



## Product Maintenance Services

### General Terms for Product Maintenance

Information for  
Customers

## ■ General Terms for Product Maintenance

- Terminology
- Product Life Cycle
- Product Maintenance Services
- Support Levels
- Support Priorities

## ■ Support Options

- Service Levels for Standard Support
- Service Levels for 24/7 Support
- Service Levels for Long Term Support
- Service Levels for Service Request Support

## ■ Handling of Support

- Means of Communication
- Ticket System
- Ticket Workflow
- Support Team's Approach to Support Cases

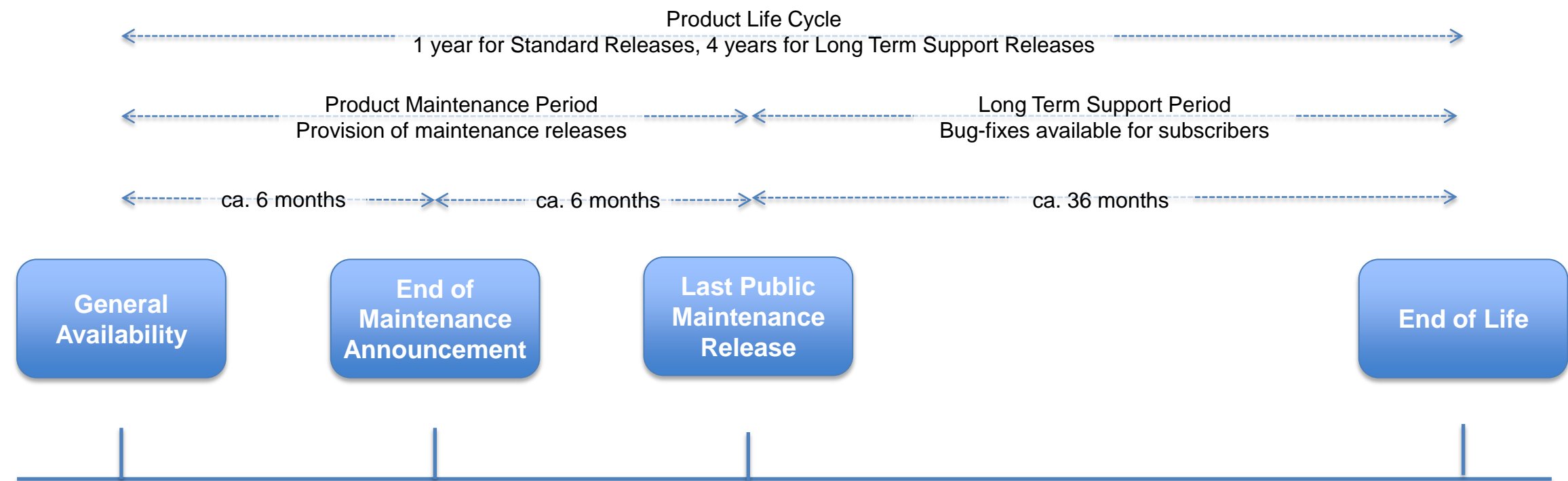
## ■ Summary

- Support Options
- Support Resources

- **Requesting Assistance**
  - *Request for Support*: request to support the resolution of an Incident or Problem (example issue types: Defect/Bug)
  - *Request for Change*: request to implement a Change of the product or documentation (example issue types: Improvement, Enhancement)
  - *Request for Service*: formal request for information or advice (example issue types: Question, Coaching)
  
- **Terms used for Service Management**
  - *Incident*: unplanned interruption or reduction in quality of the service provided by the product
  - *Problem*: known error or cause of recurring Incident that requires a Change
  - *Change*: addition, modification or removal of the behaviour of the product or of parts of the related documentation
  - *Service Request*: request for activities of proactive maintenance that are targeted to prevent Incidents and Problems, including coaching and advice on best practices

- Life Cycle Support
  - *Maintenance*: activities necessary for retaining or restoring the product to the specified operable condition to achieve its maximum useful life
- Service Level Objectives
  - *Response Time*: time between the arrival of an incoming Request for Support or Request for Service and the acceptance of that request by the First Level Support
  - *Resolution Time*: time between the acceptance of an Incident or Problem and its resolution (fix or workaround)
    - SOS does not guarantee fixed resolution times as these depend on the cause and nature of the specific problem
    - SOS strives to ensure customer satisfaction and provides timely guidance, delivery of workarounds and recovery of the service provided by the product

