday, 9:00 AM – 5:00 PM local business hours

After Hours Support

IBM Sales Performance Management Support provides 24 x 7 support for Severity 1 cases. Should you need to report a Severity 1 issue during or after business hours:

- Create a ticket in the Portal and set Customer Severity to Sev 1 – Critical Impact / Service Down
  OR
- Email vsupport@ca.ibm.com and put “Sev1” in the subject line

This will generate an alert to notify the appropriate team.

If you would like to speak to us directly, please enter a Call Request as follows:

- Send an email to vsupport@ca.ibm.com and put "call me" in the subject line
**Supported Language(s)**

The primary language of the IBM Sales Performance Management Support team is English, however, IBM Support has other language support available as required and contracted between IBM and the Customer.

**Service Request Workflow**

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

**Escalation Process**

Should you need to escalate an issue:

- Send an email to vsupport@ca.ibm.com and put “Escalate: Sev1” in the subject line.

*Note: Please do not escalate through a comment in an open ticket or forward a tracking system email you received. This ensures the proper escalation process to be triggered. We endeavor to process requests quickly, however, there may be questions or issues that require a longer time for analysis and recommended actions.

*For all issues that require immediate attention, follow the Severity 1 process explained in the After Hours Support section.

**Severity Examples**

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
</table>
| Severity 1 Critical Business Impact /Service Down (Production Only) | - Complete inability to use the software as defined by the documentation, Customer’s use of the software either stopped completely, calculations cannot be produced, imports failing, cannot access payee ledger, etc.  
- Production is halted and users have limited access to the software  
- Serious performance degradation that significantly impacts users of the software  
- The software consistently produces material errors in numerical calculations, not related to configuration of the application  
- A problem that causes a significant negative impact to the User Acceptance Test  
- Critical change request for SaaS customers that could not have been reasonably known in advance and that must be accommodated immediately |
| Severity 2 Significant Business Impact | - Major functionality of the software is not working as defined by documentation  
- Software is usable but incomplete, causing disruptions to normal service  
- The software performs most, but not all of its documented functionality, but there is a serious impact on the customer’s productivity or service levels |
### Severity 3
Medium Business Impact

- Issues that affect an isolated component of the software that does not affect the ability of the software to materially perform in accordance with the documentation
- The software is usable, but does not perform all documented functions on all devices
- Issues that have acceptable workarounds
- Assist with migrations and upgrades

### Severity 4
Low Impact

- General inquiries on the use of the software
- Minor errors in layout and formatting, causing minimal impact to business
- Customer is able to use the software with no loss of operational functionality, but needs clarification on the behavior, performance or documentation
- System configuration issues such as localization changes
- Documentation issues

A resolution may be any one of the following:
(i) An answer to your question; or
(ii) A workaround or fix for the reported issue.

Note that fixes may not be retrofitted to earlier releases, versions or modifications. You may be required to upgrade your software to obtain the fix for the issue you are reporting.

**IBM will take all reasonable measures to confirm that your issue has been resolved to your satisfaction. Tickets are closed after three unsuccessful contact attempts, or after a seven day period of inactivity after a solution has been proposed. Tickets can be re-opened if you decline the proposed resolution or if you need more information from IBM.**
Appendix P: IBM® Service Engage (formerly Cloud and Smarter Infrastructure SaaS (aka Tivoli))

The support information provided in this section applies to these offerings:

- IBM® Application Performance Management
- IBM® Workload Automation - Software as a Service
- IBM® Enterprise Asset Management on Cloud (Maximo)
- IBM® Enterprise Asset Management - Inventory Analytics on Cloud (Maximo Inventory Insights)
- IBM® Control Desk on Cloud
- IBM® Spectrum Control Storage Insights
- IBM® Facilities and Real Estate Management on Cloud (TRIRIGA)

Make your first stop: IBMServiceEngage.com

With IBM Service Engage, we've made it easy for you to learn, explore, try, buy, extend, and engage on the next generation of service management.

Contacting Customer Support

Customer Support is available via the following channels:

- 24 x 7 Service Engage Support Page [www.ibmserviceengage.com/support](http://www.ibmserviceengage.com/support), which provides the following content for the available services: Search our Knowledge base, read the FAQs, Access our Forums, and downloadable documentation.
  - Trial Clients can email us at [iinfo@ibmserviceengage.com](mailto:iinfo@ibmserviceengage.com)
  - Clients with a valid subscription can also access or Support teams via Chat and Service Requests at the SaaS Support Portal [https://saasportal.sccd.ibmserviceengage.com/](https://saasportal.sccd.ibmserviceengage.com/)
  - Subscribed clients can email us at [support@ibmserviceengage.com](mailto:support@ibmserviceengage.com) (Creates a Service Request)
  - Purchasing Clients Sev1 System Down Phone Support
    - Our Support Hotline is available with toll free numbers in multiple countries; please see your service specific Welcome Kit and Support Quick Guide for details.

Hours of Operation

The Customer Support team is available to provide support via the following channels:

- Service Engage Support Page: 24 x 7
- Email
  - North America: 8:00 AM to 8:00 PM U.S. Eastern Time, Monday to Friday (excluding holidays)
- Chat
  - North America: 8:00 AM to 8:00 PM U.S. Eastern Time, Monday to Friday (excluding holidays)

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays. To request After Hours Support, please create a ticket via the SaaS Support Portal.

Note: No other support requests will be accepted after hours.
Supported Language(s)

English

Service Request Workflow

Please contact Customer Support via one of the following channels: Support Portal or e-mail. Once your Service Request is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Customer Support Representative.

Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

When contacting the SaaS Support team ask to speak to the Customer Support Representative’s manager – escalations to an IBM Support Manager will receive prompt attention.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A defect prevents you from accessing or using the Service due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions.</td>
</tr>
<tr>
<td>2</td>
<td>A defect restricts the use of the Service by you due to (i) unavailability of certain features and functions but does not completely prevent use of the Service; or (ii) performance degradation or poor response time.</td>
</tr>
<tr>
<td>3</td>
<td>A defect causes operational inconvenience to you but no significant interference with the Service.</td>
</tr>
<tr>
<td>4</td>
<td>A minor or cosmetic defect (such as a typographical error or an error on a screen layout) that has a minimal or no impact on you.</td>
</tr>
</tbody>
</table>
Appendix Q: IBM® Multi-Enterprise Relationship Management on Cloud

Contacting Customer Support
There are three channels to contact Customer Support. Any authorized contact at the client site may contact Customer Support:

- 24 x 7 IBM Client Success Portal: [https://support.ibmcloud.com](https://support.ibmcloud.com) Click on the Sterling icon and login with your ID and password
- E-mail: MRM@us.ibm.com
- Phone: 1-855-646-5629

Hours of Operation
8:00 AM to 11:00 PM Eastern Time, Monday to Friday (excluding holidays)

After Hours Support
After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays.

To request After Hours Support, please call the phone number listed above and follow the prompts. Please note the following information is required for assistance:
- Account Name
- Name
- Phone Number
- E-mail Address
- Full description of issue so that we may reproduce and assist in resolution.

Note: No other support requests will be accepted after hours.

Supported Language(s)
English

Service Request Workflow
Please contact Customer Support via one of the following channels: IBM Client Success Portal, e-mail or phone.

Once your Support Portal ticket or e-mail is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Customer Support personnel.

Phone: We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.

Escalation Process
This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

Customers should submit a new ticket or e-mail via [https://support.ibmcloud.com](https://support.ibmcloud.com) or mrm@us.ibm.com with the issue summary or e-mail subject line of “Escalation” and the following information in the body of the ticket:

Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or reply to a ticket e-mail that was received. This contains code that will not be seen by our alerting system.

Reason for the escalation request on previously submitted tickets (please include Client
ID that was used to open this ticket), so we may prioritize your requests accordingly.

Note: Please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
</table>
| 1 Critical Business Impact / Service | - System down  
- Hardware or System Failure  
- Pages not responding  
- Unable to login (Administration, Customer-facing, Integration points) |
| 2 Significant Business Impact | - System Slow, but not down  
- Web pages sluggish  
- Occasional errors |
| 3 Minor Business Impact | - Non-system impacted questions and incidents  
- Requests for service (log file retrieval, Database queries) |
| 4 Minimal Business Impact | - General Questions  
- Operational Questions (How do I do…?) |
Appendix R: IBM® Bluemix®

Contacting Customer Support

Billing and Registration/ID Support
For help on issues related to billing, email: billing@bluemix.net
For help on issues related to Bluemix registration and ID's, email: ID@bluemix.net

Technical Support for IBM Bluemix is available in a few ways:

1. Free Support: All customers of Bluemix are provided free support through our community support at: https://developer.ibm.com/bluemix/
   OR
   on Stack Overflow at: http://stackoverflow.com/questions/tagged/bluemix
   Our Development staff monitors both forums.
   If you have not purchased support and find an issue which you feel is a defect, you can email support@bluemix.net. These issues will be taken on a first come basis and there is no guaranteed response.

2. Standard Support: All users in a Bluemix account that have purchased support or those are signed up for the trial program, can raise a ticket to technical support. Those who purchased Dedicated Bluemix receive this support as part of the offering. Bluemix is configured to use Single Sign On using your Bluemix User ID and Password.
   To get assistance:
   - Click the Support link under your account in the Bluemix dashboard
   - Email on existing tickets: Support@bluemix.net. Please place your ticket number in the subject line in the format of #5377-xxxxxxx (xxxxxx = ticket number)
   - Support web portal: https://support.ibmcloud.com
   - See your account owner about signing up for support if your organization has not purchased support

You define the severity of the issue based on your business needs. ‘Severity level guidelines & response time objectives’ are described in that section in this handbook.

