



IBM Electronic Support

www.ibm.com/support

<http://ibm.com/electronicssupport/>

IBM Electronic Support

. . . Easy, Fast, Smart

IBM Tivoli Support is available with forums, FAQ solutions, Wikis, Blogs, and defect support.

IBM Support Portal

<http://ibm.com/support>

- Complete dashboard for your full product support needs.
- Can be personalized for only what IBM products you need updates for.
- My Notifications offers a highly proactive support solution, providing weekly or daily updates
- Quickly locate your product fixes and even load your machine installed product inventory, to get a full list of the product fixes available. You can now also review the fix information via your mobile device!
- Simply find the communities offered for your Tivoli products, and review the latest forum updates, or follow the link to the related Service Management Connect area.
- Need to research you next migration planning? See our Software Product Compatibility Reports
- Review the Support Lifecycle resources to confirm the latest releases and any upcoming end of support dates for more mature products
- If you need to report a problem, Service Request is not only a fully functional electronic reporting solution, but its also fully mobile! You can read and update problems on the go.

Get access to developers and product support technical experts who provide their perspectives and expertise to help you implement Service Management solutions

Service Management Connect

<http://www.smconnect.net>

- Connect, learn, try, and share with Service Management professionals in Service Management Connect.
- Follow and learn from the latest BLOG updates in the solution-based communities
- Read and contribute best practices in product wikis
- Ask and respond to your technical questions in product forums
- Impact product direction through your feedback on product release plans
- See and participate in the growing number of open betas
- Quickly link to the latest solutions, flashes, and fixes shared on the IBM Support portal applications.

Get Social with Tivoli support!

Online Support Communities

- Tivoli Support is now also on several social media channels.
- Find us on Twitter at [@TivoliSupport](#) and [@Servmgmtconnect](#)
- Join us on Facebook, just search on IBM Tivoli Support
- Tivoli participates in several LinkedIn Groups, with customers and partners. Join us there.
- Connect, learn, try, and share with Service Management professionals in Service Management Connect. <http://www.smconnect.net>
- **Tivoli User Community** – Find a local group near you and get engaged <http://tivoli-ug.org/>

Many forms of education are available!

- We offer informal but valuable product education through our Site Technical exchange program,
- STE's schedules are available for live attendance, or through recorded playback, if you need a refresher at a future time!
- IBM Education Assistant modules provide a step by step sequence of training on targeted topics, and the courses are often not longer than 15 minutes. Just in Time education at its best!
- Formal fee based online education courses

IBM Software Education

<http://ibm.com/software/education>

IBM Education Assistant

<http://ibm.com/software/info/education/assistant>

Support technical exchanges

http://ibm.com/support/entry/myportal/Scheduled_tech_exchanges

- Find these simply by just searching on 'Support Technical Exchanges'

Tivoli Product Newsletters

<http://ibm.co/XG4gD4>

- Find these simply by just searching on 'Tivoli Newsletters'
- Monthly updated web based product specific Newsletters, for administrators
- Provides awareness of technical content resources, and new frequently referenced information
- You can simply subscribe to these newsletters for the monthly mailing, or through My Notifications, with the newsletter document updates.

Tivoli ISM Library

<http://ibm.com/software/brandcatalog/ismlibrary/>

- Provides service management accelerators
- Integrated Service Management Library – Extending the Value of Service Management and Cloud Solutions

IBM Support Portal

Your Customized Support Experience!

<http://ibm.com/support>



- Sign in with your IBM ID/password
- Centralize your support experience with this global support portal design
- Integrate information and tools for all IBM hardware, software and services
- Personalize the portal by moving, adding, deleting, and reorganizing modules so that you can adapt it to the way you work
- [Demos](#) available to introduce you to the IBM Support Portal functionality

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