IBM Hardware Maintenance
Operational Guide

UK Version

Web Version 3.15 – Last Reviewed March 31st 2006
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1.0 Definitions

IBM Brand means a division of IBM responsible for the development and marketing of an IBM Product.

TSS means the IBM Services Business Line “Technical Support Services”.

2.0 Warranty and Maintenance Definition

2.1 Base Warranty Service (BWS)

The Base Warranty Service for a given machine type/model is determined by the responsible IBM Brand from a predefined set of Base Warranty Service options. Each warranty service option is defined by a combination of:

- duration of warranty service in months and years (Warranty Period)
- period of coverage in hours per day and days per week (hours of coverage)
- an applicable Service Delivery Method (SDM)
- a type and level of response time (e.g. a response time objective for parts delivery)

Only one Base Warranty Service option is allowed per machine type/model.

2.2 Base Maintenance Service (BMS)

The Base Maintenance Service for a given machine type/model is determined by the Technical Support Services Planning Group from a predefined set of Base Maintenance Service options. Each Base Maintenance Service option is defined by a combination of:

- period of coverage in hours per day and days per week (hours of coverage)
- an applicable Service Delivery Method (SDM)
- a type and level of response time (e.g. a response time objective for an engineer on site)

Only one Base Maintenance Service option is allowed per machine type/model.

Base Warranty Service is the entry point for Base Maintenance Service.

2.3 Warranty Service Upgrade (WSU)

Warranty Service Upgrade enhances the level of service from the Base Warranty Service associated with the machine type/model. Warranty Service Upgrades can include single elements or combinations of:

- extended hours of coverage
- upgraded Service Delivery Method (SDM)
- higher level of response time objective

✅ The Warranty Service Upgrade period must end no later than the Base Warranty Service end date.

2.4 Maintenance Service Upgrade (MSU)

Maintenance Service Upgrade enhances the level of service from the Base Maintenance Service associated with the machine type/model. Maintenance Service Upgrades can include single elements or combinations of:

- extended hours of coverage
- upgraded Service Delivery Method (SDM)
- higher level of response time objective
The duration of a Maintenance Service Upgrade must be 12 months minimum and must end at the same time as the Base Maintenance Service.

2.5 Warranty Service Upgrade with Committed service levels (WSUC)

Warranty Service Upgrade with Committed service levels enhances the level of response time of the base IBM Warranty service, associated with the IBM machine type/model and feature. Warranty Service Upgrades with committed service levels can include single elements or combinations of:
- extended hours of coverage
- upgraded Service Delivery Method (SDM)
- committed level of response time objective

The Warranty Service Upgrade with Committed service levels period must end no later than the Base Warranty Service end date.

2.6 Maintenance Service Upgrade with Committed service levels (MSUC)

Maintenance Service Upgrade with Committed service levels enhances the level of response time of the IBM Maintenance service, associated with the IBM machine type/model and feature. Maintenance Service Upgrades with Committed service levels can include single elements or combinations of:
- extended hours of coverage
- upgraded Service Delivery Method (SDM)
- committed level of response time objective

The Maintenance Service Upgrade with Committed service levels period must end at the same time as the IBM Maintenance Service.

Note for ServicePacs: by design some ServicePacs integrate warranty service upgrades and maintenance service upgrades as Warranty and Maintenance Options (WAMOs). A very limited number of these WAMO ServicePacs are available at product announcement time and are designed to apply to High Volume Easily Configurable (HVEC) machines.

3.0 Customer Replaceable Units

3.1 CRU Definition.

Customer Replaceable Units (CRUs) are machine components which can be replaced by a non technical person. IBM identifies CRUs as either Tier 1 or Tier 2. For Tier 1 CRUs, during the warranty period, the customer is responsible for replacing a failing unit with an IBM supplied replacement unit. If the customer requests IBM to install the CRU then this will be separately charged. For Tier 2 CRUs, the customer may either install the replacement unit himself or request IBM to perform the installation at no additional charge under the machine warranty service. CRU information and replacement instructions are shipped with the machine and are available from IBM at any time on customer’s request.

CRU replacement by IBM under maintenance service depends on the service delivery method selected by the customer.

