IBM Spectrum Protect Family Support Reference Guide

(IBM Spectrum Protect formerly Tivoli Storage Manager and Spectrum Protect Plus)

July 10, 2020

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https://www-03.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/PRS5402

IBM

Spectrum Protect Family Support Welcome Highlights

Table of Contents

Purpose of this Reference Guide

This guide is intended primarily for IBM Spectrum Protect Family (Spectrum Protect and Protect Plus) clients, but also IBMers who need to work with Spectrum Support. The purpose of this reference guide is to help you:

- Get the most value out of Spectrum Protect & Protect Plus Support.

- Understand how to engage Spectrum Protect & Protect Plus Support and what to expect from IBM.

- Know whom to contact, and how, if there is a problem with Spectrum Protect & Protect Plus Support.

- Learn about additional Support levels and Services options.

This guide is intended as a high level overview. For further details about IBM Standard Support processes, please refer to the IBM Support Guide (All your support needs under one roof):

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

Please direct all guide questions and/or feedback for improving to Jeremy Smith (Jeremysm@us.ibm.com)

Program Director, ESS & Spectrum Scale Client Success

Spectrum Protect Family Support Entry Points

Spectrum Protect Family software is supported as stand-alone software or bundled within a Spectrum Storage Suite.

1. Stand-alone Spectrum Protect Family product service request. Clients raise Spectrum Protect or Protect Plus service requests directly.
   - In case other IBM support teams or other vendors need to be involved, clients need to open a separate service request to corresponding products.
   - IBM will ensure close collaboration between IBM Support teams and/or other vendors.

2. Spectrum Protect & Protect Plus are bundled in other products including IBM Spectrum Storage Suite V1.1.0 and Restricted Edition V1.1.0. Clients should open a service request for bundled Storage Suite and the Spectrum Protect Support team will be engaged internally in IBM as needed through a secondary service request.

Spectrum Protect Family Service Requests and Updates

IBM

We have upgraded our support website from IBM Service Request to a new & improved IBM Support Community.

Opening a Spectrum Protect Family Service Request via IBM Support Community (Option#1 – Most efficient method)
- Clients must be registered and logon to the New IBM Support Community.
  - Create your IBM account: Complete the form, create a password, and click Continue
  - Review the information about email and communications. Check the boxes if appropriate. Submit.
  - Administrator and User management - access to your company's support cases on the new site
  - IBM Community Help (Provide feedback or Chat option) - https://www.ibm.com/mysupport/s/
- Click "Open a case" button; then fill in the "Open a case" form including a title that describes the issue.
- To route the service request directly to the Spectrum Protect Support team, enter the product description (ex: Spectrum Protect or Spectrum Protect Plus) into the "Product" field.
- Select the version of the product requiring service and provide the severity level per definition on slide 7
- Cases for Suites (5737-D77, 5725-Y36) & AVP for Storage (5724-T27) should be submitted on the IBM SR Tool.

Opening an Spectrum Protect Family Service Request via the IBM Call Center (Option# 2)
- Raise a new service request via phone to the Call Receipt Center https://www.ibm.com/planetwide/.
- Select Language (if prompted), then select the support you want (such as IBM products, Software Support), etc.
- Clients may be prompted for:
  - Company name, number, geography, Customer name, phone number, address & other primary contact details.
  - Problem description & impact, e.g. System down or system degraded.
- To properly entitle your cases provide your IBM Customer Number and Product version you require support on.

Getting a Status Update on an existing Service Request - Please contact Support via Option #1 or #2

Spectrum Protect Family Support Scope

Spectrum Protect Family Scope:
- Assistance with **Product Defects** and technical questions (**Q&A**) for active IBM subscription and support contracts.
- Q&A allows for assistance on product specific, task-oriented questions (i.e. installation & operation of supported software)
- Support may refer you to documentation or we may be able to provide a direct answer to assist you in the following areas:

Short duration problems involving (Q&A):
- Installation or 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

Spectrum Protect offerings are not structured to address everything - Out of Scope examples:
- Install fixes or patches directly to the client's system and Onsite support
- OS (AIX, LINUX, Windows), Hardware, & Client environment (networking, disk subsystems)
- Client applications & non-Spectrum Software components
- Performance analysis and optimization (beyond caused by defects)
- Answering extensive configuration & customization questions (covered by IBM Consulting services)
- Pre-sales POCs (proofs-of-concept) are managed by IBM Technical Sales directly with IBM Development, and do not involve the Support process or personnel

Refer to IBM Lab Services Paid Services on slide #18

IBM Standard Support Service Request Severity Level and Response Goal

Clients define severity, and clearly document the reason in the Service Request.