All tickets opened by you are investigated with the purpose of identifying root cause. When problem diagnostic data is needed to isolate an issue, you will be asked if we do have your approval to access logs and other problem determination data from your application to help determine root cause. Not providing access to this data may delay problem resolution.

Once root cause analysis is complete, the team will take one of the following actions:

a. Root cause is an IBM Generally Available Service or container image - If a ticket is opened and the root cause analysis determined that this is a defect in the IBM provided Generally Available service or container image, the ticket will be provided attention based on the severity set by you.

b. Root cause is an IBM Beta Service or container image - IBM will release services or container images that are classified as Beta. This helps the development and marketing teams assess the value of the service in the market and make adjustments before making the service Generally Available. If a ticket is opened and the root cause analysis determines that there is a defect in an IBM provided Beta service, then IBM is not obligated to provide a fix. Additionally, the ticket would be handled with a severity 3 or 4 where applicable.
c. **Root cause is an Experimental Service or container image** - IBM will release services or container images that are classified as Experimental. These services may be unstable, change frequently and may be discontinued with short notice. Services identified as Experimental will be supported via our Bluemix forum only.

d. **Root cause is a Third Party Service** - Third party services are provided by vendors outside of IBM. They can be provided by individual software entities, partners or ISVs. If a ticket is opened and the root cause analysis determines that there is a defect in a Third Party Service, then IBM is not obligated to provide a fix. Additionally, IBM will provide a “warm hand off” of the ticket to the third party service provider and can work with that provider to share analysis if needed.

e. **Root cause is an Open Source or Community Service** - Open Source or Community services are provided by open source communities outside of IBM. If a ticket is opened and the root cause analysis determines that there is a defect in a Community Service, then IBM is not obligated to provide a fix. Additionally, IBM will close the ticket and refer the customer to the community or forum for support.

3. **Premium Support**: If you have purchased Standard Support and need more focused support, you can purchase Premium Support. Premium Support includes a Named Support Engineer to work with your company, either full or half time, to help your team develop and deploy your applications in the Bluemix Environment. Those interested in this option can talk with their sales representative, send email to sales@bluemix.net or call 1-844-BLUEMIX or 1-267-238-3490.

4. **Expert Consulting Services**: Expert Consulting Service (ECS) can help speed Customer’s adoption of the Bluemix platform. Consulting services are negotiated individually with each Customer where scope, duration and description of service will be agreed upon and a separate contract will be written. Those interested in this option can talk with their sales representative, send email to sales@bluemix.net or call 1-844-BLUEMIX or 1-267-238-3490.

**Hours of Operation**

Sunday 10:00 PM GMT – Saturday 12:00 AM GMT (excluding US/Italian/Australian holidays). Please see holiday schedule at: [http://ibm.biz/bluemixholidays](http://ibm.biz/bluemixholidays)

**After Hours Support**

After Hours Support (outside of the regular operating hours stated above) is available only for Severity 1 issues of GA services on business days, weekends, and holidays. Severity 1 issues require that the client is available to help us diagnose issues during the 24 x 7 period otherwise; they are downgraded to Severity 2.

**Supported Language(s)**

English

**Service Request Workflow**

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.
Reporting a Security Issue:

1. Open a Severity 1 ticket, using any of the Bluemix Support channels that support specifying a severity:
   - The Customer Support portal at https://support.ibmcloud.com/
   - The "GetHelp" page at http://ibm.biz/bluemixsupport
   - Through the Bluemix Dashboard

2. Make clear in the ticket summary that it is about a security issue
3. Provide details of the security issue by including one of the following:
   - Provide a phone number at which the client can be reached to discuss the issue
   - Encrypt the details as a block of text in the body of the ticket and provide instructions as to how IBM Support can contact the customer securely, to obtain decryption instructions

Escalation Process

The escalation process is to be used if you feel your ticket is not being addressed properly. We use this request to review the ticket by management for the purpose of correcting the current issue and changing our processes to serve you better.

Please submit a new ticket with the subject line of “Escalation Request”. To expedite your escalation request, include the information below in the body of the ticket:

1. The ticket number needing escalation
2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>• Your application is not accessible by your clients&lt;br&gt;• Data corruption&lt;br&gt;• Service down</td>
</tr>
<tr>
<td>2</td>
<td>• Application errors impacting multiple users&lt;br&gt;• Individual user cannot log in</td>
</tr>
<tr>
<td>3</td>
<td>• General issues&lt;br&gt;• Application errors or problems impacting individual users</td>
</tr>
<tr>
<td>4</td>
<td>• Minor application issues&lt;br&gt;• How to questions&lt;br&gt;• Enhancements</td>
</tr>
</tbody>
</table>
Appendix S: IBM® Security Trusteer

Contacting Customer Support

Customers have several options when requesting Trusteer support:

- Submit a Ticket online (http://www.trusteer.com/support)
- Request Live Chat
- Submit an email (Enterprise support only)
- Telephone (Premium Support Customers Only)
  - Call back Request - A Trusteer User can request a support representative call back by submitting a Callback Request.
    - Trusteer Users are defined as clients of a Trusteer Enterprise customer, where the Enterprise customer provides the Trusteer offering to their clients.
    - Enterprise customers that have purchased Trusteer’s Premium Support may call IBM Trusteer support directly 24x7.

Hours of Operation & Support Levels

IBM Trusteer offers two levels of support:

- Standard Support - included in the base subscription, with the following exceptions:
  - Trusteer Mobile SDK includes Developer Support
  - Trusteer Rapport Mandatory Service - Customers who are required to use IBM Trusteer by their financial institution.
- Premium Support is available for an additional charge.

<table>
<thead>
<tr>
<th>Feature*</th>
<th>Standard Support</th>
<th>Premium Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support audience</td>
<td>End Users, Enterprise customers</td>
<td>End Users, Enterprise customers</td>
</tr>
<tr>
<td>Support availability (hours of operation)</td>
<td>8:00 AM – 5:00 PM, Monday - Friday, local time</td>
<td>24x7</td>
</tr>
<tr>
<td>Available channels of communication</td>
<td>Web form, Live chat, Email (Enterprise customers only)</td>
<td>Web form, Live chat, Email, Call back request (End User only), Direct phone (Enterprise customers only)</td>
</tr>
<tr>
<td>Language support</td>
<td>Email - English, Japanese, Portuguese, Dutch, French, Spanish, German and Polish</td>
<td>Chat and Phone – English and Japanese only</td>
</tr>
<tr>
<td>Escalation</td>
<td>Enterprise customers only</td>
<td>Enterprise customers only</td>
</tr>
<tr>
<td>Proactive updates (releases, known issues, resolutions)</td>
<td>Enterprise customers only</td>
<td>Enterprise customers only</td>
</tr>
<tr>
<td>Access to Enterprise Portal</td>
<td>Enterprise customers only</td>
<td>Enterprise customers only</td>
</tr>
<tr>
<td>Access to Trusteer resources for product development and feature requests</td>
<td>Enterprise customers only</td>
<td>Enterprise customers only</td>
</tr>
</tbody>
</table>

*Support Features may differ by region, contact your IBM Sales Representative to confirm availability
After Hours Support
After Hours Support (outside of regular operating hours stated above) is available for Premium Support customers. Requests from Standard Support customers will be responded to the next business day.

Supported Language(s)
Email - English, Japanese, Portuguese, Dutch, French, Spanish, German and Polish
Chat and Phone – English and Japanese only

Japanese language support for End Users is available during Japan hours, 9:00 AM - 9:00 PM Monday thru Friday (except National holidays and December 30 through January 3) via mail.

Japanese language support for Enterprise Customers is available during Japan business hours, 9:00 AM - 5:00 PM Monday thru Friday, (except National holidays and December 30 through January 3) via mail.

Service Request Workflow

Prior to Opening a Ticket
When encountering an issue with Trusteer products or if you have questions regarding any of the Trusteer products, we strongly recommend that you search for an answer to your question using the Ask a Question search on Trusteer’s Support Portal (www.trusteer.com/support). The portal includes a vast amount of knowledge and provides easy access to the most frequently asked questions including supported platforms.

How to Open a Ticket
If you were unable to find a solution in our extensive knowledge base, you may submit a support request. To submit a support request, choose a communication option (Web form, chat, email, and phone). For high severity issues, chat or phone is recommended.

Required Information
In order to provide effective support, the following information is requested.
   i. Contact information – include email address & phone number
   ii. Trusteer Product origin – End users provide the name of the financial institution the Trusteer product was obtained from. If Rapport or Apex are used internally, provide the company name
   iii. Trusteer Product version and ID – located in the console, under Product Settings
   iv. Installation date – If date is unknown mention if this is a new or established installation
   v. Internet browser – the browser used when the issue was encountered
   vi. OS version

Submit a Ticket online – After submitting your problem or question online, a support ticket is created and a ticket number is assigned. The requestor will receive an automated email confirming the creation of a support ticket, including the ticket number. Please reference the ticket number in any correspondence with Trusteer Support to ensure proper tracking.

Once created, the ticket is assigned to a Trusteer Support Engineer who assumes ownership until resolution. The Support Engineer works with the requestor to resolve the issue using standard problem determination and troubleshooting methods such as log review, tracing and remote access to the client. The Support Engineer, in consultation with the requestor, agrees to an action plan for troubleshooting and resolving the issue within a reasonable time. The requestor must be available to work with the Support Engineer to resolve the issue.
**Obtaining Ticket Status (Enterprise customers only)**

Trusteer customers are able to track their tickets as well as those of their end user via the [Enterprise portal](#). To obtain access, please register or send an email to: [enterprise.support@trusteer.ibm.com](mailto:enterprise.support@trusteer.ibm.com)

Each enterprise may have up to 3 unique userids authorized to access the Enterprise portal.