3.2 CRU Warranty Service

If the machine cannot be fixed with the help of IBM remote support, and if the identified failing component is a mandatory Customer Replaceable Unit (Tier 1 CRU), IBM will ship a CRU to the customer for replacement by the customer. If IBM instructs the customer to return the defective CRU then customer is responsible for returning it to IBM in accordance with IBM’s instructions. If customer does not return the defective CRU, as IBM instructs, within 30 days of receipt of the replacement CRU, then IBM may charge the customer for the replacement.
The same process is applicable for optional CRU (Tier 2 CRU) unless the customer has requested IBM to service via the warranty or repair service in place for the machine.

3.3 CRU Maintenance Service

If a machine contains one or more Customer Replaceable Units then the customer may select either a maintenance service including CRU replacement or a service where customer is responsible for CRU replacement. If the customer is replacing CRUs then the service delivery method assigned is defined as "limited". The delivery and return process is as described above under CRU Warranty Service. For a machine entirely composed of CRUs the service delivery method assigned is Customer Unit Replacement (CUR).

4.0 Service Delivery Method (SDM)

4.1 IBM Standard Maintenance.

Customer Unit Replacement (CUR) - repair activity performed by customer -
If a machine is entirely composed of CRUs and the machine cannot be fixed with the help of IBM remote support, then IBM will ship a CRU to the customer for replacement by the customer as described under the section Customer Replaceable Units.

Customer Carry in Repair (CCR) - repair activity performed at an IBM Service Centre -
If the machine cannot be fixed with the help of IBM remote support, the customer is responsible to disconnect and bring the failing machine to an IBM designated location (a depot or Service Centre). Once the machine is repaired by IBM, the customer is then responsible to take the machine back from the designated location and reactivate it. Customer Carry in Repair of machines is accepted only during the opening hours of the designated location, Monday to Friday excluding national holidays.

Note: This service includes replacement of CRU components, Tier 1 and Tier 2, by IBM.

Customer Carry in Repair Limited (CCL) - repair activity performed at an IBM Service Centre, excluding CRUs
Service is same as CCR but the customer is responsible for replacement of Tier 1 CRUs.

IBM Courier Repair (ICR) - repair activity performed at an IBM Service Centre -
If the machine cannot be fixed with the help of IBM remote support, an IBM designated courier will collect the defective machine and return the repaired machine to the customer's site. The customer is responsible to disconnect and reactivate the machine.

Note: This service includes replacement of CRU components, Tier 1 and Tier 2, by IBM.

IBM Courier Repair Limited (ICL) - repair activity performed at an IBM Service Centre, excluding CRUs
Service is same as ICR but the customer is responsible for replacement of Tier 1 CRUs.

Customer On-site Exchange (COE) - machine exchanged by Customer -
If the machine cannot be fixed with the help of IBM remote support, a machine in good working order is sent to the customer's site so that the customer can replace the failing machine. The customer is responsible to disconnect the defective machine, activate the replacement machine and return the defective machine to IBM in accordance with IBM's instructions. If customer does not return the defective machine, as IBM instructs, within 30 days of receipt of the replacement machine, IBM may charge the customer for the replacement.

IBM Courier Exchange (ICE) - machine exchanged at Customer site -
If the machine cannot be fixed with the help of IBM remote support, the defective machine is exchanged for a machine in good working order by an IBM designated courier. The customer is responsible to disconnect the defective machine and activate the replacement machine.
IBM On-site Exchange (IOE) - machine exchanged on-site at Customer site -
If the machine cannot be fixed with the help of IBM remote support, the machine is exchanged for a
machine in good working order by an IBM representative at customer's site. The IBM representative
will disconnect the defective machine and connect the replacement machine.

IBM On-site Repair (IOR) - repair performed at Customer site -
If the machine cannot be fixed with the help of IBM remote support, the repair activity is performed by
an IBM representative at the customer's site.

Note: This service includes replacement of CRU components, Tier 1 and Tier 2, by IBM.

IBM On-site Repair Limited (IOL) – repair performed at Customer site, excluding
CRUs-
Service is same as IOR but the customer is responsible for replacement of Tier 1 CRUs.

