

Storage Scale User Group: San Jose 2025

# IBM Storage Scale Support Process Overview

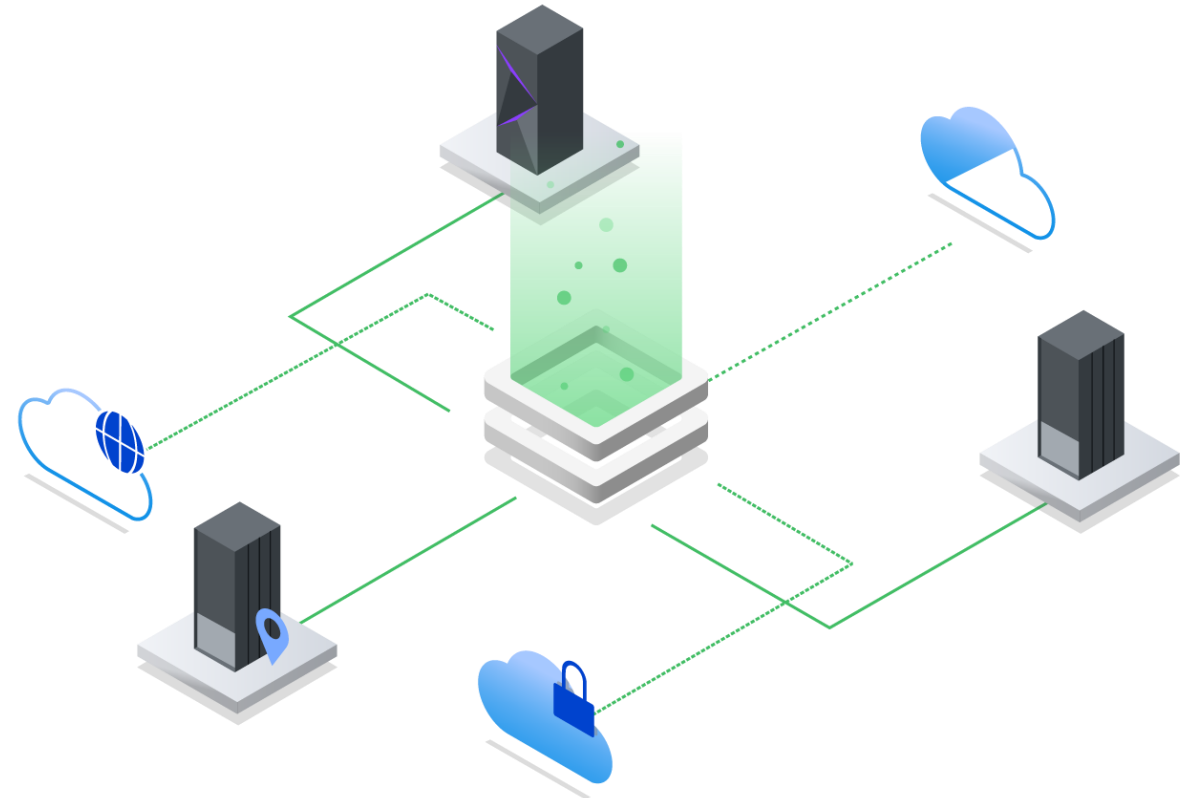
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# Agenda

- Introduction
- Support Scope and Channels
- Support Modules
- Case Engagement and Escalation
- Case Lifecycle
- An example of a S1 system down ticket lifecycle
- Reference and Q&A



# Introduction

## Support Team Overview

Our global support team operates across three geo zones:

1. **AP** (Asia Pacific, India and GCG)
2. **EMEA** (Europe, Middle East, Africa)
3. **NA&LA** (North America & Latin America)

*This presentation focuses on support processes for **North America customers**.*

### Team Coverage for NA Support Team:

**20 support engineers** across the US, Canada, Egypt, Bulgaria, Costa Rica, and India (working NA shifts).

### Support Hours:

- **Weekdays:**
  - *Normal shift:* 9 AM – 5 PM EST
  - *Duty shift:* 12 PM – 8 PM EST
- **Weekends:** 12 PM – 8 PM EST