**Closing Support Tickets**

Tickets are closed when the Support Engineer, in consultation with the ticket initiator, agree that a resolution has been reached. If the same issue re-occurs, the original ticket can be re-opened within 10 business days. After this period, a new ticket will be opened.

Tickets may also be closed due to the following:

- The ticket initiator informs the Support Engineer that the ticket is no longer relevant.
- The ticket initiator and Support Engineer agree that the issue is not a Trusteer related issue.
- The ticket initiator does not respond to a Support Engineer request within 5 days. In this ticket, for end users the ticket is closed automatically. For Enterprise customers, the Support Engineer will try to follow up twice (usually once via email and once via phone) and if there is no response the ticket will be closed.

**Escalation Process**

If you feel a specific ticket is not progressing as you expected, please follow these steps to escalate:

- Verify the ticket number, the status and severity of the ticket number.
- Contact support (using email, callback or telephone) and ask to speak with a Trusteer Support Manager.
- If the Trusteer Support Manager’s response is not satisfactory, ask to speak with the Director of Trusteer Support.

**Severity Examples**

The table below includes some common examples of support issues and suggested severity levels. These examples are provided as general guidelines and for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Description</th>
</tr>
</thead>
</table>
| High     | - The online service is either substantially inoperative, unusable, or where a major function of the current release or any previous release is unusable or substantially inoperable as a result of an incident.  
- A problem in the current release or any previous release affects the end users’ ability to access the Internet and affects the majority of users. |
| Medium   | - The online service has an incident which has an adverse impact on its use or functionality.  
- Affects many end users and is visible but end users are still able to access the Internet.  
- Affects a small number of users and prevents them from working or accessing the internet. |
| Low      | - The online services have a minor problem which has a workaround for the end users concerned without significant inconvenience.  
- Any other issue which has a workaround or affects a small number of end users. |
Appendix T: ECM SaaS Offerings: IBM® Navigator and Watson® Curator

Contacting Customer Support

There are two channels to contact Customer Support for Navigator on Cloud. Any authorized contact at the client site may contact Customer Support.

- 24 x 7 IBM Client Success Portal: https://support.ibmcloud.com or the Support link from the Navigator on Cloud application which provides an online Knowledge Base, FAQs, recorded training, downloadable documentation, and ticket view and update (Support tickets follow E-mail Hours of Operation).

  IBM Navigator and Watson Curator Support provides 24 x 7 support for Severity 1 cases via the support portal.

  To use the IBM Client Success Portal with IBM Navigator and Watson Curator requires a user ID sign-on which can be requested from the Support Portal page.

- E-mail: ecmcloud@us.ibm.com

Hours of Operation

The Customer Support team is available to provide support via the following channels:

1. IBM Client Success Portal: 24 x 7 (Support tickets through Portal follow E-mail Hours of Operation)

2. E-mail: Sunday 7:00 PM - Friday, 7:00 PM U.S. Central (excluding IBM company observed holidays)

Supported Language(s)

English

Service Request Workflow

Please contact Customer Support via one of the following channels: IBM Client Success Portal or e-mail.

Once your Support Portal ticket or e-mail is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by ECM SaaS Support personnel.

Escalation Process

We believe IBM Support is “Best of Breed”. If at any point in our service process, you feel we are not meeting our commitments to you (as outlined in this handbook), you may call our attention to this problem by doing one or all of the following:

1. Be certain to explain the business impact of your problem to the service representative.

2. Submit a new ticket via https://support.ibmcloud.com or ecmcloud@us.ibm.com with “Escalation” written in the Issue Summary (ticket through portal) or as the subject line of the email.

The following information should be included in the body of the ticket/email:

- Ticket number needing escalation in the format of 5377-xxxxxxxx. Please do not use the #5377 or copy from a ticket e-mail that was received. This contains code that will not be seen by our alerting system.

- Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.
Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

3. Ask to speak to the service representative’s manager - Escalations to an IBM manager will receive prompt attention and management focus.

4. Ask for a "Duty Manager" - the Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately. To invoke the Duty Manager process, please call 888-242-3040 and select option 7, for "Enterprise Content Management Solutions for Cloud products".

**Severity Examples**
Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>▪ A defect prevents you from accessing or using the application due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions.</td>
</tr>
<tr>
<td>2</td>
<td>▪ A defect restricts the use of the application by you due to (i) unavailability of certain features and functions but does not completely prevent use of the application; or (ii) performance degradation or poor response time.</td>
</tr>
<tr>
<td>3</td>
<td>▪ A defect causes operational inconvenience to you but no significant interference with the application.</td>
</tr>
<tr>
<td>4</td>
<td>▪ A minor or cosmetic defect (such as a typographical error or an error on a screen layout) that has a minimal or no impact on you.</td>
</tr>
</tbody>
</table>
Appendix U: IBM Marketing Cloud - Silverpop, an IBM® Company

IBM-Branded offerings: IBM Silverpop provides standard web-based and phone-based product support for entitled customers who have purchased IBM Silverpop offerings. This “baseline” support is included as part of SaaS hosted service. For-fee services are not included in “baseline” support – customers should contact their services representative who assisted with such services, per the arrangements made during that engagement.

The Knowledge Base, Training, and Customer Community are also accessible by using the Support Portal for entitled users who are authorized to access those sites.

Heritage Silverpop offerings: IBM Silverpop provides standard web-based and phone-based product support for entitled customers who have purchased a separate IBM Silverpop support offering. For-fee services are not included in “baseline” support – customers should contact their services representative who assisted with such services, per the arrangements made during that engagement.

The Knowledge Base, Training, and Customer Community are also accessible by using the Support Portal for entitled users who are authorized to access those sites.

Contacting Customer Support

IBM Marketing Cloud Technical Support

Standard Support
IBM Silverpop provides standard web-based and phone-based product support for entitled customers who have purchased IBM Marketing Cloud during the hours of operation defined below.

24 x 7 Support web portal: https://portal.silverpop.com/

Professional Certification Support
Web and Phone-based tickets submitted by clients that have earned the IBM Marketing Cloud Professional Certification will be immediately routed to a senior member of our Client Support team. Contact http://www.silverpop.com/certworkshops/ if you want to learn more about earning certification on the IBM Silverpop family of products.

Silverpop Terms of Support (IBM Marketing Cloud)
For IBM Marketing Cloud offerings, baseline technical support is provided for the platform as part of the overall purchase and is not available as a separate offering. For heritage offerings sold prior to IBM branding, existing terms and conditions continue to apply.

IBM Silverpop CRM Technical Support

Standard Support
For entitled customers who have purchased CRM integration options for their IBM Silverpop products, IBM Silverpop provides standard web-based and phone-based product support for CRM during the hours of operation defined below.

24 x 7 Support web portal: https://portal.silverpop.com/
IBM Silverpop Deliverability Technical Support

Standard Support
For entitled customers who have purchased IBM Silverpop offerings, Silverpop provides standard web-based and phone-based product support for Deliverability during the hours of operation defined below.

24 x 7 Support web portal: https://portal.silverpop.com/

Hours of Operation

IBM Marketing Cloud Technical Support
Standard Support Hours:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>2:00 PM – 11:59 PM Eastern U.S.</td>
</tr>
<tr>
<td>Monday - Thursday</td>
<td>24 x 7</td>
</tr>
<tr>
<td>Friday</td>
<td>12:00 AM - 11:59 PM Eastern U.S.</td>
</tr>
<tr>
<td>Saturday</td>
<td>Closed</td>
</tr>
</tbody>
</table>

IBM Silverpop CRM Technical Support
Standard Support Hours:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>Closed</td>
</tr>
<tr>
<td>Monday - Friday</td>
<td>8:00 AM – 6:00 PM Eastern U.S.</td>
</tr>
<tr>
<td>Saturday</td>
<td>Closed</td>
</tr>
</tbody>
</table>

IBM Silverpop Deliverability Technical Support
Standard Support Hours:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>Closed</td>
</tr>
<tr>
<td>Monday - Thursday</td>
<td>5:00 AM – 10:00 PM Eastern U.S.</td>
</tr>
<tr>
<td>Friday</td>
<td>5:00 AM – 8:00 PM Eastern U.S.</td>
</tr>
<tr>
<td>Saturday</td>
<td>Closed</td>
</tr>
</tbody>
</table>

After Hours Support
IBM Marketing Cloud Technical Support
After Hours Support for entitled customers who have purchased IBM Marketing Cloud (outside of the regular operating hours stated above) is available only for Severity 1 issues on weekends, and
holidays. For urgent business impacting issues an after-hours ticket can be logged by using the customer support portal:

**Link for opening an After-Hours Support ticket:** [https://portal.silverpop.com/](https://portal.silverpop.com/)

**IBM Silverpop CRM Technical Support**

After Hours Support (outside of the regular operating hours stated above) for entitled CRM customers is available only for Severity 1 issues, 7 days a week. For urgent business-impacting issues, an after-hours ticket can be logged using the customer support portal. An IBM Silverpop Client Services on-call representative will contact the CRM team.