Note: If a client designates a problem as Severity 1, IBM will work on it 24x7, provided that the client is also available to work 24x7.

- Severity 2-4 problems: 2 business hour response objective (No 24x7)
- To elevate a case from Severity 2-4, to Severity 1. Either go online & update the severity field in the case to 1, or call IBM Support and ask for the case to be updated to Severity 1. Adding a comment in the case such as "Urgent" or "Severity 1" will not work, because only cases that are marked a Severity 1 are monitored on a 24x7 basis.

Severity 1 Critical Impact/System Down	Severity 2 Significant Business Impact	Severity 3 Some Business Impact	Severity 4 Minimal Business Impact
• A production System Down or severely degraded causing access loss • A production event causing Data Loss • Business critical hardware or software component is inoperable • Critical interface has failed • Usually applies to production environment	• A hardware or software component is severely restricted in its use • Client in jeopardy of missing business deadlines due to new hardware upgrade or rollout • A loss of redundancy • Root Cause Analysis (RCA)	• A non critical hardware or software component failed • Not critical to operations	• A non-critical hardware or software component is malfunctioning, causing minimal impact • A non-technical request is made • A request for new feature/function
Examples: • Company Website is down and all users cannot access it • System is down and affecting all users	**Examples:** • All users of an application receive an error when attempting to access a service.	**Examples:** • A client cannot connect to a server	**Examples:** • Document is incorrect • Additional document requested
Initial Response Goal (new case) • **Within two hours**	**Initial Response Goal (new case)** • **Within two business hours**	**Initial Response Goal (new case)** • **Within two business hours**	**Initial Response Goal (new case)** • **Within two business hours**
Update / Follow-up Frequency • **1-4 hours**	**Update / Follow-up Frequency** • **12-24 hours**	**Update / Follow-up Frequency** • **Within 3 business days**	**Update / Follow-up Frequency** • **Within 3 business days**

Update frequency guidelines are common practice when support investigation remains active on a new problem. Otherwise, based on current status & when the next action will be performed (by support or client), support & client will discuss a mutually agreed next follow-up date/time.

IBM Support Escalation Path

1. **Follow Standard Support process first:**
   - Open a support case for each new problem, set the case Severity, & clearly describe the problem & business impact.
   - Severity & business impact helps IBM Support respond effectively & sets prioritization.

2. **If case escalation is required allow the Support engineer an opportunity to address any concerns:**
   - If urgency changes, client should upgrade the case Severity (e.g. from Sev2 to Sev1).
   - Engage the Support engineer (case owner) & explain the escalation requirement.

3. **If further escalation is required** (i.e. response or follow-up time did not meet objectives, resolution time does not meet expectations) – qualify if the concern can be addressed during business hours non-urgent or if it's a 24x7 urgent requirement?

   - **Business Hours Non-urgent - Monday-Friday, 9am-5pm local time. Call or email the regional Support manager** for assistance, (contacts on slide #10). Expect Live answer or 1 business day response.
     - If after working with a Support manager, further escalation is required clients can request to open a Formal Complaint.
     - Formal Complaint (also known as "CMT" or "Crit Sit"), can be opened by IBM Support or any IBMer
     - Use for important, but non-urgent issues. Provides Resolution Owner (RO) to manage complex, multi-team and/or multi-product, long-running issues. Expect RO engagement in 1-2 business days.

   - **24x7 Urgent - Call an IBM Duty Manager** if unable to reach the Support manager or if this is a 24x7 urgent matter.
     - Contact the local IBM Support Center (https://www.ibm.com/planetwide/). Request to speak with an IBM Duty Manager.
     - Expect Live answer or 2 hour callback. Provide case #, explain business impact, & discuss the escalation need.
     - Duty Managers are available 24x7 for escalation, to provide prompt attention and management focus on the situation.