# Support Scope and Channels

- **Support Scope:**

Production defects/fixes, technical solutions and questions(Q&A) for active IBM subscription and support contracts

End of support notification

- IBM Spectrum Scale 3.5 and 4.1.x has reached End of Support 2019-04-30.
- IBM Spectrum Scale 4.2.x has reached End of Support on 2020-09-30.
- IBM Spectrum Scale 5.0.x has reached End of Support on 2022-04-30.
- **IBM Storage Scale 5.1.x will be End of Support on 2025-09-30.**

- **Salesforce Ticket:**

When a ticket is opened and assigned to an engineer in the NA region, communication with the customer can occur via case comments, email, LiveChat, phone, or conference call.

- **Debug Data Upload:**

All customer debug data must be uploaded to the **Ecurep Server**.

For **Blue Diamond** customers, data must be submitted through the **Blue Diamond Citrix Receiver Server**.

# Support Modules

- **Stand-alone IBM Storage Scale or Erasure Code Edition(ECE):**  
Submit service requests directly to the **IBM Storage Scale support team**.
- **IBM Storage Scale System(ESS):**  
Submit service requests to the **Storage Scale System support team**. They will coordinate with the Storage Scale team internally as needed.
- **Lenovo GSS/DSS:**  
For **hardware issues**, contact **Lenovo support**.  
For **software or GNR issues**, submit requests to the **IBM Storage Scale support team**.
- **Bundled Products (e.g., Cloud Park, Db2):**  
Submit service requests under the **bundled product**. The IBM Storage Scale support team will be engaged internally as appropriate.

# Case Engagement and Escalation Process

Case engagement could be various, depending on severity defined by customers.

## **Severity 1:**

Production system down or severely degraded causing access loss, data loss etc.

Initial response in 1 hour and case update in 2 hours interval with 24x7 support.

## **Severity 2:**

Function component or performance degrade, loss of redundancy, RCA of a critical outage... etc.

Initial response in 2 business hours and case follow-up in 12-24 business hours

## **Severity 3 and 4:**

A non-critical component or function degrade or fails

Initial response in 2 business hours and case follow-up in 2-3 business days

# Case Engagement and Escalation Process

- **How to Escalate:**

Change case severity to S1.

Request a callback via the **Salesforce ticket**.

Contact IBM Support Centre to request escalation to **duty management in urgent**.

- **Who Gets Involved:**

**Support Engineer / Duty Engineer**

**ERM** (Escalation Response Management if System Down is flagged)

**Support Manager/ Duty Support Manager** (as need if System Down is flagged)

**Development/Engineering Teams**, as needed

**Ref: IBM Support Escalation Path**

<https://www.ibm.com/support/pages/ibm-storage-scale-formerly-spectrum-scale-gpfs-support-reference-guide>

# Case Lifecycle

 New → Triage → Assigned → Resolved → Closed

- **Triage:**  
Verify entitlement (valid support contract and supported version).
- **Assigned:**  
Understand the problem → Analyze debug data → Engage development if needed → Request additional data as required.
- **Resolution:**  
Provide a clear action plan with detailed steps, efix patch or PTF delivery. Resolution also could be work-as-design conclusion or RFE (Request for enhancement)
- **Closure:**  
Confirm issue resolution and close the ticket with customer agreement.

