

Snapshot Comparison of SoftwareXcel enterprise edition, Resolve, Alert, and SoftwareXcel basic edition for zSeries

OFFERING ELEMENT	SoftwareXcel enterprise edition	SoftwareXcel basic edition	Resolve for zSeries	Alert for zSeries
Voice "usage" Q&A (Question and Answer) – prime shift	Optional feature			
Voice "usage" Q&A (Question and Answer) – full shift	Optional feature			
Electronic Technical Response (ETR)	X	X	X	
Electronic "usage" Q&A with Severity	X	X		
Defect Problem submission	X	X	X	
Voice Contact request "defect only"	X	X	X	
Problem Listing by Account	X	X	X	
Premium Response (1-hr Response for defect calls during prime shift)	X			
Alerts- PEs/HIPERs/PE Fixes via ASAP (Automatic Software Alert Process)	X			X
HOLDDATA History	X			X
Report on Products tracked	X			X
Enhanced HOLDDATA	X			X
Notification by hardware device - 2105 Enterprise Storage Server (Shark)	X			X
Automatic Status Tracking (AST)	X	X	X	
Notification Reason	X	X	X	
Database Query via SIS (Search Information Service)	X	X	X	
Hardware Microcode Library	X	X	X	
APAR (Authorized Problem Analysis Report) Libraries	X	X	X	
PTF (Program Temporary Fix) Libraries	X	X	X	
eSupport Knowledge Base, includes Redbooks, Newsletters, Technotes, and white papers	X	X	X	
Q&A Library	X	X	X	
Pddb (Problem Diagnosis Data Base) Library	X	X	X	
Preventive Service Planning (PSP)	X	X	X	X
Installation Product Planning Info	X	X	X	X
Order all PTFs listed in subset	X	X	X	X
Product Cross Reference (PCR)	X	X	X	X
Fix Delivery via SRD (Service Request and Delivery)	X	X	X	X
Electronic Delivery - Multiple PTFs	X	X	X	X
Inclusion of Pre/CO Reqs/PE fixes	X	X	X	X
Inclusion of If Reqs and Supersedes	X	X	X	X
Ordering of ESO/RSU (Expanded Service Option or Recommended	X			X

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Service Update				
Ordering of customized preventive package on installed fix inventory	X			
Ordering of customized PTF package based on installed fix inventory	X			
Ordering of toleration/coexistence service	X			
HIPER/PE (High Impact or Pervasive APAR/ PTF in error) check on installed service inventory	X			
Request physical media delivery	X	X	X	X
Inquiry of PTF requisite list	X	X	X	X
Health Check on currency	X			
Electronic Package limit	10 Meg 5G - Web	10 Meg 5G - Web	10 Meg 5G - Web	10 Meg 5G - Web
Monthly Management Reports	X			
Remote Screen Viewing (RSV)	X			
AOS	X			
RSV-XCEL (requires lease line)	X			

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Service Descriptions

- ☐ IBM Operational Support Services - SoftwareXcel enterprise edition for zSeries:
Provides electronic usage support (Q&A), Alert, Resolve, remote screen viewing, monthly management reports, and premium response for defect problem reporting.
- ☐ IBM Operational Support Services - SoftwareXcel basic edition for zSeries:
Provides electronic usage support (Q&A) and the features of Resolve for zSeries.
- ☐ IBM Operational Support Services - Alert for zSeries:
Provides electronic tools for assisting in preventing software problems from occurring. This includes daily electronic notification of critical software fixes (HIPER APARs) and PTFs in Error (PEs) available for the customer's specific zSeries environment as well as the ability to electronically download the fixes for these problems.
- ☐ IBM Operational Support Services - Resolve for zSeries:
Provides electronic tools to assist in more quickly identifying and resolving problems. This includes the ability to search a data base of known problems and questions, electronically downloading corrective service, access to information to be used in installing preventive service or a new release of a product, and usability enhancements for reporting problems to IBM.

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ServiceLink functions

☐ Automatic Software Alert Process (ASAP)

Customized auto-notification of critical problems likely to affect the customer's specific system configuration, including software and hardware (currently limited to Shark (2105) device). Element of SoftwareXcel enterprise edition and Alert.

☐ Automatic Status Tracking (AST)

Customers will electronically receive notification of changes for APARs and PTFs as they are processed by the IBM Support Center. AST automatically tracks the APARs that are activated when a problem is reported for which there is no current solution. In addition, the user can specify other APARs or PTFs of interest to track. Element of SoftwareXcel enterprise edition . SoftwareXcel basic edition, and Resolve.

☐ Electronic Technical Response (ETR)

A suspected defect problem can be submitted electronically (as well as by telephone) to the IBM Support Center. IBM Support Center personnel will review the report and recommend fixes or circumventions or guide the system programmer through gathering of information required to resolve the problem. Element of SoftwareXcel enterprise edition, SoftwareXcel basic edition and Resolve (defect only).

☐ Preventive Service Planning (PSP)

Allows the customer to see product installation information and Program Update Tape (PUT) maintenance information. The information is organized into upgrades and subsets. Normally, the IBM Support Center mails printouts of information to the customer but with PSP, the customer can obtain the latest information quickly without waiting for mail. All the PTFs in a given subset can be ordered with one order entry and the list can be modified with adds or deletes. Element of SoftwareXcel enterprise edition, SoftwareXcel basic edition, Alert and Resolve.

☐ Product Cross Reference (PCR)

Cross reference is available on-line and can be searched for information such as product name, product number, availability date, currency end date, version release and modification level. Element of SoftwareXcel enterprise edition, SoftwareXcel basic edition, Alert and Resolve.

☐ Service Information Search (SIS)

Allows the customer to search for and retrieve service and support information to help solve software problems and questions.

- APAR & PTF Library – Known APARs (Authorized Problem Analysis Request) and PTFs (Program Temporary Fixes)
- Flash, Bulletin Library - Flashes are technical hints and tips from use experience. Bulletins are additional product documentation.
- SECOM Library - Contains problems and solutions for selected programs not supported by the Support Center.
- Technical Q&A - Contains technical questions and answers about IBM products, including approved ETR questions.
- PDDB Library - Contains problem information provided by IBM customers that are not related to IBM product defects.
- eSupport Knowledge Base – Contains Red Books, White Papers, Manuals, Technotes (FAQs), Newsletters, and more

Element of SoftwareXcel enterprise edition, SoftwareXcel basic edition, and Resolve.

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☐ Service Request and Delivery (SRD)

Provides the capability to order software service without calling the Support Center. This service includes both PTFs and APAR fixes. IBM usually provides this service via courier, but SRD delivers most service electronically. SoftwareXcel enterprise edition also provides the ability to order a corrective service and preventive service package based on customer's installed inventory (CSI) and the health check function on the currency of the system's software products. Element of SoftwareXcel enterprise edition, SoftwareXcel basic edition, Alert and Resolve. Resolve and SoftwareXcel basic edition does not include the preventive package ordering function.

Additional functions

☐ Monthly Management Reports

Provides an overview of software problems that have been reported to IBM and IBMLink usage. Shipped softcopy in Microsoft® Word format to customer's e-mail address.

☐ Remote Screen Viewing (RSV)

Provides interactive sessions enabling IBM personnel to view the data presented on the customer's terminal. IBM can remotely view dumps and traces and other diagnostic information. Delivered by RSV-XCEL (lease line) or AOS (Internet browser).

☐ Premium Response

Provides response to a defect call within an hour during prime shift for either voice (by calling 1-800-IBM-SERV) or electronic (invoked via ETR) calls. This is available for the products supported by SoftwareXcel enterprise edition for zSeries.

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