Closing a Support Case

IBM

Case Closure Best Practices

- Our goal is to make it as simple as possible to close the case:

1. **Clients can close the case directly from the Support site.**

2. **IBM Support can close the case on the client's behalf:**
   - Advise IBM (case post or phone) the case can be closed.

Once IBM has delivered a solution:

- IBM will make contact to confirm resolution. If not resolved, please let Support know what else we can do to help.
- If the client needs more time to confirm the solution, e.g. install & test a patch, just let Support know.

IBM will ask for permission to close the case:

- IBM will attempt to follow-up up 3 times. After 3 attempts the case will be automatically closed if no client response.
- Clients can reopen a case up to 30 days or open a new case at any time for Support to re-engage.

Support Survey – What to Expect

- IBM will request client feedback to gain a clearer understanding of how we performed.
- Clients may receive a survey from **IBM Client Feedback** within 1-2 days of case closure.

Our goal is to continually improve the client's end-to-end Support Experience.

- "How likely are you to recommend IBM Support to others?" we're asking for client feedback on the Support engineers performance & the Support experience on the specific request.
- If we provided excellent support, the best compliment is to indicate your likeliness to recommend IBM Support via the survey.

*How likely are you to recommend IBM Support to others?

Not At All Likely   Extremely Likely

0	1	2	3	4	5	6	7	8	9	10

Spectrum Protect Family Key Contacts

IBM

IBM Support Managers (Reserve email contact for non-urgent requirements)

Support

- Americas Manager: David Childress (1-972-829-7713 davechil@us.ibm.com)
- Americas Manager: Mark Jamieson (1-520-799-4455 mrj@us.ibm.com)
- Americas Manager: Mina Bebawy (1-303-800-8966 minabeba@eg.ibm.com)
- Latin America Manager: Nelci Rissi (55-11-2132-5080 nelci@br.ibm.com)
- Europe / Middle East Manager: Andrew Horne (44-7710 981273 andrew_horne@uk.ibm.com)
- Europe / Middle East Manager: Juergen Boll (49-7034-643-0955 boll@de.ibm.com)
- Asia Pacific Manager: Amit K Singh (91-20-40117380 amitksingh@in.ibm.com)
- Asia Pacific Manager: Jia Tang (Jackie) (86-10-82454948 tangjia@cn.ibm.com)
- Japan Manager: Hajime Maeyama (81-80-6706-88678 e33534@jp.ibm.com)
- EMEA Program Director: Jens Ulbricht (+49-7034-643-0392 ulbrichj@de.ibm.com)
- Worldwide Program Director: Nick Abbott (1-925-373-6425 nabbott@us.ibm.com)
- Worldwide Director: Andrew Giblon (1-905-316-2582 agiblon@ca.ibm.com)
  - Contact the Line managers first. Reserve Director engagement for exceptional situations.

