IBM

TMDB
Service Request Portal
User Manual

Version 0.6

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1. Introduction

This User Manual contains all essential information to make full use of the TMDB Service Request Portal. It is intended for Registry and Registrar operators that have access to the TMDB system.

1.1. Overview of the TMDB Service Request Portal

When searching for answers on TMDB related issues, questions may arise that go beyond the scope of the TMDB User Manual or FAQ. The TMDB Service Request Portal allows you to request help with even your most complex issues.

Using the TMDB Service Request Portal, you can submit your questions and issues online, which are then routed to the appropriate member of IBM's support staff. You can track the progress of your Service Requests right from the TMDB Service Request Portal web client. Automatic notifications let you know when your Service Request is resolved or when more information is required.

1.2. Overview of this User Manual

There are three main sections:

- **Chapter 1:** Introduction and overview of this document.
- **Chapter 2:** Self-register with the TMDB Service Request Portal. This is a multi-step, one-time procedure that will allow you to gain access to the TMDB Service Request Portal.
- **Chapter 3:** Using the TMDB Service Request Portal. This section contains instructions for creating and tracking Service Requests.

2. Self-Registering with the Service Request Portal

Self-registering with the TMDB Service Request Portal is a multi-step, one-time procedure that will allow you to gain access to the TMDB Service Request Portal. The self-registration process consists of two basic steps:

- Creating an IBM.com account
- Requesting access to TMDB Service Request Portal by downloading, filling out and submitting a form back to IBM via email

This chapter provides a general overview of both steps.

2.1. Creating an IBM.com Account

The TMDB Service Request Portal is based on the IBM Maximo software. In order to access this IBM software, you must first be registered at IBM.com. You can reach IBM.COM using the following URL:

> https://www.ibm.com/account/myibm/profile.do?cc=us&lc=en&page=reg

This will take you to the IBM registration page. Enter your name, email, password and security information and click
Register to submit the registration.

Figure 1: The IBM.com Registration Screen

You can modify your profile information by logging back on to IBM.com (using the URL below) after registration.

> https://www.ibm.com/account/myibm/profile.do?cc=us&lc=en

2.2. Request Access to the TMDB Service Request Portal

After successfully registering on IBM.com, access to the TMDB Service Request Portal can be requested by filling out and submitting a self-registration form; this process takes three steps detailed below.

2.2.1. Step 1: Download the self-registration form

Once you have obtained an IBM.com account, visit the ICANN website using following URL:

http://newgtlds.icann.org/en/about/trademark-clearinghouse/scsvcs

From this page you will have to download a self-registration form. Select the link IBM Self-Registration Form to download the form.

2.2.2. Step 2: Fill out the self-registration form

Once you have completed the download, the self-registration form needs to be filled in In order to gain access. Using the downloaded self-registration form you can apply for up to five accounts; complete a row in the registration form for each account requested.

Environment	INTRANET LOGIN ID (in lowercase)	FIRSTNAME (max. 30 chars)	LASTNAME (max. 30 chars)	PRIMARYPHONE (max. 20 chars)	PRIMARY MAIL	Default Insert Site
Select the instance where the account will be located.	Paste your account ID. This has to be the primary email address for IBM personal.	The first name of the user.	The last name of the user.	The phone number of the user.	Autopopulated field.	For ESS8 this is ITD-ESS8
ess8 prod	rogelio.fuerte@ironmountain.com	Rogelio "JR"	Fuerte	+1 (858) 499-1622	rogelio.fuerte@ironmountain.com	ITD-ESS8 ITD-ESS8

Open the downloaded "IBM Self Registration Form.xls" and complete the following fields:

- **Environment:** enter "ESS8 PROD"
- **INTRANET LOGIN ID**: enter the email address that was registered on IBM.com
- **FIRSTNAME**: enter your first name
- **LASTNAME**: enter your last name
- **PRIMARYPHONE**: enter an email address to which your service information may be sent
- **PRIMARY MAIL**: same as INTRANET LOGIN ID
- **Default Insert Site**: enter "ITD-ESS8"

