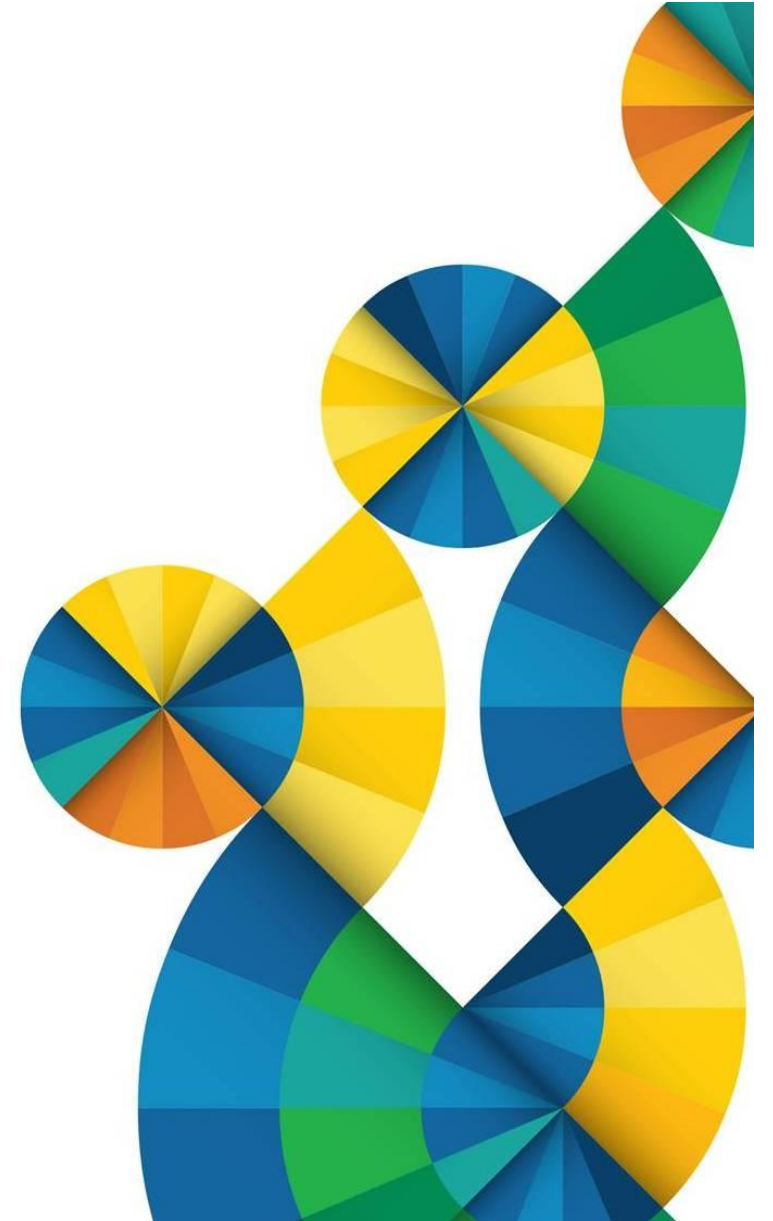


IBM Spectrum Scale Service Support Update

Bob Simon

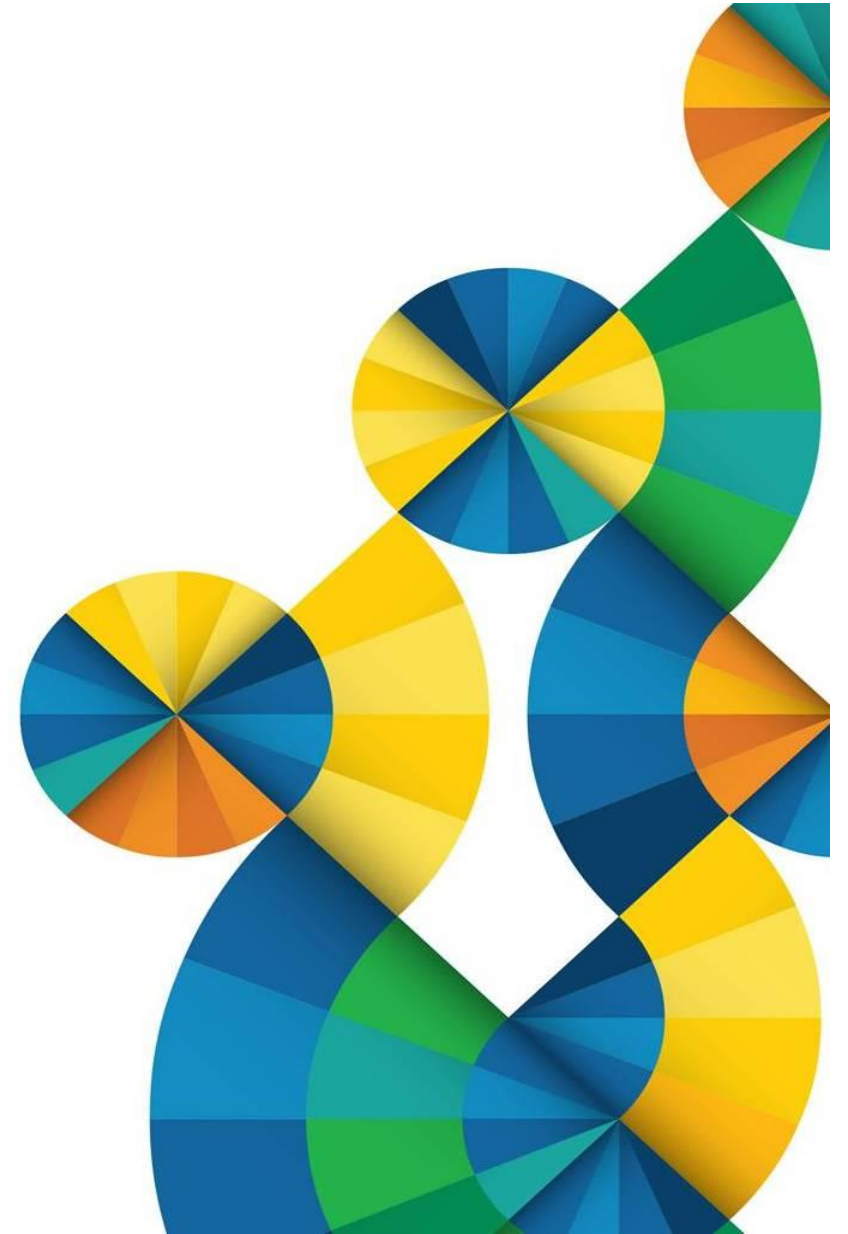
James Livulpi

April 2019



- Spectrum Scale Support Initiatives
- Spectrum Scale Support Tools
- IBM Corporate Support Initiatives
- Spectrum Scale Useful Links

Spectrum Scale Support Initiatives



- Spectrum Scale Support is growing to better meet customer needs.
 - Beginning late 2016 we substantially grew the support team in Beijing, China, with experienced Spectrum Scale staff.
 - Setup and grew EMEA support team in Germany in late 2017
 - Added support engineers from India to AP team.
 - 3 major sites: North America, China, Germany
- PagerDuty was introduced this year for better PMR monitor
- Benefits
 - Improved response time on severity 1 production outages; reducing customer waiting time before L2 is engaged as well as time to resolution.
 - More timely client L2 communication for severity 2, 3, and 4 SF cases within our customer time zone.

