

IBM Spectrum Scale

– Orientation for new user –

–
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Get involved

1. Get in contact with experts. Right now!
 - Who is seeking contact with an expert?
 - Show your hands!
 - Get at least two business cards.
2. Join the Spectrum Scale User Meeting in the same room after lunch.
3. Book a Spectrum Scale briefing along SC19
4. Join the Spectrum Scale mailing list
<https://www.spectrumscale.org/join>
5. Explore talks of previous user group meetings
<https://www.spectrumscale.org/presentations>
6. Join an upcoming user group meeting
<https://www.spectrumscaleug.org/eventslist/list>

Client Briefing Center

The briefing center is located in the Hyatt Regency Hotel, directly across the street from the Denver Convention Center on the third floor.

Hyatt Regency Denver at Colorado Convention Center
650 15th Street, Denver, CO 80202

The IBM staff office for the Executive Briefing Center is located on the 3rd floor,
Mineral B

The IBM Workroom for IBM teams is located on the 3rd floor in Centennial D



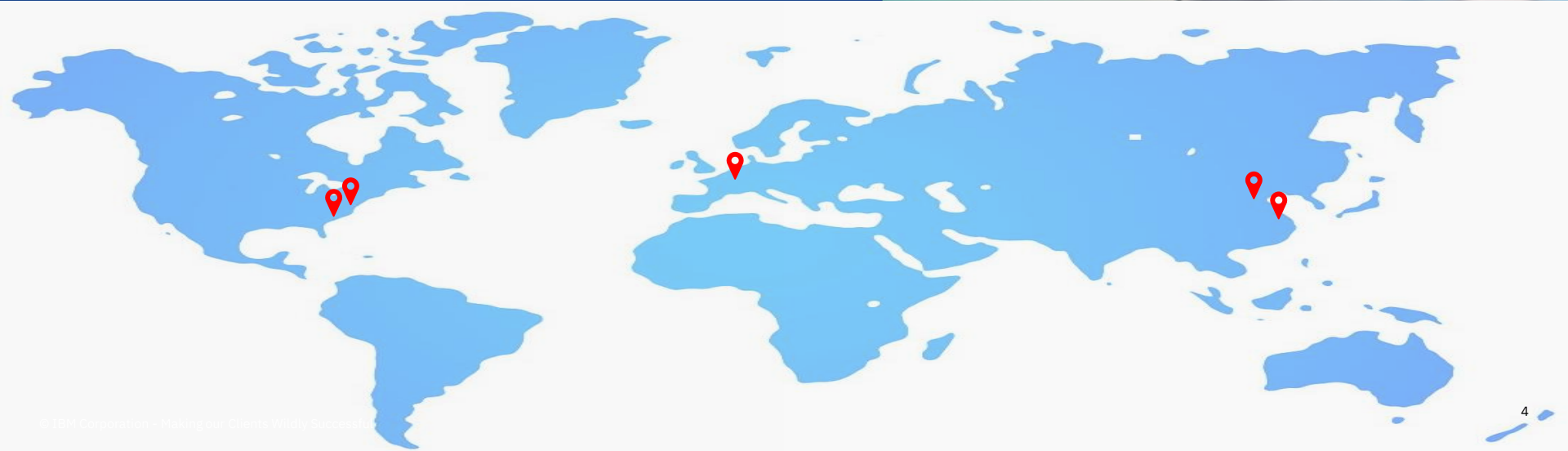
Selected Learning Resources



1. IBM Spectrum Scale Trial VM
<https://www.ibm.com/account/reg/us-en/signup?formid=urx-21182>
2. SpectrumScaleVagrant
<https://github.com/IBM/SpectrumScaleVagrant>
3. IBM Client Demonstration Center
<https://www.ibm.com/systems/clientcenterdemonstrations/>
4. IBM Systems Client Center
<https://www.ibm.com/it-infrastructure/services/client-centers>
5. IBM Systems Technical Universities
<https://www.ibm.com/services/learning/ites.wss/zz/en?pageType=page&c=a0002173>
6. Spectrum Scale Knowledge Center
https://www.ibm.com/support/knowledgecenter/STXKQY/ibmspectrumscale_welcome.html
7. Spectrum Scale Redbooks
<https://www.redbooks.ibm.com/redbooks.nsf/searchsite?SearchView=&query=spectrum+scale>
8. IBM Partner World
<https://www-356.ibm.com/partnerworld/wps/servlet/mem/ContentHandler/learning>
9. IBM Systems Lab Services
<https://www-03.ibm.com/systems/campaignmail/services/labservices/contact.html>
10. Spectrum Scale User Group
<https://www.spectrumscale.org>