**Link for opening an After-Hours Support ticket:** [https://portal.silverpop.com/](https://portal.silverpop.com/)

**IBM Silverpop Deliverability Technical Support**

After Hours Support (outside of the regular operating hours stated above) is available for entitled IBM Silverpop customers only for Severity 1 issues, on weekends and holidays. For urgent business impacting issues an after-hours ticket can be logged by using the customer support portal. The Client Services On-call representative will contact the Deliverability team.

**Link for opening an After-Hours Support ticket:** [https://portal.silverpop.com/](https://portal.silverpop.com/)

**Supported Language(s)**

English

**Service Request Workflow**

Contact Customer Support by using one of the following channels:

- **Support web portal:** [https://portal.silverpop.com/](https://portal.silverpop.com/)
  
  Once your Support Portal ticket is received: We carefully review it and assign it to the correct Support group based on the issue details submitted. Each ticket is followed through to closure and ticket notes can be viewed in the Support Portal.

- **Phone:**
  
  - USA: 844 853 8583
  - UK: 0800 032 7995
  - Germany: 0800 723 7225
  - Belgium: 0800 81 670
  - Australia: 1800 677 328
  - All others: +1 919 864 3550

  We will do our best to resolve your issue on your first call to us. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will keep your support ticket open until your issue is resolved to your satisfaction; you can track your support tickets in the Support Portal and we will also notify you of progress by using phone or email.
Escalation Process

If at any point you are unsatisfied with the support you are receiving, please ask to speak to a manager and they will be happy to address your concerns.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Service is completely nonfunctional or unavailable such that it has a critical business impact on the ability to perform production work.</td>
</tr>
<tr>
<td>2</td>
<td>Service is severely degraded, limiting the use of one or more major functions, but is still operational. The issue has a severe business impact on the ability to perform production work.</td>
</tr>
<tr>
<td>3</td>
<td>Service is available, but there are functional limitations which are not business critical. A reasonable workaround is available. The issue, while noticeable, is not impeding the ability to perform production work.</td>
</tr>
<tr>
<td>4</td>
<td>Minor issues with the service such as documentation errors. The issue has minimal impact on the ability to perform production work.</td>
</tr>
</tbody>
</table>
Appendix V: IBM® API Management

Contacting Customer Support

Billing and Registration/ID Support
For help on issues related to billing, payments, contracts, and other areas:
  E-mail: askusar@ca.ibm.com
For help on issues related to API Management registration and ID’s:

Technical Support for IBM API Management is available two ways:

1. **Free Support**: All customers of API Management (including those signed up for the trial program) are provided free support through our community support at:
   https://developer.ibm.com/api/
   which our developers monitor regularly.

2. **Standard Support**: All users in an API Management account that have purchased support can raise a ticket to technical support. API Management is configured to use Single Sign On using your API Management User ID and Password.

To get assistance:
- Click the Support link under your account in the API Management dashboard
- Email on existing tickets: apim_support@us.ibm.com. Please place your ticket number in the subject line in the format of #5377-xxxxxxx
- Support web portal: https://support.ibmcloud.com

You define the severity of the issue based on your business needs. ‘Severity level guidelines & response time objectives’ are described in that section in this handbook.

All tickets opened by you are investigated with the purpose of identifying root cause. When problem diagnostic data is needed to isolate an issue, you will be asked if we do have your approval to access logs and other problem determination data from your application to help determine root cause. Not providing access to this data may delay problem resolution.

Hours of Operation
Sunday 8:00 PM – Friday 8:00 PM Eastern Standard Time zone, U.S., (excluding US holidays)

After Hours Support
After Hours Support (outside of the regular operating hours stated above) is available only for Severity 1. Severity 1 issues require that the client is available to help us diagnose issues during the 24x7 period otherwise; they are downgraded to Severity 2.

Supported Language(s)
English
Service Request Workflow
All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Enhancement Request Process
All feature enhancement requests are submitted by customers through the Request For Enhancement (RFE) Community: [http://www.ibm.com/developerworks/rfe/](http://www.ibm.com/developerworks/rfe/)

Escalation Process
This escalation process is made available for customers who wish to pursue a particular concern regarding an open support ticket. Request for escalation using the following guidelines:

**Weekdays (Sunday 8:00 PM to Friday 8:00 PM EST)**
1. Request to increase ticket to Severity 1:
   - Update ticket requesting severity to be increased to 1
2. Request to be contacted by a Manager:
   - Update ticket with a request for a manager.

**Offshift / Weekends (Friday 8:00 PM to Sunday 8:00 PM EST)**
- Immediate help on new ticket/issue is required:
  - Open ticket with Severity 1
- Immediate help on an existing non-Severity 1 ticket is required:
  - Open a new ticket with Severity 1 and mention ticket number that requires help.
- Request to be contacted by a Manager on an existing Severity 1 ticket:
  - Update the severity 1 ticket with a request for a manager.

Severity Examples
Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
</table>
| 1        | ▪ Your application is not accessible by your clients  
|          | ▪ Data corruption                                                        |
| 2        | ▪ Application errors impacting multiple users                             
|          | ▪ Individual user cannot log in                                          |
| 3        | ▪ General issues                                                          
|          | ▪ Application errors or problems impacting individual users              |
| 4        | ▪ Minor application issues                                               
|          | ▪ How to questions                                                       |
Appendix W: IBM® Application Security on Cloud

Contacting Customer Support

Billing and Registration/ID Support
For help on issues related to billing, registration, and IDs, email:
  E-mail: askusar@ca.ibm.com

For help on issues related to Application Security on Cloud registration and ID's:

Technical Support for IBM Application Security on Cloud

- Free Support: All customers of IBM Application Security on Cloud are provided free support which our support representatives and developers monitor regularly. For more information on our forums please review this technote:

- Standard Support:
  a. If you are using AppScan Mobile Analyzer or AppScan Dynamic Analyzer as part of Bluemix please see Appendix R for Support information.
  b. For all other non-Bluemix users:
     - Access assistance from your service by clicking on the Support link on the header bar in the Application Security on Cloud Service.
     - Email: issyssup@us.ibm.com
       - Please place your ticket number in the subject line in the format of #5377-xxxxxxx
       - For new tickets, when sending an email note the issues you are having, billing, login failure, service is not running etc.
  c. Support web portal: https://support.ibmcloud.com
     - Only those members of your authorized technical support staff can submit problem records by using the Client Success Portal. Authorization is granted by your Site Technical Contact and access to the Client Success Portal is provided by IBM.

You define the severity of the issue based on your business needs. ‘Severity level guidelines & response time objectives’ are described in that section in this handbook.

All tickets opened by you are investigated with the purpose of identifying root cause. When problem diagnostic data is needed to isolate an issue, you will be asked if we do have your approval to access logs and other problem determination data from your application to help determine root cause. Not providing access to this data may delay problem resolution.

Once root cause analysis is complete, the team will take one of the following actions:
  a. Root cause is an IBM Generally Available Service - If a ticket is opened and the root cause analysis determined that this is a defect in the IBM provided Generally Available service, the ticket will be provided attention based on the severity set by you.
b. **Root cause is an IBM Beta Service** - IBM will release services that are classified as Beta. This helps the development and marketing teams assess the value of the service in the market and make adjustments before making the service Generally Available. If a ticket is opened and the root cause analysis determines that there is a defect in an IBM provided Beta service, then IBM is not obligated to provide a fix. Additionally, the ticket would be handled with a severity 3 or 4 where applicable.

c. **Root cause is an Experimental Service** – IBM will release services that are classified as Experimental. These services may be unstable, change frequently and may be discontinued with short notice. Services identified as Experimental will be supported via our Bluemix forum only.

d. **Root cause is a Third Party Service** - Third party services are provided by vendors outside of IBM. They can be provided by individual software entities, partners or ISVs. If a ticket is opened and the root cause analysis determines that there is a defect in a Third Party Service, then IBM is not obligated to provide a fix. Additionally, IBM will provide a “warm hand off” of the ticket to the third party service provider and can work with that provider to share analysis if needed.

e. **Root cause is an Open Source or Community Service** - Open Source or Community services are provided by open source communities outside of IBM. If a ticket is opened and the root cause analysis determines that there is a defect in a Community Service, then IBM is not obligated to provide a fix. Additionally, IBM will close the ticket and refer the customer to the community or forum for support.

**Hours of Operation**

Normal local business hours World Wide, Monday-Friday (excluding US holidays)

Example: 8:00 AM - 5:00 PM EST

**After Hours Support**

After Hours Support (outside of the regular operating hours stated above) is available only for Severity 1 issues services on business days, weekends, and holidays. Severity 1 issues require that the client is available to help diagnose issues during the 24 x 7 period otherwise; they are downgraded to Severity 2.

**Supported Language(s)**

English

**Service Request Workflow**

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

**Escalation Process**

The escalation process is to be used if you feel your ticket is not being addressed properly. We use this request to review the ticket by management for the purpose of correcting the current issue and changing our processes to serve you better.