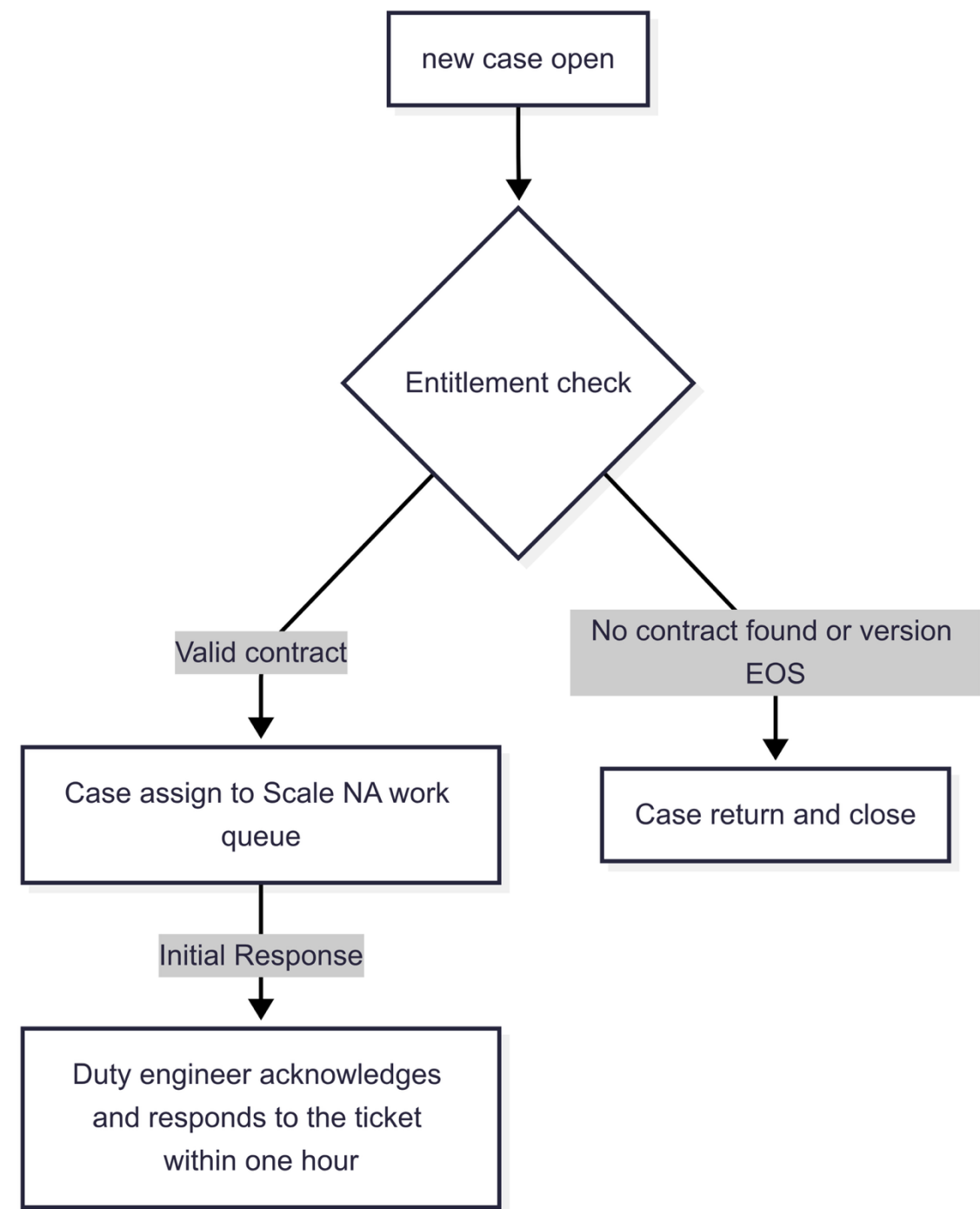


# An Example of a S1 system down ticket lifecycle

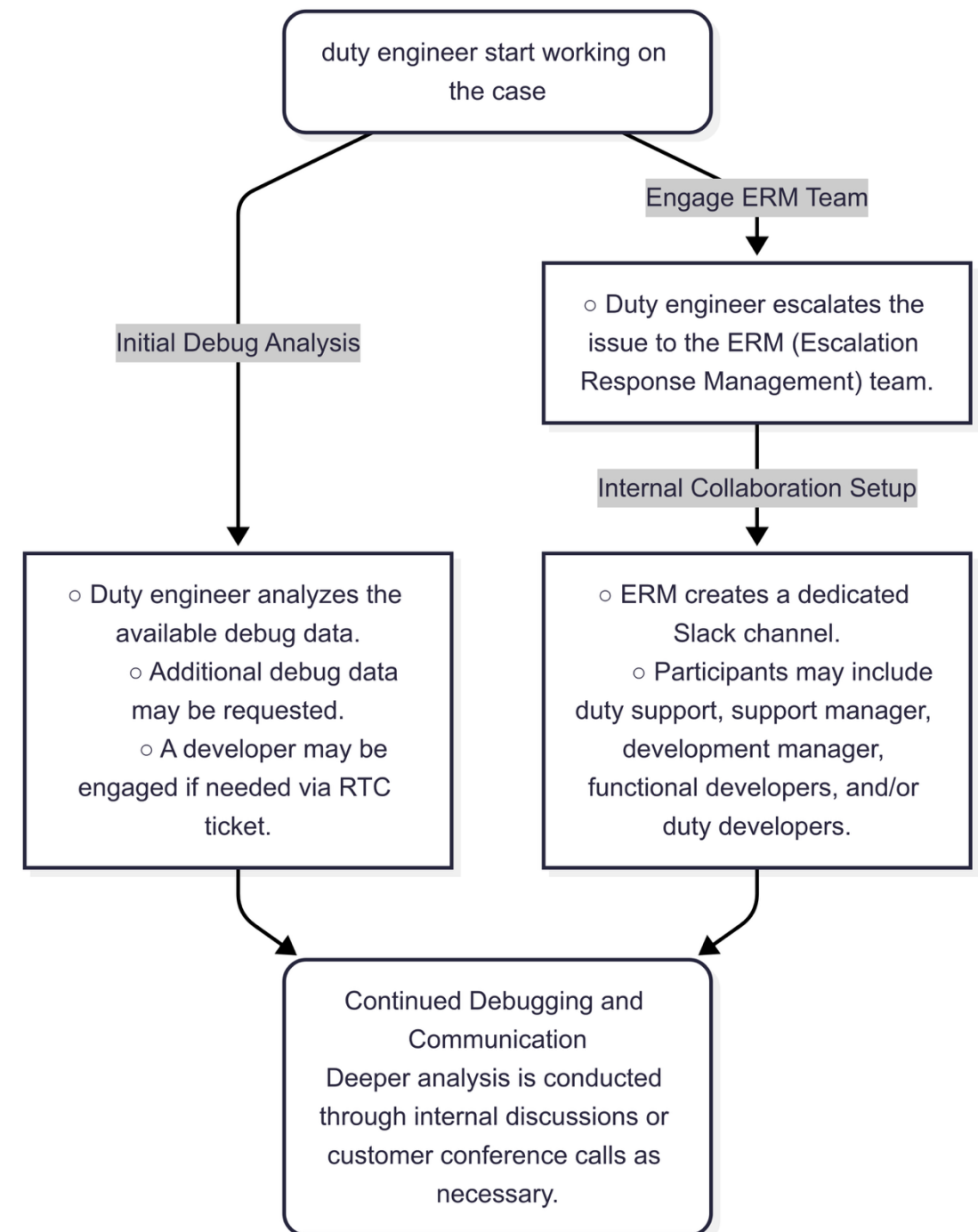
The case was opened, and the Scale Center confirmed a valid support contract and license.

The case will be assigned to the duty support engineer, who will acknowledge it within one hour.