TIMEZONE	Default Customer (see Ref Customer)	SECURITY PROFILE (see Ref Security Profiles)	ACTION REQUIRED	COMMENT
The timezone of the user. The value of ll time fields in the tool will be converted to match this.	The employer the user is working for. Must be IBM for all IBM personal.	Select which privileges should be granted to the user.	Which action should be performed by the user administration on this account?	Paste any further comments here.
America/Los_Angeles	TMC-01	Customer End User	ADD new account	On ESS8 UAT/preprod/PROD, please add comment: Project Manager + department: Iron Mountain (escrow agent)

- **TIMEZONE**: enter your time zone
- **Default Customer**: enter either "TMC-01" for ICANN and Iron Mountain or "TMC-02" for Deloitte
- **SECURITY PROFILE**: enter "Customer End User"
- **ACTION REQUIRED**: enter "ADD new account"
- **COMMENT**: You may enter optional comments

2.2.3. Step 3: Submit the self-registration form

When the form is complete, send it via email to the IBM Service Desk (ICANNSD@nl.ibm.com) who will create an access Service Request (SR).

3. Using the Service Request Portal

This chapter describes the usage of the TMDB Service Request Portal. It describes how to create and track service requests.

3.1. Logging on to the TMDB Service Request Portal

You can reach the TMDB Service Request Portal via the following URL:

https://www.ess8.uk.smi.ibm.com:8452/maximo

Please use Windows Internet Explorer (6 or higher) or Firefox (17 or higher) with the Internet Explorer add-in.

Figure 2: The Service Request Portal Login Screen

Log on to the TMDB Service Request Portal using your credentials:

- **User name**: your email address as supplied to IBM.com
- **Password**: your password as supplied to IBM.com

Once you have logged on to the TMDB Service Request Portal, the following screen will appear:

Figure 3: The TMDB Service Request Portal Initial Screen

To start creating and tracking your service requests, click on the "Self Service" tab:

Figure 4: The Service Request Portal Options

3.2. Creating a New Service Request (SR)

To create a new Service Request, click on "Go to" from the upper right side of your screen and Select "Self Service", then "Service Request" and then "Create Service Request":
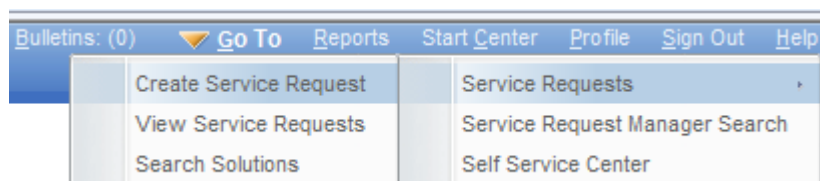
The "Create Service Request" screen will appear. Enter the information regarding the new service request into this screen.

Figure 5: Creating a Self-service Request

Fields with a red star (*) are required and must be filled in.

- In the summary field enter a brief description of the Incident.
- In the Details field enter as much information as possible regarding the Incident to help expedite a resolution.

Figure 6: Describing the Service Request

You also have the option to attach a document to the service request.
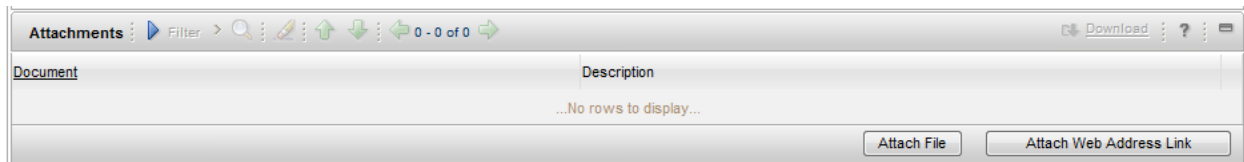
Figure 7: Attach a Document to a Service Request (1)