Please submit a **new** ticket with the subject line of “Escalation Request”. To expedite your escalation request, include the information below in the body of the ticket:

1. The ticket number needing escalation
2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

**Severity Examples**
Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
</table>
| 1        | - The service (Application Security) is not accessible  
           - Data corruption |
| 2        | - Application errors impacting multiple users  
           - Individual user cannot log in |
| 3        | - General issues  
           - Application errors or problems impacting individual users |
| 4        | - Minor application issues  
           - How to questions  
           - Enhancements |
Appendix X: Cloudant, an IBM® Company

Contacting Customer Support

There are 3 channels to requesting IBM Cloudant Support for the DBaaS offerings:
1. Submit a ticket through the Cloudant Dashboard
2. Email support@cloudant.com
3. Post a question through the informal Self-Service via IRC

Hours of Operation & Support Levels

1. Gold Support for the DBaaS Offering
   All dedicated customers receive Gold Support.
   Gold Support is provided 24x7x365 with a 1 hour priority response
   Support is provided for 3 named site technical contacts by emailing support@cloudant.com
   Multi-tenant customers can open a ticket on the Cloudant Dashboard. Self-Service IRC is also included

2. Standard support for the DBaaS Offering
   All multi-tenant customers receive Standard Support by default with an option to upgrade to Gold Support.
   Standard Support is provided from 9:00 AM EST - 8:00 PM EST for all severities with a best effort response.
   Multi-tenant customers can open a ticket on the Cloudant Dashboard. Self-Service IRC is also included

<table>
<thead>
<tr>
<th></th>
<th>Standard Support</th>
<th>Gold Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-tenant</td>
<td>Default</td>
<td>Optional Upgrade</td>
</tr>
<tr>
<td>Dedicated</td>
<td>Not-Available</td>
<td>Default</td>
</tr>
<tr>
<td>Self-Service (IRC)</td>
<td>Included</td>
<td>Included</td>
</tr>
<tr>
<td>Cloudant.com FAQ, docs.cloudant.com</td>
<td>Included</td>
<td>Included</td>
</tr>
<tr>
<td>Email Initiated</td>
<td>M-F 9:00 AM EST- 8:00 PM EST Best Effort Response</td>
<td>24x7x365 3 named email contacts 1 hour priority response Engineering Escalation Remote Diagnostics</td>
</tr>
</tbody>
</table>

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available for Gold Support customers only. Requests from Standard Support customers will be responded to the next business day.

Supported Language(s)

English

Service Request Workflow

When opening a ticket, please provide as much of the following information as appropriate:

* Problem description

* Priority to describe the criticality of the issue
* Cloudant username (if submitting a ticket via email - this information is populated automatically through the Cloudant dashboard)

* Cloudant cluster (if submitting a ticket via email - this information is populated automatically through the Cloudant dashboard)

* Any relevant API request URLs and response codes

After submitting your problem or question online, a support ticket is created and a ticket number is assigned to a Support Engineer who assumes ownership until resolution. Please reference the ticket number in any correspondence with IBM Cloudant Support to ensure proper tracking.

**Closing Support Tickets**
Tickets are closed when the support engineer feels the questions have been answered. If a ticket has no response and has been waiting on the ticket initiator for 2 business days, the ticket will be closed. The ticket initiator can always reopen a ticket.

**Escalation Process**
If at any point you are unsatisfied with the support you are receiving, please email support@cloudant.com and ask to speak to a manager and they will be happy to address your concerns.

**Priority Examples**
Below are some common examples of support issues and suggested priority levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Priority Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Critical business impact/service down:</strong> Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.</td>
</tr>
<tr>
<td>All others</td>
<td><strong>Minor business impact:</strong> Indicates the service or functionality is usable and it is not a critical impact on operations or is an inquiry or non-technical request.</td>
</tr>
</tbody>
</table>
Appendix Y: IBM® Watson Analytics
Billing, Registration and IBM ID Support

For help on issues related to billing, please review the contact instructions in your latest Watson Analytics invoice.

For help on issues related to Watson Analytics registration and IBM ID, please use the Contact form in the IBM Watson Analytics Community at https://community.watsonanalytics.com/support/contact/ (note that this is not valid for technical support).

Technical Support for IBM Watson Analytics

Technical support for IBM Watson Analytics is available two ways:

1. Community Support – All Watson Analytics users are provided free support through the IBM Watson Analytics Community, which is monitored regularly by our support team, operations team, and product management.

2. Standard Support – Users of Watson Analytics Personal Edition or Watson Analytics Professional Edition can additionally open a support ticket or chat online with the support team.

Further information regarding these two options is below.

IBM Watson Analytics Community
(For all Watson Analytics users)

Accessed via the Community link under the Watson Analytics help icon, the Discussions, Expert Blog, Resources, and Developers sections provide a wealth of support materials and the opportunity to interact with the worldwide community of Watson Analytics users. The community can also be accessed directly at https://community.watsonanalytics.com/.

The Discussions section is where users assist each other by posting and answering questions. Posted topics can be quickly searched and browsed, including by specific category, and users can choose how often they want to be notified of updates or new questions that might be of interest to them. The Discussions section of the community can be accessed directly at https://community.watsonanalytics.com/discussions/.

Electronic Support Tickets and Live Chat
(For Watson Analytics Personal Edition and Watson Analytics Professional Edition users only)

In addition to participating in Discussions, if you’re a Watson Analytics Personal Edition or Professional Edition user you may contact our Watson Analytics support team via electronic support ticket or live online chat.

While logged in to the Discussions forum of the Watson Analytics Community there may be situations where you require more immediate attention from IBM due to business impact. For those situations you can now create a support ticket directly from the Discussions topic. While viewing the topic details, you will see a button labeled “Open a Support Ticket”. Click the button and you can edit the pre-populated title and details of the question, as well as assign your own severity to indicate the impact on your business. Then click “Submit” to open a ticket that is directly routed to our Watson Analytics support team who will help you resolve the issue.

You will be notified by email of updates to the ticket. Your email replies are automatically recorded in the ticket as long as the ticket number, in the format #5377-xxxxxx, is included in the subject field of your message.
You can manage your tickets by visiting the IBM Client Success Portal, at https://support.ibmcloud.com/ics/support/mylogin.asp?login=watsonanalytics where you can also chat live with a member of the Watson Analytics support team.

Hours of Operation

- IBM Watson Analytics Community: 24 x 7
- IBM Client Success Portal: 24 x 7
  - Electronic support tickets: Our Watson Analytics support team aims to respond to your support tickets based on the severity you assign and the impact to your business. Please refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.
  - Live chat: Our Watson Analytics support team is normally available globally for live chat during your regular business hours, 8:00 AM – 5:00 PM Monday to Friday, excluding IBM company observed holidays.

After Hours Support – Severity 1 Incidents Only

As a Watson Analytics Personal Edition or Professional Edition user you may request support assistance outside normal business hours for a Severity 1 incident (refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook). Open a new ticket as normal and select Severity 1 for the Severity field. This will notify a member of the after-hours support team.

Supported Language(s)

- English

Escalation Process

(for Electronic Support Tickets only)

IBM Analytics Solutions Client Success and Smarter Support is committed to providing excellent client service at all times. If our support services fail to meet your expectations, please feel free to escalate the issue by following the guidance on the following page:

http://www.ibm.com/software/analytics/cognos/customercenter/escalation.html

Severity Level Examples

(for Electronic Support Tickets only)

Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.
Appendix Z: IBM® WebSphere Cast Iron Live

Contacting Customer Support

Billing and Registration/ID Support:
For help on issues related to Cast Iron Live ID, billing, payments, contracts, and other areas:
  E-mail: cilive@us.ibm.com

Technical Support:
All users in a Cast Iron Live account that have purchased support can raise a ticket to technical support.

To get assistance:

- For Live chat login to Support web portal: [https://support.ibmcloud.com](https://support.ibmcloud.com)
- To open a ticket login to Support web portal: [https://support.ibmcloud.com](https://support.ibmcloud.com)
- WebSphere Cast Iron Live customers can go to support portal by clicking the 'IBM Support' link in the top right corner of the Web Management Console.

You define the severity of the issue based on your business needs. ‘Severity Level Guidelines & Response Time Objectives’ are described in this handbook.

All tickets opened by you are investigated with the purpose of identifying root cause. When problem diagnostic data is needed to isolate an issue, you will be asked if we do have your approval to access logs and other problem determination data from your application to help determine root cause. Not providing access to this data may delay problem resolution.

Hours of Operation
Sunday 8:00 PM – Friday 8:00 PM Eastern Standard Time zone, U.S., (excluding US holidays)
Note: Cast Iron Live for US Federal Hours of Operation are Monday 8:00 AM – Friday 8:00 PM Eastern Standard Time zone, U.S., (excluding US holidays).

After Hours Support
After Hours Support (outside of the regular operating hours stated above) is available only for Severity 1. Severity 1 issues require that the client is available to help us diagnose issues during the 24x7 period otherwise; they are downgraded to severity 2.
Note: Cast Iron Live for US Federal Severity 1 issues will be handled on the next business day.

Supported Language(s)
English
Service Request Workflow
All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Enhancement Request Process
All feature enhancement requests are submitted by customers through the Request For Enhancement (RFE) Community: http://www.ibm.com/developerworks/rfe/

Escalation Process
This escalation process is made available for customers who wish to pursue a particular concern regarding an open support ticket. Request for escalation using the following guidelines:

Weekdays (Sunday 8:00 PM to Friday 8:00 PM EST)
1. Request to increase ticket to Severity 1:
   - Update ticket requesting severity to be increased to 1
2. Request to be contacted by a Manager:
   - Update ticket with a request for a manager.

Offshift / Weekends (Friday 8:00 PM to Sunday 8:00 PM EST)
1. Immediate help on new ticket/issue is required:
   - Open ticket with Severity 1
2. Immediate help on an existing non-Severity 1 ticket is required:
   - Open a new ticket with Severity 1 and mention ticket number that requires help.
3. Request to be contacted by a Manager on an existing Severity 1 ticket:
   - Update the severity 1 ticket with a request for a manager.

