

# 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](#)