WW Spectrum Scale & ESS Support

- Global Support Locations:
 - North America - Poughkeepsie, NY & RTP, NC USA
 - Europe - Kelsterbach, Germany
 - AP – Beijing & Shanghai, China
- 24x7 Follow-the-Sun support for Severity 1 problems



Discover how we can help you!

All your support needs under one roof

Leverage our Support Reference Guides to:

- Get the most value out of Support
- Learn how to engage Support
 - Service requests & updates
- Understand what to expect
 - Severity, scope, & response times
- Know who to contact & how
 - If there is an escalation need
- Get to know the IBM Support team
 - Key leadership & contacts

Download the most recent guide versions:

- IBM Spectrum Scale: <https://ibm.biz/BdzzQx>
- IBM Elastic Storage Server: <https://ibm.biz/Bd2qJ8>

Severity 1 Critical Impact/System Down	Severity 2 Significant Business Impact	Severity 3 Some Business Impact	Severity 4 Minimal Business Impact
<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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)	<ul style="list-style-type: none">• A non critical hardware or software component failed• Not critical to operations	<ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• Company Website is down and all users cannot access it• ESS and/or Spectrum Scale file system is down and affecting all users	Examples: <ul style="list-style-type: none">• All users of an application receive an error when attempting to access a service.	Examples: <ul style="list-style-type: none">• A client cannot connect to a server	Examples: <ul style="list-style-type: none">• Document is incorrect• Additional document requested
Initial Response Goal (new case) <ul style="list-style-type: none">• Within two hours	Initial Response Goal (new case) <ul style="list-style-type: none">• Within two business hours	Initial Response Goal (new case) <ul style="list-style-type: none">• Within two business hours	Initial Response Goal (new case) <ul style="list-style-type: none">• Within two business hours
Update / Follow-up Frequency <ul style="list-style-type: none">• 1-4 hours	Update / Follow-up Frequency <ul style="list-style-type: none">• 12-24 hours	Update / Follow-up Frequency <ul style="list-style-type: none">• Within 3 business days	Update / Follow-up Frequency <ul style="list-style-type: none">• Within 3 business days

Get products and fixes - <https://ibm.biz/BdzkAk>

- Passport Advantage and Fix Central Explained - <https://ibm.biz/Bdzkuy>
- Passport Advantage - download software products – <https://ibm.biz/BdzkA6>
- Fix Central - download "Fixes" & "Updates" for products - <https://ibm.biz/Bd4L7N>
- [Getting started with Fix Central](#) - Downloads are available to users who are entitled

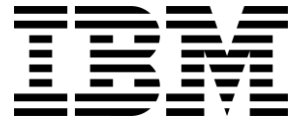
IBM Spectrum Scale Useful Links

- [Spectrum Scale FAQ](#)
- [Spectrum Scale Knowledge Center](#)
- [Spectrum Scale Public Wiki](#) (Best Practices Guide)

IBM Spectrum Scale Support Managers (Reserve email contact for non-urgent

- Americas Manager: Helen Yee (845-435-1366 hgyee@us.ibm.com)
- Europe Manager: Dennis Kunkel (49-7034-643-0023 dennis.kunkel@de.ibm.com)
- Asia Pacific Manager: Jun Hui Bu (86-10-82454113 bujunhui@cn.ibm.com)
- Worldwide Program Director: Wenwei Liu (1-905-316-2623 wliu@ca.ibm.com)
- Worldwide Director: Andrew Giblon agiblon@ca.ibm.com

Thank You



IBM Support
Making our Clients Wildly Successful