Note: Offshift / Weekends are not available for Cast Iron Live for US Federal

Severity Examples
Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Critical business impact or system down. This condition requires an immediate solution.</td>
</tr>
<tr>
<td>2</td>
<td>Significant business impact. This indicates the program is usable but severely restricted.</td>
</tr>
<tr>
<td>3</td>
<td>Some business impact. This indicates the program is usable with less significant features unavailable.</td>
</tr>
<tr>
<td>4</td>
<td>Minimal business impact.</td>
</tr>
</tbody>
</table>
Appendix AA: IBM® Payments Gateway

The support information provided in this section applies to the following offering: IBM® Payments Gateway.

Contacting Customer Support:
Any authorized contact at the client site may contact Customer Support through the following methods:

- E-mail: ipsserv@lt.ibm.com
- U.S. Toll Free: +1-877-598-4916
- Toll Paid: +370 5 219 2304
- Emergency: +370 612 05 366
- Skype: ipsservicedesk

Hours of Operation
Severity 1 Support: 24 x 7
Non Severity 1 Support:

- North America: 8:00 AM to 5:00 PM North American local time, Monday to Friday (excluding holidays)
- Europe: 8:00 AM to 5:00 PM European local time, Monday to Friday (excluding holidays)
- Asia Pacific: 8:00 AM to 5:00 PM Asia Pacific local time, Monday to Friday (excluding holidays)

After Hours Support
After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays.

To request After Hours Support, please call the support line from the phone numbers listed above.

Please note the following information is required for assistance:

- Account Name
- Name
- Phone Number
- E-mail Address
- Full description of issue so that we may reproduce and assist in resolution.

Note: No other support requests will be accepted after hours.

Supported Language(s)
English

Service Request Workflow
Please contact Customer Support via one of the following channels: e-mail or phone.

Once your Support Portal ticket or e-mail is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Customer Support personnel.

Phone: We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.
Escalation Process
This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

Customers can contact Customer Support by phone (using the appropriate phone number indicated above) and bring the issue to the attention of the support manager.

Severity Examples
Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>- Critical business impact/service down: Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.</td>
</tr>
<tr>
<td>2</td>
<td>- Significant business impact: A service business feature or function of the service is severely restricted in its use or you are in jeopardy of missing business deadlines.</td>
</tr>
<tr>
<td>3</td>
<td>- Minor business impact: Indicates the service or functionality is usable and it is not a critical impact on operations.</td>
</tr>
<tr>
<td>4</td>
<td>- Minimal business impact: An inquiry or non-technical request</td>
</tr>
</tbody>
</table>
Appendix AB: IBM® Security Intelligence on Cloud

Contacting Customer Support:

Customer Support is available via the following channels:

- Support for routine, short duration defect and usage questions 7 day, 24 hour support for critical emergencies (Severity 1) provided in local language for most major countries.

Hours of Operation

- Customer local country business (i.e. North America; Monday through Friday 8:00 AM to 5:00 PM) excluding national or statutory holidays,

After Hours Support

- Available only for Critical, Severity 1 issues on business days, weekends and holidays.

Supported Languages

- Provided in local language for most major countries.

Service Request Workflow

- All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets via the Service Request tool. Updates and client responses are also sent by email and recorded in the ticket.

Escalation Process

- Speak to the Support representative handling your issue, be certain to explain the business impact of your problem and discuss raising the Severity Level of the problem
- Ask to speak to the person’s manager - Escalations to an IBM manager will receive prompt attention and management focus. You can find contact numbers for your geographic area in the IBM Directory of worldwide contacts.
- Ask for a “Duty Manager” - The Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately.
- 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 your IBM Client team to do so on your behalf.

Severity Examples

<table>
<thead>
<tr>
<th>Severity</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A defect prevents you from accessing or using the Service due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions.</td>
</tr>
<tr>
<td>2</td>
<td>A defect restricts the use of the Service by you due to (i) unavailability of certain features and functions but does not completely prevent use of the Service; or (ii) performance degradation or poor response time.</td>
</tr>
<tr>
<td>3</td>
<td>A defect causes operational inconvenience to you but no significant interference with the Service.</td>
</tr>
<tr>
<td>4</td>
<td>A minor or cosmetic defect (such as a typographical error or an error on a screen layout) that has a minimal or no impact on you.</td>
</tr>
</tbody>
</table>
Appendix AC: IBM® MobileFirst Protect

Contacting Customer Support:
Customer Support is available for all customers via the following channels:

- **Phone:**
  - US – (800) 546-5750
  - International – (215) 664-1664
- **Email:** [OPS@fiberlink.com](mailto:OPS@fiberlink.com)
  - Fiberlink will respond to all e-mails immediately with a Case and Reference number. Critical issues should always be called in to one of the General Support phone numbers above.

**Hours of Operation**
- Available 24 x 7 x 365 on all products

**Supported Languages**
- Provided in English 24 x 7 x 365
- Japanese language support is available during Japan hours, 9:00 AM - 5:00 PM Monday thru Friday (except National holidays and December 30 through January 3) via email.

**Service Request Workflow**
- All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets via the Customer Portal (Currently in Beta) Updates and client responses are also sent by email and recorded in the ticket.

**Escalation Process**
- An escalation elevates the urgency level of a situation to minimize business impact. A case may be escalated to receive more resources and management attention. An escalation may be requested by the customer, or initiated by Fiberlink. If you would like to escalate an issue or are dissatisfied with the handling of your case, contact your Account Manager. Your Account Manager will request the escalation and notify the Support Manager.
Severity Examples

<table>
<thead>
<tr>
<th>Severity</th>
<th>Example</th>
</tr>
</thead>
</table>
| **Critical**<br>(Severity 1) | - Problems or issues with the service that interrupt or prevent the entire customer population from performing regular business operations  
- Problems or issues caused by the service having a catastrophic impact on regular business operations |
| **High**<br>(Severity 2)    | - Problems or issues with the service that interrupt or prevent a significant percentage of the customer population from performing regular business operations  
- Problems or issues caused by the service having a major impact on regular business operations |
| **Medium**<br>(Severity 3)  | - Problems or issues with the service that interrupt or prevent a small percentage of the customer population from performing regular business operations  
- Problems or issues caused by the service having a significant impact on regular business operations |
| **Low**<br>(Severity 4)     | - Problems or issues with the service that interrupt or prevent an individual user from performing regular business operations  
- Problems or issues having a minor impact on regular business operations  
- Information requests |

Additional Contacts:

Billing and Registration ID Support
- For help on issues related to billing: billing@fiberlink.com.

Registration and ID's
- For help on issues related to IBM® MobileFirst Protect Customer Portal user ids:

  Please reach out to an existing administrator on your portal account as they will be able to add you to the account. If the existing administrator has left the company, please reach out to your IBM sales representative as they will mark you as the new person of contact for the account and they can submit a request to the support team at OPS@fiberlink.com to add you as the new portal for your account.

Service Changes
- Please reach out to your sales representative to have features activated for your account as they will then reach out to the support team on your behalf to complete the request for turning on or modifying account features.
Appendix AD: IBM® OpenPages® GRC on Cloud

Contacting Customer Support
Please submit a new ticket via the IBM Client Success Portal at https://support.ibmcloud.com

Hours of Operation
- IBM Client Success Portal: 24 x 7
- The support team is available during business hours, 8:00 AM – 5:00 PM Monday to Friday, excluding IBM company observed holidays.

After Hours Support – Severity 1 Incidents Only
After hours support is provided for Severity 1 incidents only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

To request support assistance outside of the hours listed above, please open a ticket via the IBM Client Success Portal, https://support.ibmcloud.com, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Supported Language(s)
English

Service Request Workflow
All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process
Please submit a new ticket via the IBM Client Success Portal at https://support.ibmcloud.com

To expedite your escalation request, include the information below in the body of the ticket:
1. The ticket number needing escalation.
2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

Severity Examples
Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.
Appendix AE: IBM® Tealeaf Customer Experience on Cloud

Contacting Customer Support

Please submit a new ticket via the IBM Client Success Portal at https://support.ibmcloud.com

Hours of Operation

- IBM Client Success Portal: 24 x 7
- The support team is available during business hours, 8:00 AM – 5:00 PM Monday to Friday, excluding IBM company observed holidays.

After Hours Support – Severity 1 Incidents Only

After hours support is provided for Severity 1 incidents only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

To request support assistance outside of the hours listed above, please open a ticket via the IBM Client Success Portal, https://support.ibmcloud.com, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process

Please submit a new ticket via the IBM Client Success Portal at https://support.ibmcloud.com

To expedite your escalation request, include the information below in the body of the ticket:

1. The ticket number needing escalation.
2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

Severity Examples

Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.
Appendix AF: IBM® Mobile Customer Engagement (Xtify)

Contacting Customer Support
There are three channels to contact IBM Customer Support:

- 24 x 7 IBM Client Success Portal: [https://support.ibmcloud.com](https://support.ibmcloud.com)
- E-mail: ibmMobileEngage@us.ibm.com
- Phone:
  - US: 1-866-493-2673, then choose Option 6
  - United Kingdom: 0808-234-4736
  - Spain: 900-98-1117
  - Australia: 1-800-042-942
  - Netherlands: 0800-022-1621
  - Other Countries Toll Number: 1-303-354-5021

Hours of Operation
- IBM Client Success Portal: 24 x 7
- Support teams are available during local business hours, 8:00 AM – 5:00 PM Monday to Friday, excluding IBM Company observed holidays.
- Severity 1 issues (Critical business impact/service down) are monitored 24 x 7 via phone requests or by entering a Severity 1 ticket via [https://support.ibmcloud.com](https://support.ibmcloud.com)

After Hours Support – Severity 1 Incidents Only
After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days/evenings, weekends and holidays.

