

# IBM Z ISV Center Support Quick Start Guide May 9, 2025

International Business Machines Corporation  
IBM Z ISV Development Programs

This document is intended for the sole use of participants in IBM Z and IBM LinuxONE Partner Network programs who engage with the IBM Z ISV Development Programs for support and is not to be distributed to non-participants or used for purposes other than intended.

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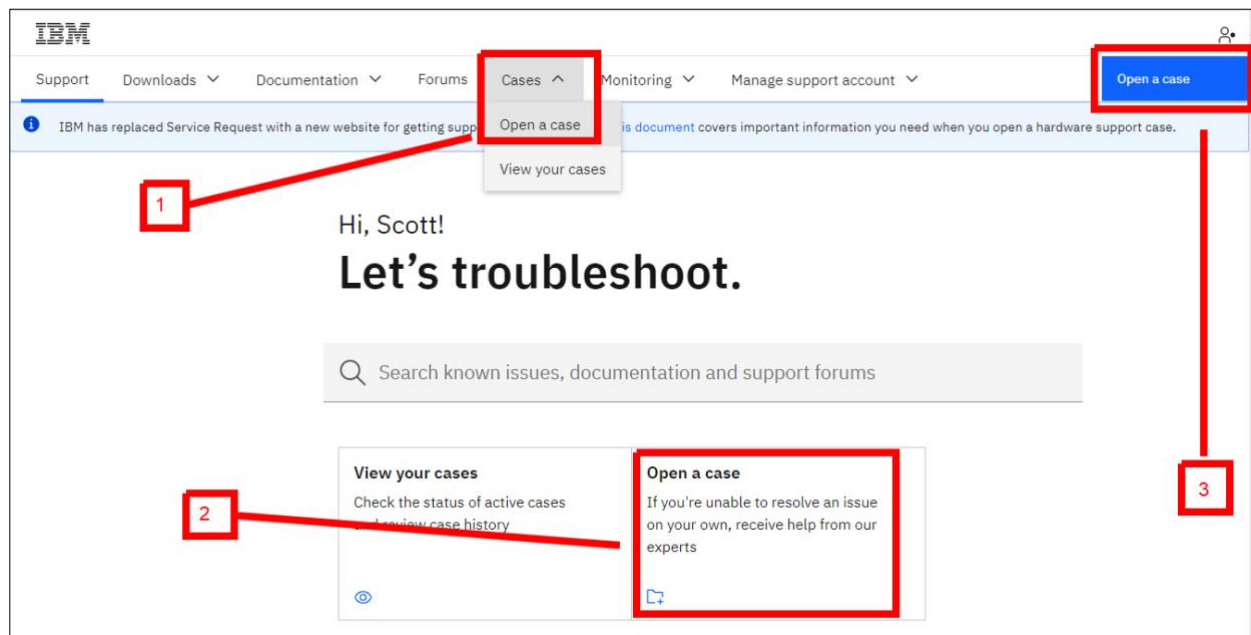
# 1 Getting started

Support for the Remote Development and Early Test Program offerings is provided via the [IBM Support](#) portal which provides a common platform for customers and IBM Support Agents to have a unified view of support tickets. This document provides instructions and resources for using IBM Support. You will need an [IBMid](#) to access the IBM Support portal.

## 2 Submitting a case to zTech

Follow these steps to open an IBM Support case for the IBM Z ISV Development Programs Team (zTech).

1. Navigate to [IBM Support](#).
2. From the **Cases** menu, select **Open a Case** or click the **Open a Case** button in the upper right-hand corner or click **Open a Case** in the top-right corner of any Support site page (see screenshot below).



3. Enter your IBMid and password to log in, if prompted.
4. Complete and confirm the form data in each section on the **Open a Case** page.
  - a. In the **General** section, select **Product support** for the **Type of support** you need and enter a **Case title** to describe your case (maximum length 255 characters).

- b. In the **Product information** section, enter **IBM** for the **Product manufacturer** and enter **zTech** for the **Product**. The **Product serial number or client asset identifier** field directly below **Product** is not used for zTech support and should not be used in place of **Product**.

- c. In the **Severity and account information** section, select the appropriate **Severity**.

**Note: Level 1 – Critical business impact (production or service is down)** severity should not be selected as the IBM Z ISV Center does not handle traditional Severity 1 cases. Please refer to **5 Case severity and escalation** for more information on how cases are handled by case severity.