Development

- Worldwide Manager: Gerd Munz (munz@de.ibm.com)
- Worldwide Program Director: Mike Dile (mikedile@us.ibm.com)
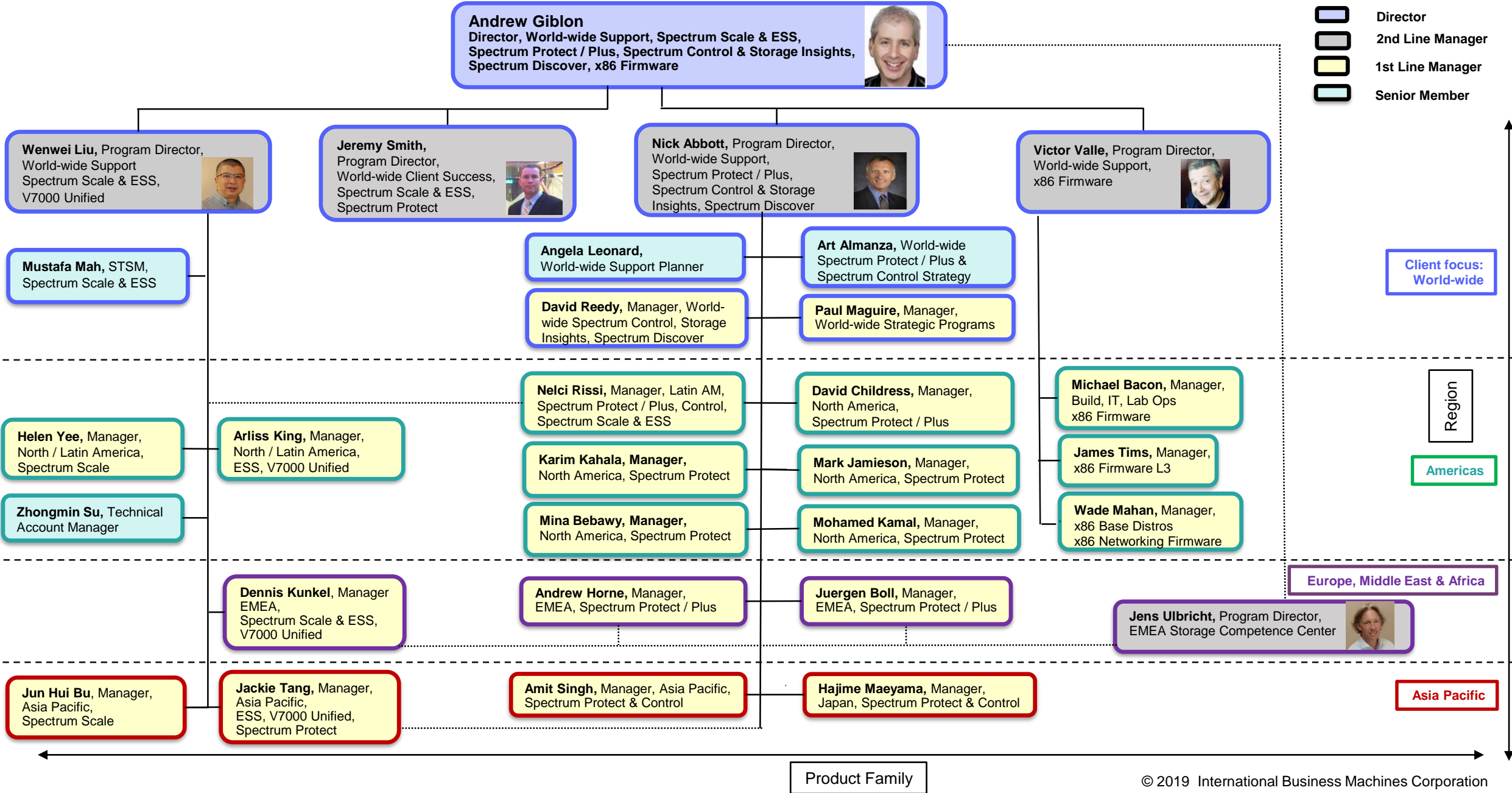- Worldwide Program Director: Harley Puckett (hpuckett@us.ibm.com)

Lab Services and Training

- Lab Services Worldwide Program Director: Chris Scholl (cscholl@us.ibm.com)
- Training Worldwide Senior Manager: Don Meyer Jr (gdmeyer@us.ibm.com)

World-wide Spectrum Software Support Managers

IBM

Andrew Giblon
Director, World-wide Support, Spectrum Scale & ESS,
Spectrum Protect / Plus, Spectrum Control & Storage Insights,
Spectrum Discover, x86 Firmware

Legend:
- Director
- 2nd Line Manager
- 1st Line Manager
- Senior Member

Wenwei Liu, Program Director, World-wide Support Spectrum Scale & ESS, V7000 Unified

Jeremy Smith, Program Director, World-wide Client Success, Spectrum Scale & ESS, Spectrum Protect

Nick Abbott, Program Director, World-wide Support, Spectrum Protect / Plus, Spectrum Control & Storage Insights, Spectrum Discover

Victor Valle, Program Director, World-wide Support, x86 Firmware

Client focus: World-wide

Mustafa Mah, STSM, Spectrum Scale & ESS

Angela Leonard, World-wide Support Planner

Art Almanza, World-wide Spectrum Protect / Plus & Spectrum Control Strategy

David Reedy, Manager, World-wide Spectrum Control, Storage Insights, Spectrum Discover

Paul Maguire, Manager, World-wide Strategic Programs

Region

Nelci Rissi, Manager, Latin AM, Spectrum Protect / Plus, Control, Spectrum Scale & ESS