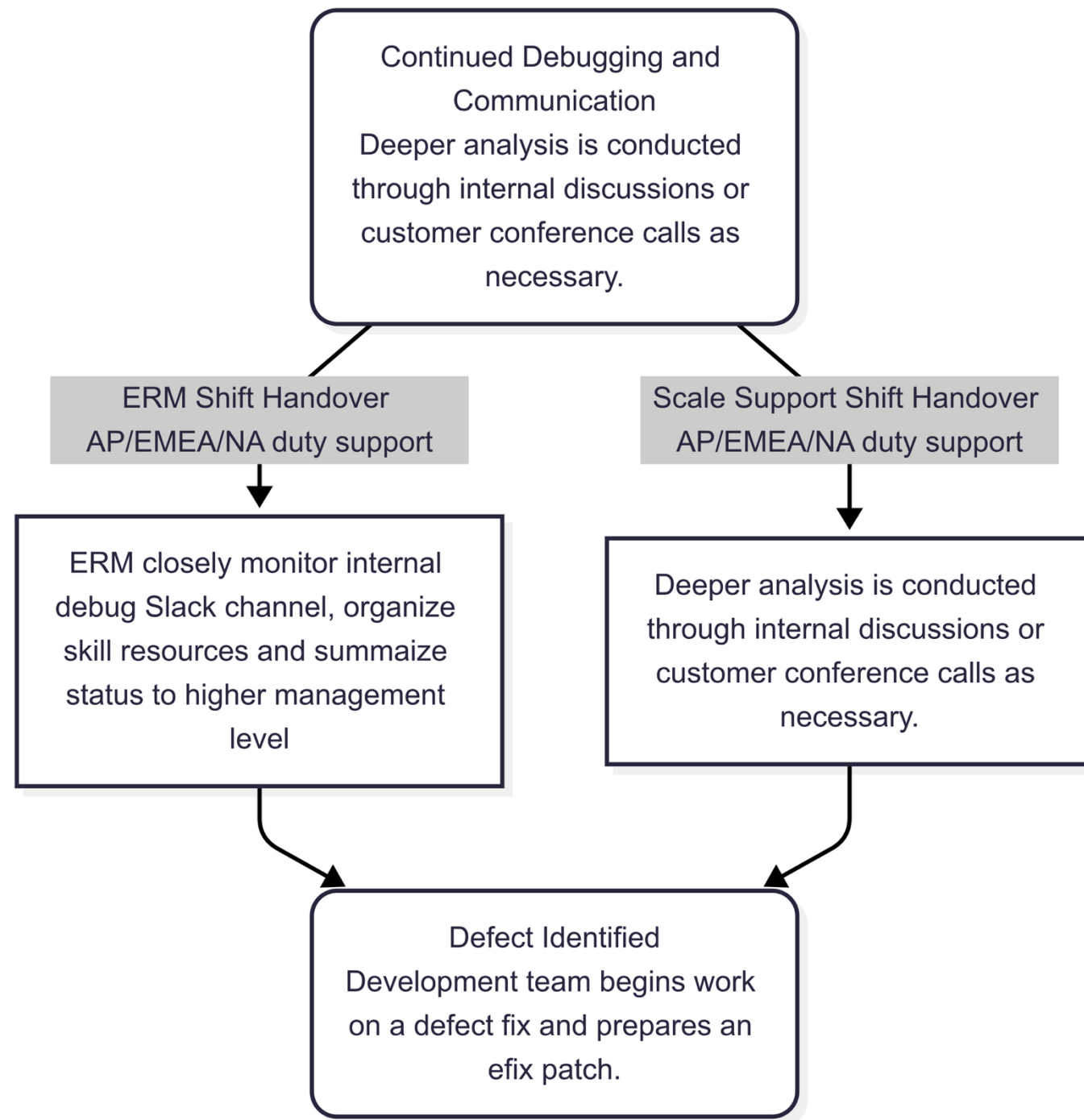
In the event of a system-down issue involving an invalid support contract or an End-of-Service (EOS) version, the Scale Support Manager may authorize a one-time courtesy assistance to help recover the system. However, root cause analysis (RCA) will not be performed in such cases.