IBM Spectrum Scale Level 2 Support Global Time Zone Coverage



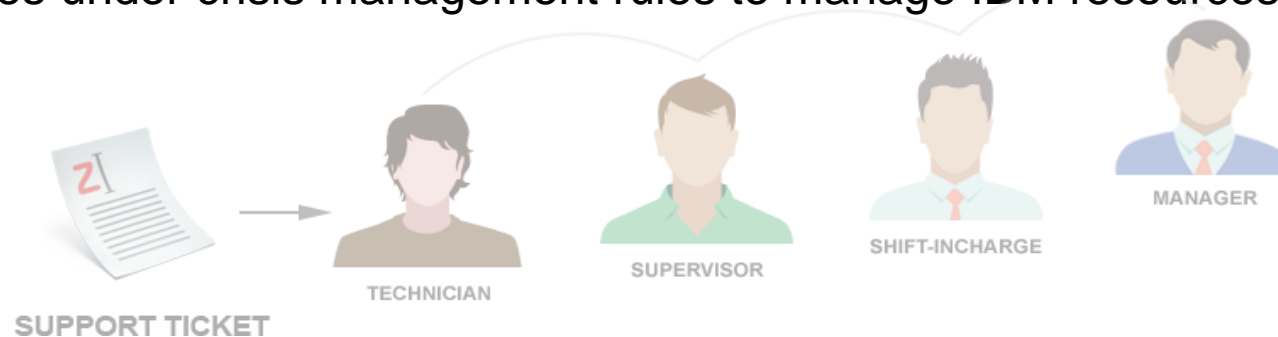
Global team locations

- North America
 - ✓ *Poughkeepsie, NY USA
 - ✓ Toronto, ON Canada
- AP
 - ✓ *Beijing, China
 - ✓ India
- Europe
 - ✓ *Germany

* Major sites

If at any point, a client's expectations of Spectrum Scale Support are not met, e.g.

- Support response time did not meet IBM objectives (see slide 8).
 - Support action plan or resolution time does not meet expectations or needs.
1. Please contact IBM Spectrum Scale Support (<https://www.ibm.com/planetwide/>) to get status update on a service request, **ask to speak with a Duty Manager**, and provide the applicable Service Request case number. IBM Duty Managers are available 24x7 for escalation, to provide prompt attention and management focus on the situation and ensure that every client's Support expectations are met.
 - Duty Manager US Fast path: 1-800-426-7378 | Prompts: 2-2-1 (Severity 1) or 2-2-3 (all other problems)
 2. 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 the IBM client team to do so.
 3. Spectrum Scale participates in the IBM CERT (Client Emergency Response Team) client care program. **IBM ERMs (Emergency Response Managers)** are full-time professionals who work with IBM clients during business impacting outages under crisis management rules to manage IBM resources and client communication.



Support

- Americas Support Manager: Helen Yee (hgyee@us.ibm.com)
- Europe / Middle East Support Manager: Dennis Kunkel (dennis.kunkel@de.ibm.com)
- Asia Pacific Support Manager: Jun Hui Bu (bujunhui@cn.ibm.com)
- Worldwide Program Director: Wenwei Liu (wliu@ca.ibm.com)
- Worldwide Director: Andrew Giblon (agiblon@ca.ibm.com)

Development

- Worldwide manager: Lyle Gayne (lgayne@us.ibm.com)
- Worldwide Program Director: Angela Pholphiboun (anencizo@us.ibm.com)
- Worldwide Director: Amy Hirst (aspurdy@us.ibm.com)

Lab Services and Training

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

This guide is intended primarily for IBM Spectrum Scale clients, but also any IBMers who need to work with Spectrum Scale Support. The purpose of this reference guide is to help you:

- Get the most value out of Spectrum Scale Support.
- Understand how to engage Spectrum Scale Support and what to expect from IBM.
- Know whom to contact, and how, if there is a problem with Spectrum Scale Support.
- Learn about additional Support levels and Services options.

Our Spectrum Scale & ESS Support Reference Guides have been updated on TechDocs. These are the public facing versions we should direct clients to. Our support guides continue to evolve and improve based on your feedback. Thank you!