David Childress, Manager, North America, Spectrum Protect / Plus

Michael Bacon, Manager, Build, IT, Lab Ops x86 Firmware

Helen Yee, Manager, North / Latin America, Spectrum Scale

Arliss King, Manager, North / Latin America, ESS, V7000 Unified

Karim Kahala, Manager, North America, Spectrum Protect

Mark Jamieson, Manager, North America, Spectrum Protect

James Tims, Manager, x86 Firmware L3

Americas

Zhongmin Su, Technical Account Manager

Mina Bebawy, Manager, North America, Spectrum Protect

Mohamed Kamal, Manager, North America, Spectrum Protect

Wade Mahan, Manager, x86 Base Distros x86 Networking Firmware

Dennis Kunkel, Manager EMEA, Spectrum Scale & ESS, V7000 Unified

Andrew Horne, Manager, EMEA, Spectrum Protect / Plus

Juergen Boll, Manager, EMEA, Spectrum Protect / Plus

Europe, Middle East & Africa

Jens Ulbricht, Program Director, EMEA Storage Competence Center

Jun Hui Bu, Manager, Asia Pacific, Spectrum Scale

Jackie Tang, Manager, Asia Pacific, ESS, V7000 Unified, Spectrum Protect

Amit Singh, Manager, Asia Pacific, Spectrum Protect & Control

Hajime Maeyama, Manager, Japan, Spectrum Protect & Control

Asia Pacific

Product Family

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IBM Spectrum Software Support – Remote Online Investigation Policy

IBM

Under what circumstances does IBM Support use Webex:

- Depending on the nature, complexity, & business impact of an actual identified issue, IBM Support at its discretion will request live debug where we believe it will add value to help accelerate investigation and resolution.
- Typically reserved for critical cases or complex cases that are difficult to troubleshoot.
- Requests that are within the scope of support, e.g. investigate the system not behaving as documented, error messages, questions where the answer does not appear in product documentation, etc.

Under what circumstances does IBM Support NOT use Webex:

- Less complex cases that can be investigated without the use of Webex.
- Requests outside the scope of support, e.g. product installation or upgrade, performance tuning, health check, end-of-support product versions, etc. (provided by IBM Lab Services as a billable services).
- Watch the client perform their tasks "just in case" a question or issue might arise.
- Clients who request Webex, as a substitute for following Standard Support scope and processes (i.e.: providing log files)

WebEx process and responsibilities:

- Webex is IBM's preferred remote online investigation tool, however this policy applies to all online tools.
- Support joins Webex sessions only in "read-only" mode, to observe and provide guidance to the client.
- The client will perform all actions, as Support does not run any commands on client systems directly.
- Webex does not override IBM Standard Support processes (including response times) or scope of Support.
- Clients will continue to open cases following normal procedures, collect log files as requested by Support, etc.
- IBM may retain Webex chat transcripts within the case history.

IBM Spectrum Protect Family Support Welcome Wrap-Up:

- **Section #1:** Spectrum Protect Family Support Welcome Highlights (Quick Guide: Slide #2-12)
  - Quick Guide outlines the most important highlights for Spectrum Protect Family Support

- **Section #2:** Support Best Practices, Services, & Education (Additional Support Guidance: Slide #14-22)
  - Additional helpful info for Spectrum Family Support – If you are short on time focus on the Quick Guide

IBM Spectrum Support Reference Guides

IBM Techdocs Library External Links - Download the most recent guide versions

- **IBM Spectrum Protect and Spectrum Protect Plus:** https://ibm.biz/BdzzQH
- **IBM Spectrum Scale**: https://ibm.biz/BdzzQx
- **IBM ESS (Elastic Storage Server):** https://ibm.biz/Bd2qJ8
- **IBM Spectrum Control & Storage Insights**: https://ibm.biz/Bdqytq

Support Best Practices

- Spectrum Protect Family Software Downloads

- Spectrum Protect Family Best Practices

Services and Education

- Spectrum Protect Family Enhanced Support Offerings

- Services Teams Available to Spectrum Protect Family Clients

- Product Education and Certification Programs

- IBM Spectrum Protect Family Useful Links

Spectrum Protect Family Software Downloads - Get Products and Fixes

IBM

Latest Fix Packs and Interim Fixes
- Maintain your product by obtaining product Fix Packs and Interim Fixes to ensure that you avoid known problems and get the latest functionality.
    - IBM Spectrum Protect Downloads - Latest Fix Packs and Interim Fixes - https://ibm.biz/BdzXVg
    - IBM Spectrum Protect Plus
        - Passport Advantage - download software products - https://www.ibm.com/software/passportadvantage/
        - Fix Central - download "fixes" for software products - https://www-945.ibm.com/support/fixcentral/
        - Passport Advantage and Fix Central Explained - https://ibm.biz/Bdzkuy