To do this, select the "attach file" button; the following screen will appear.
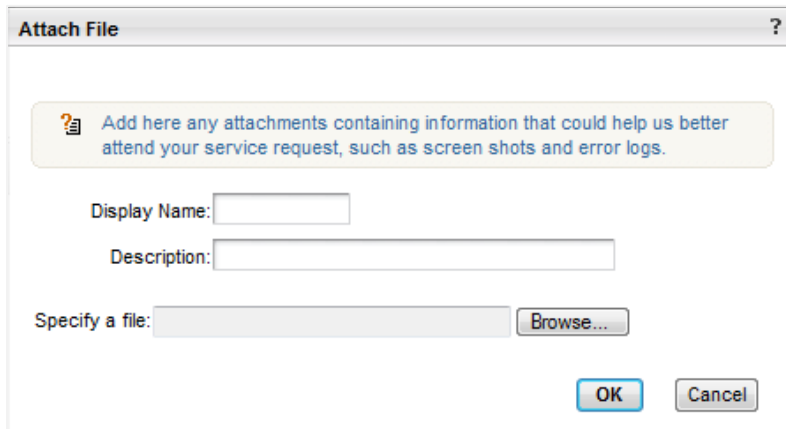
Figure 8: Attach a Document to a Service Request (2)

Click on the "Browse" button and select the file you want to attach. You will see the attached document in the service request window (see below).
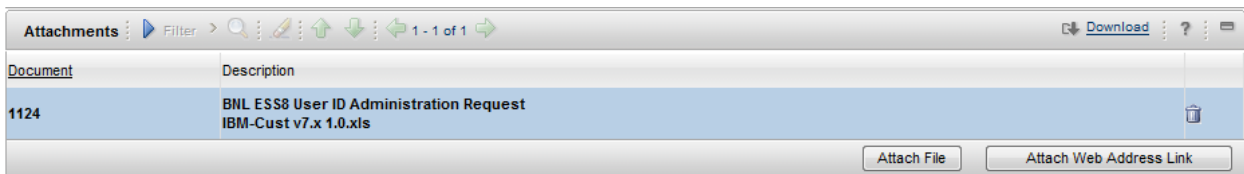
Figure 9: Attach a Document to a Service Request (3)

After completing all fields, you can review the data and attachment(s) before submitting the Service Request.

Figure 10: Reviewing and Submitting a Service Request

To submit the Service Request, click on the "Submit" button in the lower right side of the screen; the screen below will display.

The submitted Service Request will be picked up by the IBM Service Desk and dispatched to the correct group for resolution.

3.3. Check on Service Requests

In the "Start Center" you can find all of the service requests that you have created.
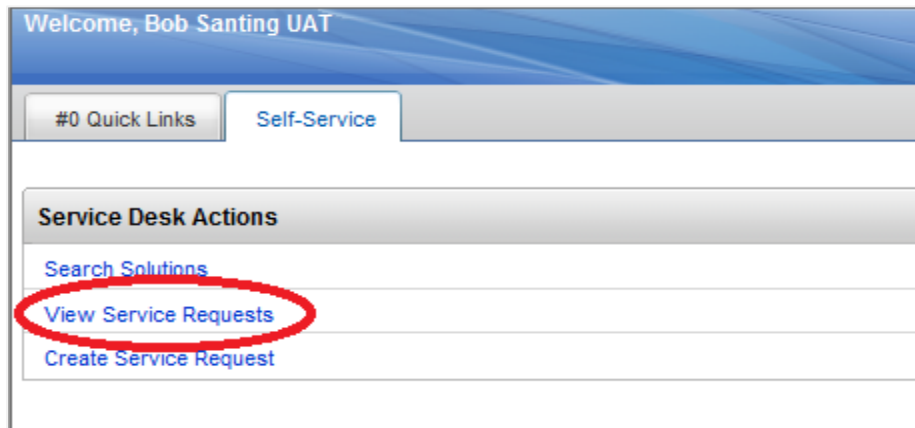
Figure 11: Check on Service Requests

Using the screen below, you can search for a specific Service Request or see a list of all of your Service Requests.