IBM Elastic Storage Server (ESS) Support Reference Guide

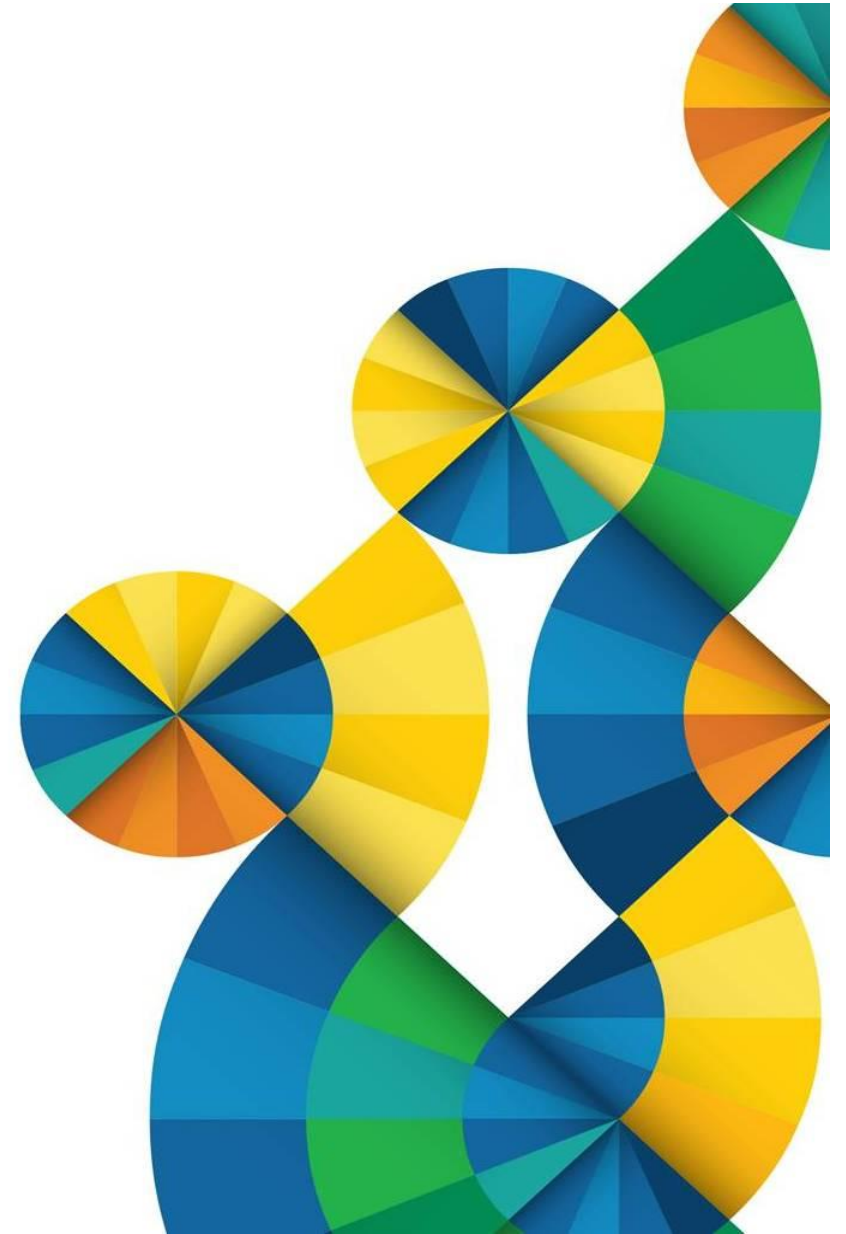
<http://www-03.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS5387>

IBM Spectrum Scale Support Reference Guide

<http://www-03.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS5400>

- IBM Spectrum Scale webinars are
 - Hosted by IBM Spectrum Scale dev/support to share expertise and knowledge of the Spectrum Scale product
 - Product updates
 - Best practices
- Here is a list of the current webinars:
 - File Audit Logging
 - Disk Lease, Expel & Recovery
 - Debugging Network Related Issues
 - Spectrum Scale and ESS Encryption
- The next Spectrum Scale webinar is planned in 2H19 on CCR/CES.
- Suggestions welcome – rsimon@us.ibm.com, jlivulp@us.ibm.com

Spectrum Scale Support Tools



Support Tool Goals (2H19)

- **Increase awareness among the support teams of the existing tools we have**
 - Problem determination in real time on a client's system
 - Analyzing gpfs.snap data and other log/trace data
- **Improve existing tools and scripts**
 - Tools owned by support
 - Tools owned by development (mmnetverify, mmhealth, gpfs.snap, and so on)
- **Develop new tools to more quickly identify potential problem areas in a gpfs.snap**
 - Analysis-on-arrival (scan the snap data and produce a report as soon as the snap is received and extracted)
 - Most of our tools are for internal dumps, traces, and maybe mmfs.logs. To develop more tools for analyzing protocols data, Hadoop data, ras events data, other areas
 - Supports proactive initiatives