IBM Spectrum Protect Schedule for Fix Packs and Interim Fixes - https://ibm.biz/BdFYAE
- Find information about the latest available IBM Spectrum Protect maintenance, as well as estimated availability of future maintenance.

Planning with the Product Support Lifecycle - http://www.ibm.com/software/support/lifecycle/
- Product planning is easy with the IBM Product Support Lifecycle tool
- Search for "Tivoli Storage Manager", "IBM Spectrum Protect", or "IBM Spectrum Protect Plus"

My Notifications
- Search for "Tivoli Storage Manager", "Spectrum Protect", or "Protect Plus" - http://www.ibm.com/support/mynotifications
- Automatically get information in your inbox to help you prevent problems and stay current
- Be alerted and stay current with high-impact Flashes, alerts, and fixes
- Create customized e-mail subscriptions based on your content, frequency, and delivery method preferences

IBM Product Knowledge Center

- We know you want to find answers as quickly as possible. IBM Support strives to digitize the knowledge obtained through our engagements with you so that the information is available through our cognitive support solutions.
- Search our knowledge base for technical and support articles, notes, community content and more.
  - Includes how to install, administer and maintain Spectrum Protect products.
  - In addition, it contains various links to common task, troubleshooting guides, Redbooks, etc.

IBM Knowledge Center

Specrum Protect - https://www.ibm.com/support/knowledgecenter/en/SSEQVQ/landing/welcome_sseqvq.html

Spectrum Protect Plus - https://www.ibm.com/support/knowledgecenter/en/SSNQFQ/landing/welcome_ssnqfq.html

IBM Knowledge Center (search for your Spectrum Protect or Protect Plus product version)

https://www.ibm.com/support/knowledgecenter/en

Spectrum Protect Family Support Best Practices (2 of 2)

IBM

Collecting Data

- For every problem, collecting data can aid in problem determination and save time resolving the problem.
- Gathering data before contacting support will help you understand the problem & save time analyzing.
- Be sure to consult "Collecting Data/Read First" documents, if available for the problem that you are reporting, to find out what type of data would be useful to collect before engaging support.
    - IBM Spectrum Protect Products – https://ibm.biz/BdzijK
    - IBM Spectrum Protect Plus – https://ibm.biz/Bdzq5U

IBM DeveloperWorks Wiki for IBM Spectrum Protect & Protect Plus - https://ibm.biz/BdFYut

- In-depth technical information for developers and administrators
- New technology introductions | Technical tutorials and training | Best Practices

Services Teams Available to Spectrum Protect Family Clients

IBM

Service Team	Program	Who can invoke?	Purpose	Urgency	Engagement	No Charge / Paid
IBM Support	Open support case	Client or any IBMer	Delivers standard support	Sev1 - 24x7 Non-Sev1 - NBD	Sev1 – 2 hour CB Non-Sev1 – 2 business hour CB	No charge - included in product warranty
Support Manager	Call or Email Local Support Manager	Client or any IBMer	Escalation process for all Support service delivery related concerns	Non-Urgent Business hours	Live or 1 business day callback	
Resolution Owner	Formal Complaint / CMT (also known as "Crit Sit")	IBM Support or any IBMer	Manage complex, multi-team and/or multi-product, long-running issues	Important Non-urgent	1-2 business days	
Duty Manager	Call IBM Duty Manager	Client or any IBMer	Escalation process for Support response time concerns or resolution time not meeting needs	Urgent – 24x7	Live or 2 hour callback	
Lab Services	Offers services beyond the scope of standard support	IBM Lab Services Overview - Service offerings available (examples): • Architecture, Design, Consulting, Planning, etc. • Product installation and configuration • Product training • Health check / performance investigation and tuning • Product upgrade planning and execution **Beyond scope:** • Product enhancement requests - client submits via RFE portal to Development • Technical issues related to client's infrastructure (ex: hardware, network, interconnect) • Technical issues related to client's applications and third-party software			Paid Service through IBM Lab Services SOW