## General Terms for Product Maintenance: Product Life Cycle



- **General Availability**
  - The first release with a given major or minor version number
- **Last Public Maintenance Release**
  - End of Product Maintenance for a release. After this date bug-fixes are provided to releases and customers applicable for Long Term Support.
- **End of Life**
  - Bug-fixes will not be provided after this date
  - Continued 1st and 2nd Level Support for customers

- **Product Maintenance**
  - Maintenance Releases for bug-fixes
- **Defect Support**
  - Analysis and Resolution of Product and Documentation Defects
  - Workarounds are communicated if applicable
- **Build and Installation Support**
  - Support for customers to build binaries from source code
- **New Releases**
  - Maintenance for new features and components that become available
  - Support for system environment updates (operating system, DBMS)
- **Long Term Support**
  - Option to prolong the Product Maintenance of a release (one year after General Availability) up to three years starting from the Last Public Maintenance Release. SOS defines one release yearly for Long Term Support.

- **First Level Support**
  - accept Support Requests and Service Requests
  - resolve Incidents and restore the service provided by the product asap
  - add proper documentation for issues to the Ticket System
  - communicate solutions for known issues (Product Knowledge Base)
  - escalate new issues to Second Level Support
  
- **Second Level Support**
  - accept Incidents and Problems from First Level Support
  - perform root cause analysis
  - recommend configuration changes and provide workarounds if applicable
  - forward issues to Third Level Support if code modifications are required
  
- **Third Level Support**
  - resolve issues by source code modification (Change)
  - provide bug-fix releases

- **Severity**
  - High: a problem that severely affects system functionality
  - Medium: a problem that reduces system functionality
  - Low: an issue that does not require immediate attention
  
- **Impact**
  - Critical: business processes in a production environment are restricted
  - Major: multiple persons or business operations are affected
  - Minor: a single person or business operation is affected
  
- **Resulting Support Priority Matrix**

<b>Impact</b>	Critical	Major Issue	Major Issue	Production standstill
	Major	Minor Issue	Major Issue	Major Issue
	Minor	Minor Issue	Minor Issue	Minor Issue
		Low	Medium	High
			<b>Severity</b>	



- **Prerequisites for Handling of Support**
  - Issue Types supported: issues related to Incidents, Problems, Changes (Defect/Bug, Improvement, Enhancement)
  - Support Priorities: Minor Issue, Major Issue, Production Standstill
- **Scope of Support**
  - Product Maintenance, Defect Support, New Releases
  - Support covers: Product Defects and Documentation Defects
  - Workarounds are communicated if applicable
- **Service Levels**
  - Service Hours: Mon-Fri 9am-4pm CET (UTC+1) resp. CEST (UTC+2) except for German public holidays
  - Service Level Objectives
    - Support Priority: Minor Issue, Major Issue
      - Response Time: up to 12 hrs.
    - Support Priority: Production Standstill (Impact: critical, Severity: high)
      - Response Time: up to 1 hr.

- **Prerequisites for Handling of Support**
  - Supported Issue Types: issues related to Incidents (Defect/Bug)
  - Support Priority: Production Standstill (Impact: critical, Severity: high)
  
- **Scope of Support**
  - Defect Support
  - Workarounds are communicated if applicable
  
- **Service Levels**
  - Service Levels for Standard Support Option are inherited
  - Extended Service Hours: Mon-Fri 12am-9am and 4pm-12pm  
CET (UTC+1) resp. CEST (UTC+2)  
Sat-Sun, German public holidays 12am-12pm
  - Service Level Objectives
    - Support Priority: Production Standstill
      - Response Time: up to 1 hr.