4.2 IBM non Standard Maintenance and Multi-vendor Maintenance Services

IBM Parts only Repair (IPR) - parts replaced at Customer site -
If the machine cannot be fixed with the help of IBM remote support, an IBM or non-IBM part will be
shipped for replacement by customer's qualified personnel or customer's contracted third party.

IBM Labour only Repair (ILR) - labour performed at Customer site -
If the machine cannot be fixed with the help of IBM remote support, the repair labour activity is
performed by a qualified IBM representative at customer’s site. Parts are supplied by customer or
customer’s contracted third party.

Note: IBM Statements of Work identify parts provision as a customer responsibility.

On-site central Repair by Volume (ORV) - repair performed at Customer central site -
If the machine cannot be fixed with the help of IBM remote support, then the machine is held by the
customer at a customer central site. When the number of machines needing repair has reached a
defined repair volume then the customer schedules with IBM on-site repair activity by an IBM
representative at the customer central site. IBM will install both Tier 1 and Tier 2 CRUs under this
service.

On-site central Repair by Date (ORD) - repair performed at Customer central site -
If the machine cannot be fixed with the help of IBM remote support, the on-site repair activity is
performed by an IBM representative at an agreed customer central site during a regular service
window, e.g. weekly on Tuesday between 14:00 and 17:00. IBM will install both Tier 1 and Tier 2
CRUs under this service.

4.3 Technical Transformation Services – Service Delivery Methods

Screening means initial remote PD/PSI (Problem Determination/Problem Source Identification)
activity on a customer's service request that is performed by technical support personnel. Typically
this is the first technical activity performed after the service request has been entered into the call
management system and the customer has been entitled. Call Screening results in the creation of the
initial action plan to resolve the service request.

IBM screened full Vendor Repair (IVR) - repair performed by Vendor -
Call arrives from vendor for IBM screening. If the machine cannot be fixed with the help of IBM remote
support, the repair activity is performed by a vendor at customer site.

Vendor screened IBM On-site Labour (VOL) - labour performed at Customer site -
Call arrives at IBM from the vendor after screening by the vendor. The repair activity is performed by
a qualified IBM representative at the customer’s site. Parts are supplied by customer or customer
contracted third party.

IBM is only responsible for providing the on-site repair service, labour only.
Vendor screened IBM On-site Repair (VOR) - repair performed at Customer site -
Call arrives at IBM from the vendor after screening by the vendor. The repair activity is performed by
a qualified IBM representative at the customer’s site.
IBM is responsible for providing full on-site repair (labour and parts).

5.0 Response Times

A response time specifies the duration of a service response. The response time provides the
customer with either an indication of the average duration - for standard services - or a maximum
duration - for committed services.
The response time is calculated within the applicable hours of coverage for the service.

Response Times depend on the time the service request is registered. The Latest Call Registration
(LCR) indicates the latest time at which IBM can register a call in order to perform the defined level of
service. For calls registered after this time, the Response Time target calculation will begin at the start
of the Next Business Day (for applicability refer to the Service Level Descriptions table on IBM’s
internet address: http://www-5.ibm.com/services/europe/maintenance/).

5.1 Response Time Types

For a given Service Delivery Method one or more of the following response time types can apply:

**Contact Time (CNT)** is the period of time between when the customer’s service request is registered
in IBM’s Call Management System and when the customer is contacted by a qualified representative
as a first step of problem determination or resolution.
In some cases a Call is handled with a live call transfer from IBM’s Request Centre to a qualified
representative. These cases are specified with a 0.2 hr Contact Time starting when the Customer
receives its incident number. This allows the qualified representative to answer the call or to re-
contact the customer in case of call discontinuity during the live call transfer.

**On-site Response Time (ORT) - of service representative and parts** - is the period of time
between the customer’s service request registration in IBM'S Call Management System and the
service representative arriving at the customer’s machine location for repair/exchange (for IOR/IOE
service) or the courier arriving at the customer’s site to exchange the failing machine (for ICE service).

**Fix Time (FXT)** is the period of time between the customer’s service request registration in IBM’S Call
Management System and restoration of the failing machine to operational readiness (IOR).

**Turn Around Time (TAT)** is the period of time between:
i) the customer placing the failing machine at an IBM designated location and the availability of the
repaired machine for pick up at the designated location by the customer (for CCR service); or
ii) the end of remote problem determination of the service request by the IBM Support Centre and the
return of the repaired machine at the customer’s site (for ICR service).