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Spectrum Protect Family – Product Education & Certification Programs

IBM Skills Gateway (No charge & Fee based options) - https://ibm.biz/BdiRKk

Training (Fee based) - Virtual Class Schedule: https://ibm.biz/BdzXVt
- Conducted by Global Training Partners in public sessions, or by IBM privately on site at client's premises or remotely:
  - KLAHQVST1 - IBM Spectrum Protect 8.1.6 Implementation and Administration (5 Full Days)
  - KLAHQVST2 - IBM Spectrum Protect 8.1.4 Advanced Administration and Tuning (5 Full Days)
  - KLAHQVST3 - IBM Spectrum Protect Plus 10.1.2 Implementation and Administration (4 Half Days)

IBM Professional Certification (Fee based) - http://www.ibm.com/training
- Product education is key to successful project deployments
- IBM Education offers worldwide classes in over 55 countries
- Hundreds of courses in over two dozen curriculum areas
- Certification preparation and testing to improve expertise

IBM Spectrum Protect Family Useful Links

IBM Support Guide: http://www.ibm.com/support/customercare/sas/f/handbook/home.html

IBM Spectrum Protect & Tivoli Storage Manager Knowledge Center: https://ibm.biz/BdzHQs

IBM Product Lifecycle: http://www.ibm.com/software/support/lifecycle/

IBM Spectrum Protect FixPacks and Interim Fixes: http://www.ibm.com/support/docview.wss?uid=swg21239415

IBM Spectrum Protect Compatibility Matrix & Upgrade Considerations: https://ibm.biz/BdFYLU

IBM Spectrum Protect Customer Forum: http://www.adsm.org/

IBM Support Technical Exchanges: https://ibm.biz/BdFYLC

Spectrum Protect Flashes and Alerts: https://ibm.biz/BdzYGk

Monthly Spectrum Protect Newsletter: http://www.ibm.com/support/docview.wss?uid=swg27012255

Follow IBM Storage Support on Twitter: http://ibm.biz/BdrJbC

IBM Spectrum Protect SME Support engineer Twitter handles: @L2clrogers

IBM DeveloperWorks Blogs: https://ibm.biz/BdFYLV

LinkedIn – IBM Spectrum Protect Professionals Group: https://ibm.biz/BdFYLA

Facebook – IBM Spectrum Protect Professionals Group: https://ibm.biz/BdFYLu

GDPR-related Changes to ECuRep and Testcase FTP File Uploads - https://ibm.biz/BdYH4R

Support Survey - What to expect

We aim to see your journey with IBM through *your* eyes and to use your feedback as an opportunity to influence how IBM serves and supports you in the future.

We will request feedback from you and your teams at key points of interaction, giving us a clearer understanding of how we can improve your end-to-end IBM experience.

Expect to receive a support survey in native language within 1-2 days of case closure through email invite

Surveys take only few minutes to complete using either a desktop or mobile device.

Your feedback is immediately routed to engaged IBMers to promptly acknowledge, take action, and respond.

Look for an email from:
IBM Client Feedback
<ibm@feedback.ibm.com>

Example survey: in-application

IBM

Please take a moment to answer a few short questions about your experience.

How likely are you to recommend Watson Campaign Automation to a colleague or business partner?

Not at all likely — Extremely likely

0 1 2 3 4 5 6 7 8 9 **10**

Submit

Powered by Medallia   IBM Privacy Policy   Medallia Privacy Policy

Technical Support
End users

From self-help to direct support, we strive to learn from your experience, in order to tackle your issues or questions faster and easier.

Example survey: email invitation

IBM

Dear Valued IBM Services Client,

Thank you for being an IBM client. We would like your feedback about your experience with IBM Services.

Please take a few minutes to provide your feedback on how we are doing and how we can serve you better. Your input will be shared with the IBM Services team. This survey invitation is unique to you and should not be forwarded to others.

You can begin the survey by answering this question:

How likely are you to recommend IBM Services to others?

Not at all likely — Extremely likely

0 1 2 3 4 5 6 7 8 9 10

Sincerely,

Kathy McGettrick
IBM Client Advocacy Officer

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Thank You