To request After Hours Support, please call the Support phone number for your country indicated above and follow the prompts. Please note the following information is required for assistance:

- Company Name
- Your Name
- Phone Number
- E-mail Address
- Full description of issue so that we may reproduce and assist in resolution.

Note: No other support requests, besides Severity 1, will be accepted after hours.

Supported Language(s)
- English

Service Request Workflow
Please contact Customer Support via one of the following channels: E-mail or phone or IBM Client Success Portal.

E-mail or Support Portal: Once your e-mail or ticket is received, we will review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Customer Support personnel.

Phone: We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.
**Escalation Process**

This escalation process is made available for any customer who wishes to pursue a particular concern regarding an open support request.

Customers should submit a new ticket or new e-mail via [https://support.ibmcloud.com](https://support.ibmcloud.com) or ibmMobileEngage@us.ibm.com with the issue summary or e-mail subject line of “Escalation” and the following information in the body of the ticket:

- Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or copy from a ticket e-mail that was received. This contains code that will not be seen by our alerting system.

- Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

**Note:** To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

**Severity Examples**

Please reference the general examples provided in the beginning of this handbook - [Severity Level Guidelines & Response Time Objectives](#).
Appendix AG: IBM® Cognos® Business Intelligence on Cloud

Contacting Customer Support

Authorized contacts at the client site may contact Customer Support via the following channels:

- IBM Service Request tool: https://www.ibm.com/support/servicerequest
- Telephone: http://www.ibm.com/planetwide/

Please use the appropriate Software Support number for your country.

Submit your IBM Cognos Business Intelligence on Cloud service request against your IBM Cognos Business Intelligence on Cloud support entitlement (search by name or component ID, 5725U8400)

Hours of Operation

- IBM Service Request Tool:  7 x 24
- Customer support is available during normal country business hours in your time zone. For example, in North America, those hours would be Monday to Friday, 8:00 AM to 5:00 PM, excluding IBM company observed holidays.

After Hours Support

7 x 24 hour support is available for mission critical emergencies (Severity 1) during off-shift hours. Severity 1 support is provided in English with the local language accommodated when possible.

To request support assistance outside of normal business hours, please open a Service Request via the IBM Service Request tool, https://www.ibm.com/support/servicerequest, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

If you designate a problem as a Severity 1, IBM will work on it 7 days a week, 24 hours a day, providing you are also available to work during those hours.

After hours support is provided for Severity 1 incidents only. Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Supported Language(s)

Our worldwide centers are structured to provide you with local language access in most major countries.

Service Request Workflow

All client support issues are documented in a support ticket (Service Request). Each SR is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Support Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Escalation Process

IBM Cognos BI Customer Support is committed to provide excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issues as identified through this link:

http://www.ibm.com/software/analytics/cognos/customercenter/escalation.html
Appendix AH: IBM® Decision Optimization on Cloud

Contacting Customer Support

Authorized contacts at the client site may contact Customer Support using the IBM Client Success Portal: https://support.ibmcloud.com

Hours of Operation

- IBM Client Success Portal: 7 x 24
- Customer support is available during normal country business hours in your time zone. For example, in North America, those hours would be Monday to Friday, 8:00 AM to 5:00 PM, excluding IBM company observed holidays.

After Hours Support

7 x 24 hour support is available for mission critical emergencies (Severity 1) during off-shift hours. Severity 1 support is provided in English with the local language accommodated when possible.

To request support assistance outside of normal business hours, please open a Service Request via the IBM Client Success Portal: https://support.ibmcloud.com and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

If you designate a problem as a Severity 1, IBM will work on it 7 days a week, 24 hours a day, providing you are also available to work during those hours.

After hours support is provided for Severity 1 incidents only. Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Supported Language(s)

English with the local language accommodated when possible.

Service Request Workflow

All client support issues are documented in an IBM ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Escalation Process

IBM ILOG Decision Optimization Customer Support is committed to provide excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issues as identified through this link:

http://www.ibm.com/software/analytics/cognos/customercenter/escalation.html
Appendix AI: IBM® PureApplication Service

The support information provided in this section applies to this offering: IBM® PureApplication Service

Contacting Customer Support

Authorized contacts at the client site may contact Customer Support via the following channels:

- IBM Service Request tool: https://www.ibm.com/support/servicerequest
- Telephone: http://www.ibm.com/planetwide/

Please use the appropriate Software Support number for your country.

Submit your service request against your IBM PureApplication Service support entitlement (search by product name or component ID, 5725R7100)

Hours of Operation

- IBM Service Request Tool: 7 x 24
- The support team is available during normal country business hours as defined by your time zone. For example, in North America, those hours would be Monday to Friday, 8:00 AM to 5:00 PM.

After Hours Support - Severity 1 Incidents Only

After hours support is provided for Severity 1 issues only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook. Severity 1 support is provided in English with the local language accommodated when possible.

**NOTE:** The PureApplication Service Severity 1 response objective is within 2 hours

To request support assistance outside of normal business hours, please open a ticket via the IBM Service Request tool, http://www.ibm.com/support/servicerequest, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Supported Language(s)

English with the local language accommodated when possible.

Service Request Workflow

All client support issues are documented in a support ticket (Service Request). Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Support Portal. Updates and client responses are recorded in the ticket notes.

Escalation Process

IBM PureApplication Customer Support is committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issues by contacting a Client Support Duty Manager by phone.

- Use the published support phone number for your country: http://www.ibm.com/planetwide/
- A Duty Manager is available 24 by 7 and will be contacted immediately.
- The Duty Manager will return your call within 2 hours.
Appendix AJ: IBM® Universal Behavior Exchange (UBX)

Contacting Customer Support
There are two channels to contact Customer Support for UBX:

- 24 x 7 IBM Client Success Portal: https://support.ibmcloud.com or via the Support link from the UBX application
- E-mail: ubxsupport@us.ibm.com

Hours of Operation
Sunday 8:00 PM - Friday 6:00 PM, US Eastern Time zone, excluding IBM company observed holidays.

After Hours Support – Severity 1 Incidents Only
After hours support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays. Enter a ticket via the Client Success Portal and set the severity to 1.

Supported Language(s)
English

Service Request Workflow
Please contact Customer Support via one of the methods listed above. Once your Support Portal ticket or email is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by UBX Customer Support personnel.

Escalation Process
This process is made available to any customer who wishes to pursue a particular concern regarding an open support request. Customer should submit a new ticket or email via http://support.ibmcloud.com or ubxsupport@us.ibm.com with the issue summary or e-mail subject line of Escalation and the following in the body of the ticket:

- Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or copy from a ticket e-mail that was received. This contains code that will not be seen by our alerting system.
- Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Severity Examples
For response times and other severity level information, please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.
Appendix AK: IBM® Integration Bus on Cloud

Contacting Customer Support
Please submit a new ticket via the IBM Support Portal at https://www.ibm.com/support/entry/portal

Hours of Operation
- IBM Support Portal: 24 x 7
- The support team is available during business hours, Sunday 8:00 PM – Friday 8:00 PM Eastern Standard Time zone, US, excluding US company holidays.

After Hours Support – Severity 1 Incidents Only
After hours support is provided for Severity 1 incidents only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

To request support assistance outside of the hours listed above, please follow the Offshift support process documented at: http://www.ibm.com/support/customercare/sas/f/handbook/getsupport.html#3

Supported Language(s)
English

Service Request Workflow
All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Support Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process
Please follow the escalation process documented at:

Severity Examples
Please reference the general examples provided at:
Appendix AL: IBM® Cloud Security Enforcer

Contacting Customer Support

Billing, Registration and IBM ID Support

For help on issues related to billing and/or registration:

http://www.ibm.com/software/howtobuy/passportadvantage/?lnk=fpl

For help on issues related to Cloud Security Enforcer registration and IBM ID’s:


Technical Support for IBM Cloud Security Enforcer

Technical support for IBM Cloud Security Enforcer is available two ways:

Free Support: All customer of IBM Cloud Security Enforcer are provided free support which is monitored regularly by our support representatives and developers. For more information on our forums, please review this technote:


Standard Support: Authorized contacts at the client site can contact Customer Support via the following channels:

• IBM Client Success Portal:  https://support.ibmcloud.com

Only those members of your authorized technical support staff can submit problem records by using the Client Success Portal. Authorization is granted by your Site Technical Contact and access to the Client Success Portal is provided by IBM. You define the severity of the issue based on your business needs. Severity Level Guidelines & Response Time Objectives are described in an earlier section of this handbook.

• Access assistance from your service

Click the Cloud Enforcer main menu, click HELP, click Troubleshooting & Support. This will provide you with the necessary links to the forums and the Client Success Portal.

• Email:  issyssup@us.ibm.com

Please place your ticket number in the subject line in the format of #5377-xxxxxxx

For new tickets, when sending an email, note the issues you are having, billing, login failure, service not running, etc.

Hours of Operation

• IBM Client Success Portal:  24 x 7

• The support team is available during normal country business hours, Monday - Friday, as defined by your time zone (excluding US holidays). For example, in North America, those hours would be Monday to Friday, 8:00 AM to 5:00 PM.

After Hours Support – Severity 1 Incidents Only

After Hours Support (outside of the regular operating hours stated above) is available only for Severity 1 issues services on business days, weekends, and holidays. Severity 1 issues require that the client is available to help diagnose issues during the 24 x 7 period otherwise; they are downgraded to Severity 2.

Supported Language(s)

English
Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Support Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process

The escalation process is to be used if you feel your ticket is not being addressed properly. We use this request to review the ticket by management for the purpose of correcting the current issue and changing our processes to serve you better.