IBM Corporate Support Initiatives



One Click One Call Transformational Initiative

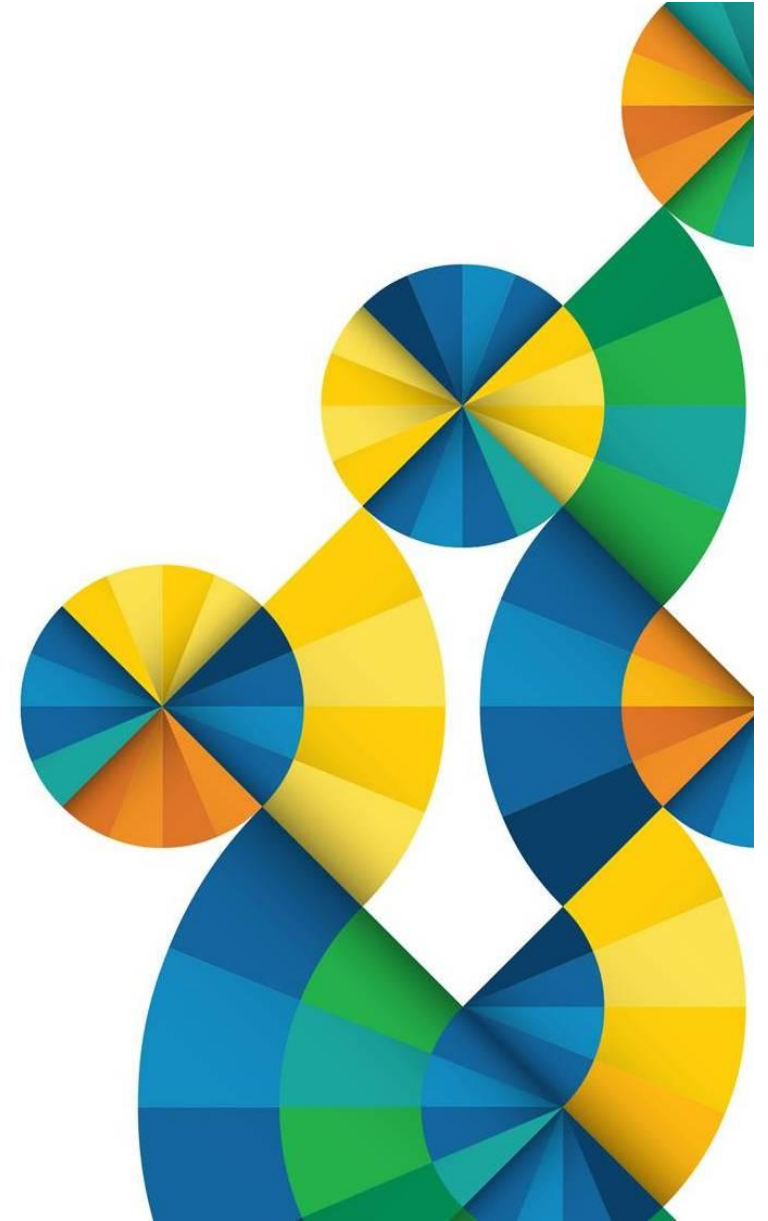


- To deliver world-class enterprise technical support, clients need to reach the right IBM expert to resolve their issues and requests as quickly as possible
- The Client Support Transformation initiative “One Click One Call” was officially announced on Tuesday, April 3, 2018
- This initiative aims to connect clients quickly with the right Subject Matter Expert (SME) when they contact IBM Support.
- The SME would be able to solve the client's problem and serve as a single point of contact – reducing the number of hand-offs

- GDPR is designed to unify data privacy requirements across all 28 EU member states.
 - Data Subjects — which include end users, customers and employees — have the right to make a claim if their data is not protected in compliance with the GDPR regulations.
 - Further, EU regulators have the right to impose huge fines for violations.
- EU General Data Protection Regulation (GDPR) goes into effect on May 25, 2018.
- What this means for IBM Support
 - You'll need an IBM ID to upload data (no more anonymous uploads to ECuRep or testcase)
 - We treat all diagnostic data from all customers (inside and outside the EU) the same way – the assumption is that the data could potentially include personally identifiable (PI) data
 - Some examples include User names, host names, IP addresses, contact information
 - All analysis is done in a secure environment – data cannot be downloaded to a laptop, for example
 - All access to all PMR/Case data is logged – admins can determine who had had access to a given file
 - Any data customers provide to IBM support can be permanently deleted upon request