- a. Choose a **Program offering** that best matches the program that is related to your question. (Optional)
- b. Choose an **OS type** that best matches the operating system you are using, if applicable. (Optional)
- c. Choose an **OS version** that best matches the operating system level you are using, if applicable. (Optional)
- d. Provide your **system name**, if applicable. E.g., ETPGxxx. (Optional)
- e. If needed, select yes or no in **Logon permission** to indicate if the ISV Center technical staff has your permission to log onto your system for troubleshooting. (Optional)
- f. If yes was selected in **Logon permission**, please specify if there are any **Logon restrictions** you would like for the ISV Center technical staff to adhere to when logging onto your system.
- d. In the **Case Description** section, enter a **Description** of the issue as clearly and completely as you can. Watson analyzes the information entered and offers tips to improve the content. If a known solution is available, it displays alongside the description.

Case description

\* Description

176/32000

My system's fan is making an unusual noise. I have tried rebooting.

Can you please send me an explanation or documentation, or give me a workaround or other help?

Thank you!

If you happen to know the product version that would be great.

Tips for description field

Include the following information in the description to expedite your case

Product version number (if available)

✓ Problem

example: "we see error code/message", "function that is failing"

✓ Steps to reproduce

example: "tried restarting", "collected the trace"

✓ Suggestions/Answers you seek

example: "workaround", "help", "advise", "explanation", "how to"

✓ Expected outcome

example: "reset password", "send replacement", "analyze diagnostic output"

- e. In the **Attachments and Team Members** section, use the **Upload** button to attach any relevant documents or screenshots, and enter or confirm the **Case contact number**. **Client reference number** can be ignored.
  - f. To add team members to the case, search for them in the **Add team members** field. You can add team members to the case whether or not they are associated with your accounts. For more information about adding team members, refer to the [Adding Team Members To New and Existing Cases](#) support topic.
  - g. If desired, check the box to **Save this case as a template for future use** and then enter a **Case template title** for the new template. For more information, refer to the [Working with Case Templates](#) support topic.
5. Review the information entered then click **Submit case**. The **Case detail** page displays including the **Case number** which you may need for further contact with IBM Support about this issue.

## 3 Managing existing cases

If you have information to add or changes to make after you open a case on the IBM Support site, you can update your cases through the **Case detail** page. Refer to the [How To Update Cases](#) support topic for instructions.

## 4 Technical support hours

Standard zTech support hours are 07:00 to 19:00 US Central Time Monday through Friday except on IBM holidays. Cases received after hours, on weekends, or on holidays will be processed the next business day.

If you would like to receive notifications regarding holiday support hours and planned system maintenance, please follow the instructions below to join the IBM Z Dallas ISV Secure User Group in the IBM Z and LinuxOne Community. The secure user group is a place for partners to collaborate, ask questions, trade tips and tricks, and receive relevant system notifications. Your membership will not be approved if you are not enrolled in an active program in the IBM Z ISV Development Programs.

1. Navigate to the [IBM Z and LinuxONE Community](#).
2. Enter your IBMid and password to log in, if prompted. If you do not have an IBMid, you may create one by clicking **Create an IBMid**. Refer to the [IBMid](#) support topic for additional guidance.
3. Read the contributor terms and conditions on the screen then click **I Agree** to proceed.
4. Once you have joined the IBM Z and LinuxONE community, [request to join](#) to the IBM Z Dallas ISV Center Community.
5. If approved, you will receive an email containing a personal link to join the group.

For assistance, please open a case through the [IBM Support](#).

## 5 Case severity and escalation

Cases are triaged based on the severity selected by the user when the case is entered or updated. All cases will receive an initial response within one business day. The following are the expected response times by severity level:

Case severity level	Description	Ongoing response times
<b>1 – Critical business impact</b>	Production service is down	N/A
<b>2 – Significant impact</b>	A non-production system is down	Every 2 business days
<b>3 – Minor business impact</b>	Experiencing a technical issue but system is still functional	Every 3 business days
<b>4 – Minimal impact</b>	How-to questions, minor problems	Every 5 business days

zTech does not handle severity 1 cases. During a severity 1 case, IBM case handling best practices requires continual effort on a 24x7 basis until the issue has been resolved and the case is closed. The IBM Z ISV Center does not support production services for ISVs or other critical business workloads. Additionally, we do not offer Service Level Agreements for any of our program offerings. This combination of factors makes the IBM Z ISV Center ineligible to offer and support severity 1 case handling for ISVs. If you set the case severity to 1, the zTech support agents will modify the severity to another value that better aligns with the description of your case.

Escalating the severity of the case triggers a notification to the IBM Z ISV Development Programs Director and the Escalation Team. Upon escalation, the case will be evaluated by the Escalation Team and appropriate actions will be taken to address the escalation. If you have escalated a case accidentally or no longer require the escalation, you can update the severity of the case from the view in the IBM Support portal.

## 6 Additional resources

For additional content and details on using IBM Support, please refer to the [IBM Support Guide](#).