Figure 12: Search for Service Requests

Clicking on the Service Request number opens the record and displays all of the details associated with the Service Request.
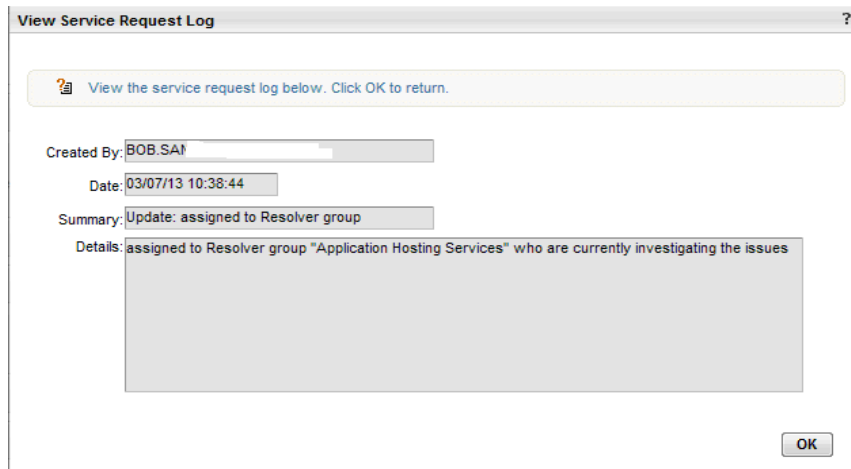

Figure 13: An Active Service Request

Updates about action(s) taken with regards to the Service Request are displayed on the bottom of the screen.

Figure 14: Service Request Update Overview

Clicking on the word "Update" allows you to view the details of the update.
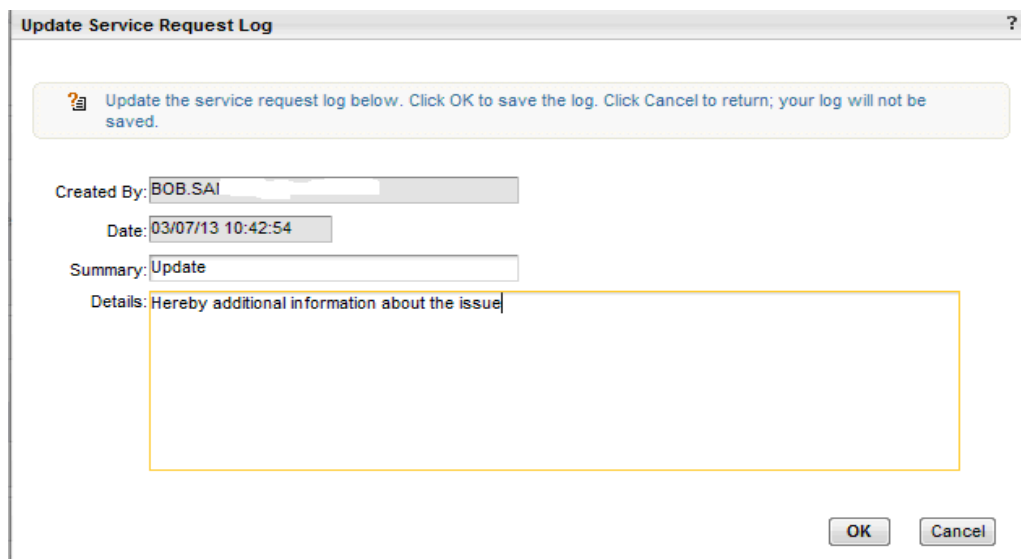
Figure 15: Service Request Update

3.4. Add Updates to an Existing Service Request

You can add comments and additional details to an existing Service Request by clicking on the "Update Service Request" button and then the "Add Log Entry" button. Fill in the Summary and Details fields and click OK.

Figure 16: Updating a Service Request

As the Service Requestor, you will get an automatic email notification from the Service Request Portal when creating a new Service Request and when the Service Request has been resolved.