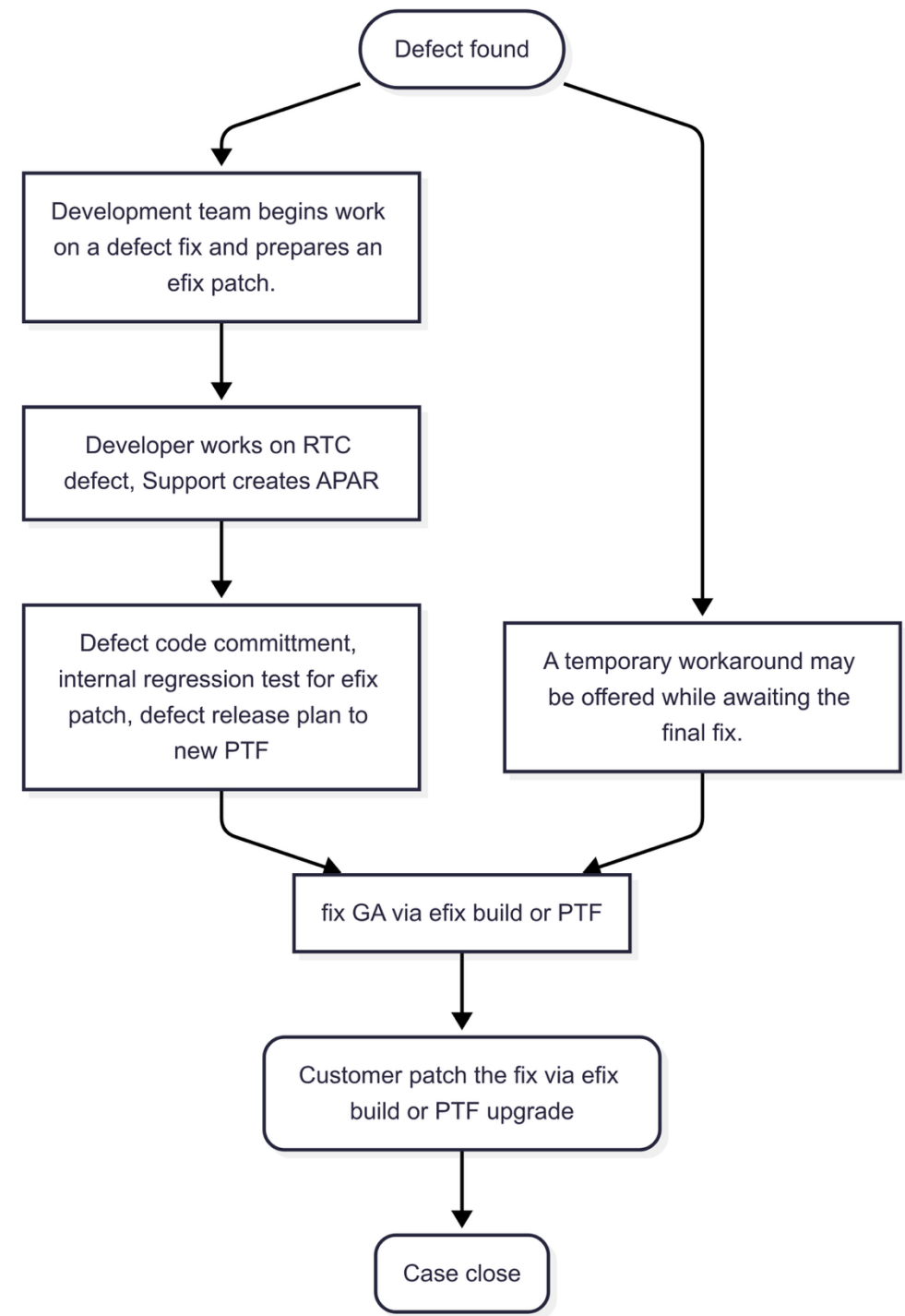
- The duty support engineer began working on the case, performing initial debug data analysis and engaging the Escalation Response Manager (ERM).
- Debug analysis by support and internal collaboration setup by ERM occur in parallel.
- The support engineer may contact the development team via an internal RTC ticket if needed.
- IBM Scale Support, Development, and ERM resources are actively engaged and kept in the loop.



- If the system is not yet recovered by 8 PM EST, the case may be handed over to the duty engineer in the next geo region.
- The next duty ERM will continue to monitor the internal collaboration channel to ensure case analysis is progressing and that all necessary resources remain actively engaged.
- As deeper analysis is conducted by Scale support engineers and developers, a defect is identified and documented in an internal RTC ticket.
- Support will inform the customer of the root cause and the planned fix.



- The development team will implement the fix. A temporary workaround may be provided, but it is not guaranteed due to the issue's complexity.
- The developer has submitted the code change, which will go through internal regression testing. An ETA may be provided, but the actual release timeline may vary based on code complexity and test results.
- After efix build from the development build, support will upload the patch package to Ecurep or Blue Diamond server for customer download. Support will inform the customer of the coming PTF containing the fix.
- Customer patch efix or upgrade to target PTF. Case is closed with customer agreement.



# Ref

## IBM Storage Support Reference Guides

- IBM Storage Scale:

<https://www.ibm.com/support/pages/node/6252403>

- IBM Storage Scale System (Elastic Storage Server and Elastic Storage System):

<https://www.ibm.com/support/pages/node/6252477>

# Q&A