Please submit a new ticket with the subject line of “Escalation Request”.
To expedite your escalation request, include the information below in the body of the ticket:

1. The ticket number needing escalation.
2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

Severity Level Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
</table>
| 1        | ▪ The service (Cloud Security Enforcer) is not accessible  
          | ▪ Data corruption |
| 2        | ▪ Application errors impacting multiple users  
          | ▪ Individual user cannot log in |
| 3        | ▪ General issues  
          | ▪ Application errors or problems impacting individual users |
| 4        | ▪ Minor application issues  
          | ▪ How to questions  
          | ▪ Enhancements |
Appendix AM: IBM® Compose

Contacting Customer Support
There are two channels to contact IBM Compose Support:

- Submit a ticket through the Compose Web Dashboard: https://app.compose.io
- E-mail: support@compose.io

Both of these methods will provide an immediate response containing a Ticket ID number that can be used to track the progress of the ticket.

Prior to opening a ticket, it is recommended that users take advantage of the Compose documentation site at https://help.compose.io, as many common issues and solutions are provided within this public-access resource, including code examples and common tasks.

Hours of Operation

1. **Standard Support for All Services**: All customers have the ability to open support tickets that are responded to within 24 hours. Tickets may be opened by any user with account permissions as defined within the Compose Web Dashboard.

   Support is available to assist Monday - Friday, between the hours of 3:00 AM - 8:00 PM PST (USA Pacific Standard Time)

2. **Enhanced Support for All Services**: Customers who upgrade from Standard Support have the ability to open support tickets that will receive a response within 1 hour, 24 x 7 x 365.

<table>
<thead>
<tr>
<th></th>
<th>Standard Support</th>
<th>Enhanced Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail Ticketing</td>
<td>Included</td>
<td>Included</td>
</tr>
<tr>
<td>Documentation</td>
<td>Included</td>
<td>Included</td>
</tr>
<tr>
<td>Planning Sessions</td>
<td>Not Available</td>
<td>Included</td>
</tr>
<tr>
<td>Direct DBA Access</td>
<td>Not Available</td>
<td>Included</td>
</tr>
<tr>
<td>Private Networking</td>
<td>Not Available</td>
<td>Included</td>
</tr>
<tr>
<td>SLA</td>
<td>Not Available</td>
<td>Included</td>
</tr>
<tr>
<td>Ticket Response Time</td>
<td>24 hours</td>
<td>1 hour</td>
</tr>
<tr>
<td></td>
<td>Mon.-Fri., 3:00 AM - 8:00 PM PST</td>
<td>24 x 7 x 365</td>
</tr>
</tbody>
</table>

**After Hours Support**

Support for issues outside of the operating hours listed above, is available for Compose Enhanced customers. Tickets received as a result of outages will be responded to within the same day of the outage event. Tickets received for non-emergency / non-outage events will be responded to within 24 hours of receipt.

**Supported Language(s)**

English
Service Request Workflow
Please contact Customer Support via one of the two methods listed above and provide the following information when opening a ticket for a system issue:

- Database and/or deployment name in question and business impact
  If submitting a ticket via the Compose Web Dashboard these fields are provided
- Description of the problem along with the steps to reproduce
- Any application / server log files with the appropriate time stamps indicating time zone
- Type and version of the database driver, application language and appropriate networking details (if possible)

Escalation Process
This process is made available to any customer who wishes to pursue a particular concern regarding any ticket response. All ticket responses provide the customer with the opportunity to evaluate their satisfaction level with the response, via utilization of 3 different "face" levels. We encourage all ticket requests to evaluate the response provided by Compose Support and indicate if there is a concern. Any tickets receiving a satisfaction rating other than a "green happy face" are automatically escalated for additional review.
Appendix AN: IBM® Digital Experience on Cloud

Contacting Customer Support

The IBM Service Request (SR) application is used to open and update service requests online. The IBM Service Request application is accessed through the IBM Support Portal: https://www.ibm.com/support/entry/portal

Hours of Operation

- IBM Support Portal: 24 x 7
- The support team is available during business hours, Monday 8:00 AM – Friday 5:00 PM, in the customer’s time zone, for all severities.

After Hours Support – Severity 1 Incidents Only

After Hours Support (outside of the regular operating hours stated above) is available upon request only for Severity 1 incidents. Severity 1 issues require that the client is available to help us diagnose issues during the 24 x 7 period otherwise; they are downgraded to Severity 2.

Enhancement Request Process

All feature enhancement requests are submitted by customers through the Request for Enhancement (RFE) Community: http://www.ibm.com/developerworks/rfe/

Supported Language(s)

English

Escalation Process

This escalation process is made available for any customer who wishes to pursue a particular concern regarding an open support request. Please call 1-800-IBM-SERV (1-800-426-7378), reference your PMR number and request to speak to the Duty Manager.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for information purposes only.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A defect prevents you from accessing or using the application due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions</td>
</tr>
<tr>
<td>2</td>
<td>A defect restricts the use of the application by you due to (i) unavailability of the certain features and functions but does not completely prevent use of the application; or (ii) performance degradation or poor response time</td>
</tr>
<tr>
<td>3</td>
<td>A defect causes operational inconvenience to you but no significant interference with the application</td>
</tr>
<tr>
<td>4</td>
<td>A minor or cosmetic defect (such as a typographical error or an error on a screen layout) that has a minimal or no impact on you</td>
</tr>
</tbody>
</table>
Appendix AO: IBM® Collaborative Lifecycle Management on Cloud

Contacting Customer Support

Authorized contacts at the client site may contact Customer Support via the following channels:

- IBM Service Request (SR) tool: https://www.ibm.com/support/servicerequest
- Telephone: http://www.ibm.com/planetwide/

Please use the appropriate Software Support number for your country.

Submit your service request against your IBM Collaborative Lifecycle Management on Cloud support entitlement (search by product name or component ID, 5725X8700)

Hours of Operation

- IBM Service Request Tool: 24 x 7
- The support team is available during normal country business hours as defined by your time zone. For example, in North America, those hours are Monday to Friday, 8:00 AM to 8:00 PM.

After Hours Support – Severity 1 Incidents Only

After Hours Support is provided for Severity 1 issues only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook. Severity 1 support is provided in English with the local language accommodated when possible.

NOTE: The Collaborative Lifecycle Management on Cloud Severity 1 response objective is within 2 hours.

To request support assistance outside of normal business hours, please open a ticket via the IBM Service Request tool, https://www.ibm.com/support/servicerequest, and select Severity 1 for the Severity field. This will notify a member of our after-hours staff.

Supported Language(s)

English with the local language accommodated when possible

Service Request Workflow

All client support issues are documented in a support ticket (Service Request). Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Support Portal. Updates and client responses are recorded in the ticket notes.

Escalation Process

IBM Collaborative Lifecycle Management on Cloud Customer Support is committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issues by contacting a Client Support Duty Manager by phone.

- Use the published support phone number for your country: http://www.ibm.com/planetwide/
- A Duty Manager is available 24 x 7 and will be contacted immediately.
- The Duty Manager will return your call within 2 hours.
Appendix AP: IBM® IoT Continuous Engineering on Cloud

Contacting Customer Support

Authorized contacts at the client site may contact Customer Support via the following channels:

- IBM Service Request (SR) tool: https://www.ibm.com/support/servicerequest
- Telephone: http://www.ibm.com/planetwide/

Please use the appropriate Software Support number for your country

Submit your service request against your IBM IoT Continuous Engineering on Cloud support entitlement (search by product name or component ID, 5725X8800)

Hours of Operation

- IBM Service Request Tool: 24 x 7
- IBM Support Center hours cover the prevailing business hours in the country where your product is licensed and/or your contract is registered.

After Hours Support – Severity 1 Incidents Only

After Hours Support is provided for Severity 1 issues only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook. Severity 1 support is provided in English with the local language accommodated when possible.

NOTE: The IoT Continuous Engineering on Cloud Severity 1 response objective is within 2 hours.

To request support assistance outside of normal business hours, please open a ticket via the IBM Service Request tool, https://www.ibm.com/support/servicerequest, and select Severity 1 for the Severity field. This will notify a member of our after-hours staff.

Supported Language(s)

English with the local language accommodated when possible

Service Request Workflow

All client support issues are documented in a support ticket (Service Request). Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Support Portal. Updates and client responses are recorded in the ticket notes.

Escalation Process

IBM IoT Continuous Engineering on Cloud Customer Support is committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issues by contacting a Client Support Duty Manager by phone.

- Use the published support phone number for your country: http://www.ibm.com/planetwide/
- A Duty Manager is available 24 x 7 and will be contacted immediately.
- The Duty Manager will return your call within 2 hours.
Appendix AQ: IBM® Regulatory Compliance Analytics

Contacting Customer Support

Please submit a new support request by email to rca-support@vnet.ibm.com and include the following information in your message:

- Your full name
- Your preferred email address
- Your company's name
- The severity of your issue (please see below for guidance)
- The web browser used to access the IBM Regulatory Compliance Analytics service, including the version number of the browser being used
- A description of your request

Hours of Operation

- The support team is available during North American business hours, 8:00 AM - 8:00 PM US Eastern Time, Monday to Friday, excluding IBM company observed holidays.
- During normal hours of operation our support team aims to acknowledge receipt of your support request within one hour of receiving your message.
- Outside normal hours you should receive acknowledgement by 9:00 AM US Eastern Time the following business day.

Supported Language(s)

English

Severity Examples

Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.