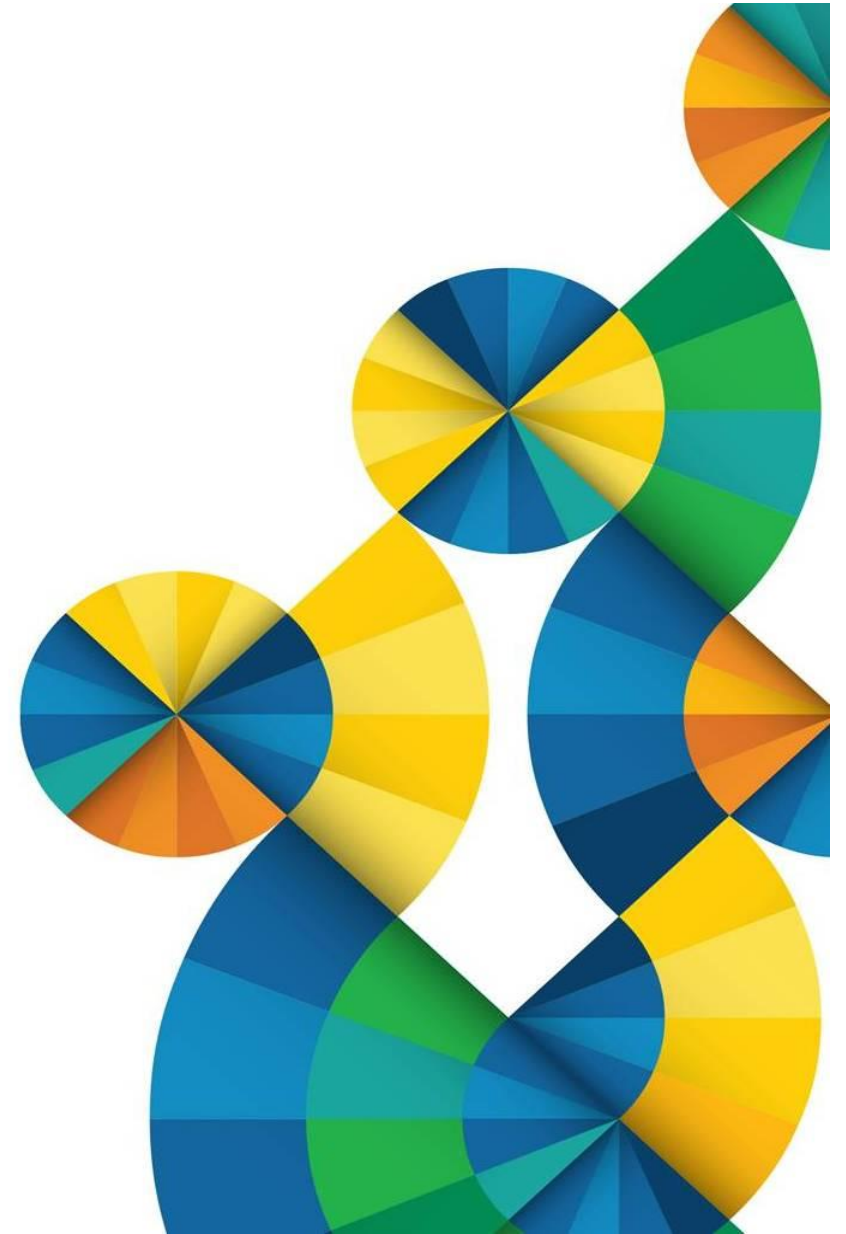
- As part of IBM's efforts to transform and streamline Support for our clients:
 - We are transitioning away from legacy tools and processes
 - PMR numbers will now be Salesforce cases.
 - Implementing a new Support Portal for a select number of IBM products, including Spectrum Scale & ESS.
 - Our new portal will be supported by IBM Watson and will provide you with enhanced transparency into your ticket resolution workflow along with improved self-service options.
 - Any questions can email: Helen Yee (hgyee@us.ibm.com) Bob Simon (rsimon@us.ibm.com) James Livulpi (jlivulp@us.ibm.com)

Spectrum Scale Useful Links



- [Spectrum Scale FAQ](#)
- [Spectrum Scale Knowledge Center](#)
- [Blogs](#) (with Spectrum Scale tag)
- [Spectrum Scale Public Wiki](#) (Best Practices Guide)
- [Spectrum Scale Forum](#)
- [Spectrum Scale Announcement Forum](#)
- [Evaluate Spectrum Scale](#)
- [Spectrum Scale User Group](#)
- [Spectrum Scale User Group YouTube Channel](#)
- [IBM Storage – Youtube Channel](#) (search for Spectrum Scale)
- [Spectrum Scale GUI videos](#)
- [Spectrum Scale Fix Level Recommendation Tool](#)

Any Questions



Thank You

