

Support flow

Service personnel job roles for the Diamanti SR630 support model

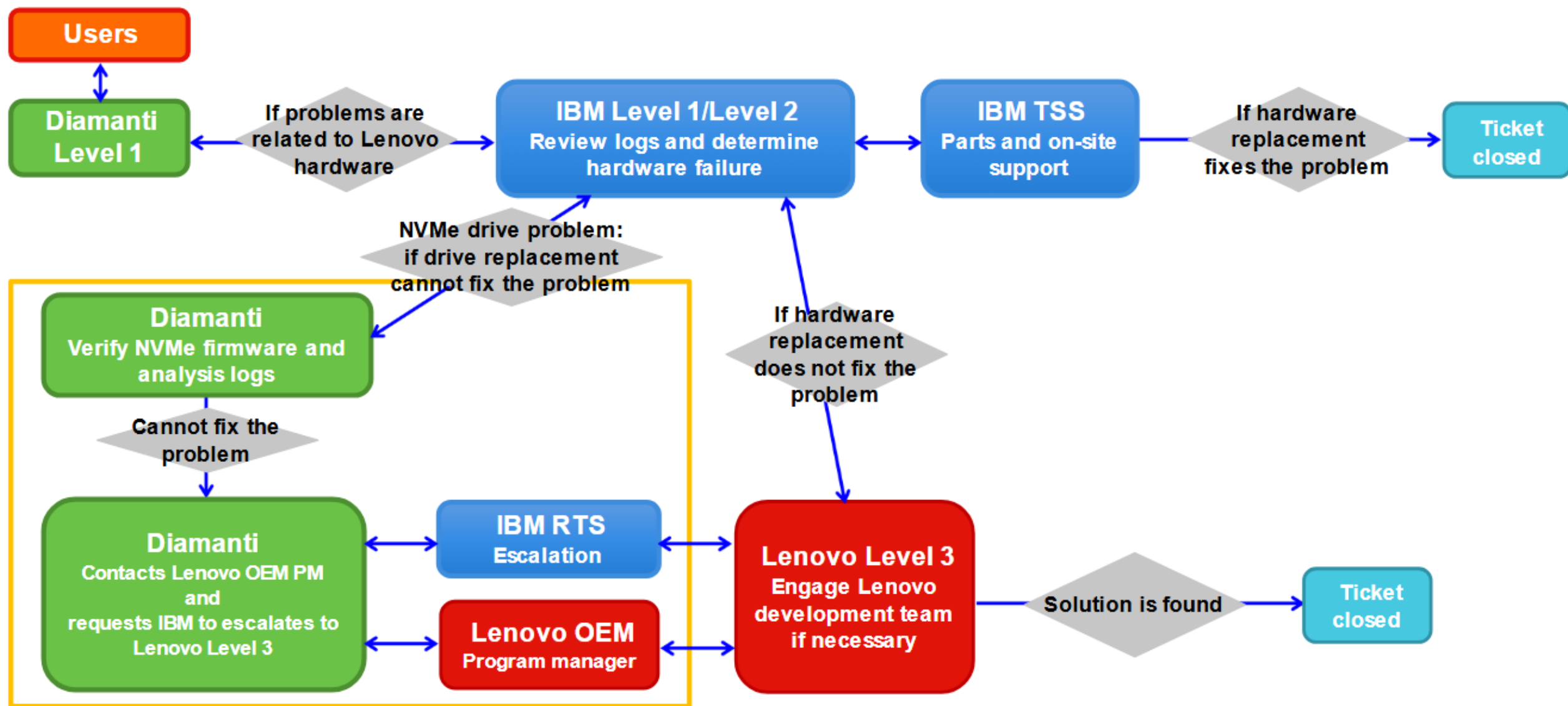
Diamanti SR630 support model overview

- The Diamanti support team is the single point of contact for users.
- If the Diamanti support team determines the issue is related to Diamanti PCIe cards, the Diamanti support team will send replacement cards and call the user to guide them through the card replacement procedure.
- If the Diamanti support team determines the issue is related to Lenovo hardware, the Diamanti support team will use Lenovo XClarity Essentials CLI (OneCLI) to collect FFDC logs and then escalate the problem to the IBM support team. (NVMe drive issues follow a different procedure – refer to the [Hardware replacement procedures](#) section for more information.)
- The IBM support team will provide any necessary on-site support for Lenovo hardware replacement.
- The IBM support team will not handle software-related problems.
- The IBM support team will not handle Diamanti PCIe card problems.
- If necessary, the IBM support team will escalate Lenovo hardware problems to the Lenovo product engineering (PE) team for further analysis.

Service roles and responsibility

- Diamanti
 - Handle all user questions as Level 0 support
 - Level 1 to Level 3 support for Diamanti software
 - Level 1 to Level 3 support for Diamanti hardware
 - Level 1 to Level 2 support for Lenovo NVMe drives
- IBM
 - Level 1 to Level 2 support for all Lenovo hardware except NVMe drives
- Lenovo
 - Level 3 support for all Lenovo hardware

Support flow diagram



Reference

For more information, refer to the Diamanti customer support flow on GLOSSE:

https://glosse4lenovo.lenovo.com/wiki/glosse4restricted/view/Pages/MRef%20Pages/MREF_OEM_ON_DEMAND_Solution/SF_Diamanti%20Customer%20Support%20Flow/#TOP