

IS-ADAGIO - Useful information for SBS-IS Application Hosting at IBM

Summary

As our internal organization for "Global Application Hosting Services (GAHS)" has changed, please report incidents to IBM service desk only! Do NOT report them anymore to SC-TAS, RCS or Datacenter Technical Teams.

Please find here the best practices for incident processing with IBM.

- [Information to provide / Other Request management](#)
- [How to article to report & escalate an Incident](#)
- [Standard Information Message For Authorized Users](#)