**Parts Arrival Time (PAT)** is the period of time between the customer's service request registration in IBM’S Call
Management System and the arrival of the part, required to restore the defective machine
to working condition, at the customer’s machine location.

**Vendor Feedback Time (IBM service representative assigned) (VFT)** is the period of time between
the vendor’s service request registration in IBM’S Call Management System and the feedback to the
vendor about the assignment of the IBM designated service representative.

5.2 Response Time Objectives

**Target Response Times (no commitment).** Target Response Times apply to standard services and
indicate the average duration of a service response. If they are not met and IBM has made
commercially reasonable efforts to meet them, then no further consequences will apply.
Duration of a service response is calculated in business days as follows:

- **SBD**: Same Business Day
- **NBD**: Next Business Day
- **2BD**: Second Business Day
- **XBD**: Others X Business Day

Notes:

i) When a SBD Response Time Objective is combined with 24x7 Hours of Coverage (refer to section 7), calls will be served with an average 6 hours response time.

**ServicePac Response Time.** The target time for the completion of problem determination is an average of 2 hours from the customer's service request being registered in IBM's Call Management System. The 4 hour On-Site Response Time of some ServicePacs is defined as the period of time between the end of Screening and the service representative arriving at the customer’s machine location for repair/exchange (IOR/IOE) or the courier arriving at the customer’s site to exchange the failing machine (ICE).

The sum of the two elements: 2 Hour PD + 4 Hour On-Site Response after PD, is the On-Site Response Time (ORT) target, which is consistent with the service description for SBD IOR.

eg. For IOR SBD and 24 x 7 hours of coverage the average target On-site Response Time is 6 hours, which is equal to a 2 hours average target for Problem Determination and 4 hours average target for On-site Response Time after Problem Determination.

It should be noted that average targets are set for guidance and that actual times will vary by complexity of service request.

**Committed Response Times.** Committed response times are contracted via a separate supplement which defines the service credits paid if the committed response time is not achieved. Committed Response Times are available for Response Time Types of CNT, ORT and FXT.

### 6.0 Hours of Coverage

Hours of Coverage defines IBM's operational hours during which maintenance support is provided to the customer according to the entitled service level. Independent of the defined coverage the customer is entitled to place a service request 24x7 by voice or electronic means however IBM will only react to this service request during the applicable Hours of Coverage.

Hours of Coverage are based on the time zone of the country/geography where the machine is located. The Hours of Coverage starting and finishing times may vary by country due to local custom but are required to be set within the same calendar day.

**9x5 coverage**

9 hours per day, Monday through Friday, excluding public & national holidays;

**11x5 coverage**

11 hours per day, Monday through Friday, excluding public & national holidays;

**18x6 coverage**

18 hours per day, Monday through Saturday, excluding public & national holidays;

**24x7 coverage**

24 hours per day, Monday through Sunday, 365 days a year.

*Note: in Israel the Hours of Coverage are defined according to their normal working week starting on Sunday and ending on Thursday*
7.0 Mode of Operations

7.1 Handling of a Customer Service Request

A service request received by IBM is recorded in the IBM Call Management System and after verification of service entitlement against contracted service routed to the appropriate Support Centre. IBM will perform problem determination remotely. Customer is required to work with IBM during problem determination and to perform those activities that IBM may request. The objective of problem determination is to identify whether the problem resides with the IBM machine covered by the contracted service or with other machines or software. If the problem determination result is that the failing machine is covered by the contracted service, then repair service will be started in accordance with the contracted Service Level Code as defined below.

8.0 Available Service Levels

The service levels are described as a combination of Service Delivery Method, Response Time type and objective, and Hours of Coverage (Service Level Description). Each service level is referenced by a specific Service Level Code (SLC).

In IBM's contract Schedules, “Type of Service” is a combination of Service Delivery Method and Response Time type and objective. Hours of Coverage are shown separately.

Availability and applicability of a service level to a product may vary by country and selected contract. A list of available service levels can be found at the following IBM internet address: http://www-5.ibm.com/services/europe/maintenance/

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