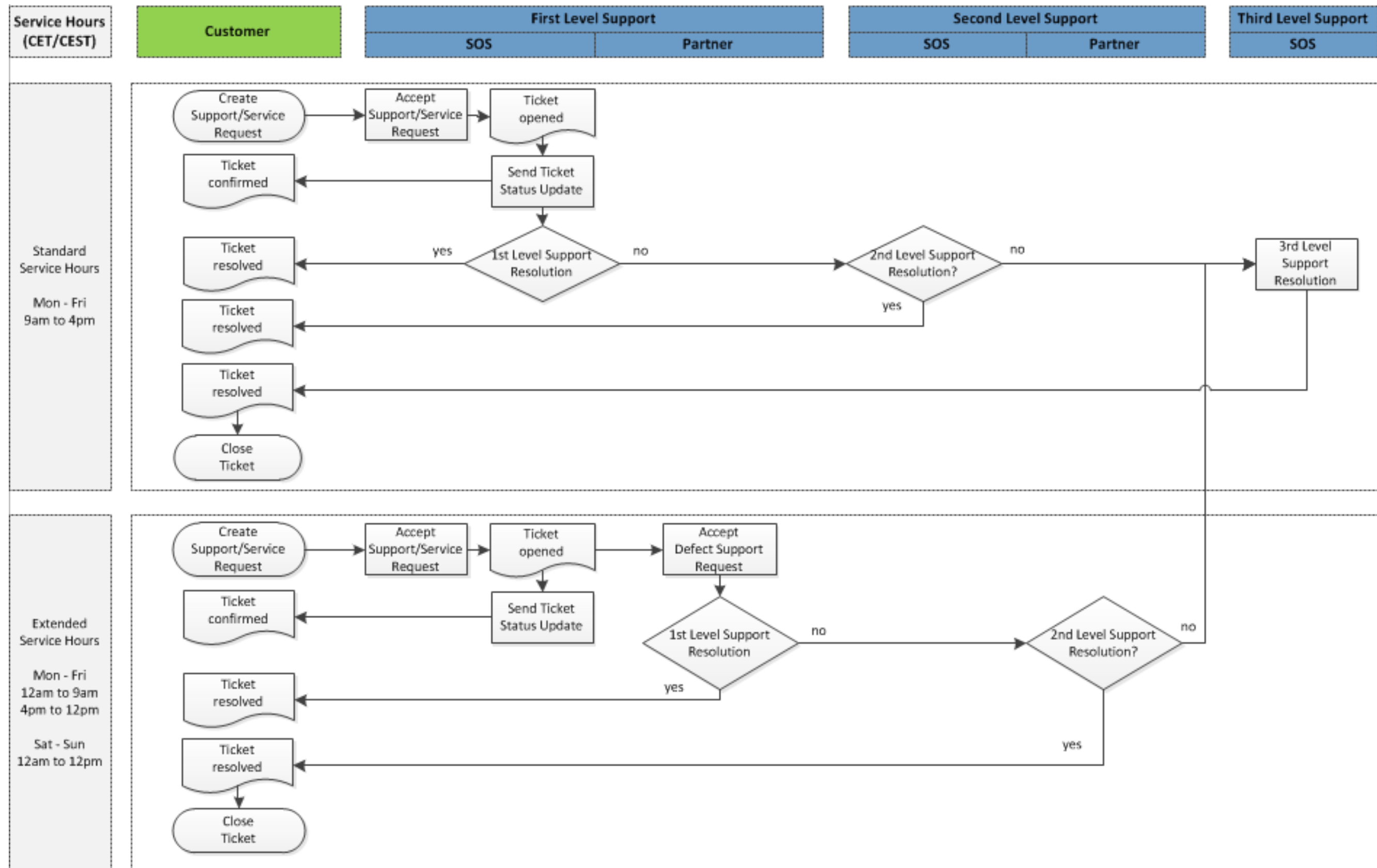
- Prerequisites for Handling of Support
  - Supported Issue Types: issues related to Incidents (Defect/Bug)
  - Support Priority: Major Issue
- Scope of Support
  - Support Option in addition to Standard Support or 24/7 Support
  - Option to prolong the Product Maintenance of a release (one year after General Availability) up to three years starting from the Last Public Maintenance Release. SOS defines one release yearly for Long Term Support.
  - Defect Support: bug-fixes applied to latest minor version of releases with Long Term Support on demand
  - Source code is maintained for all components
- Service Levels
  - Service Levels for Standard Support Option are inherited
  - Service Level Objectives
    - Support Priority: Major Issue
      - Response Time: up to 12 hrs.

- **Prerequisites for Handling of Support**
  - Supported Issue Types: issues related to Service Requests (Questions, Coaching)
  - Support Priorities: Minor Issue
- **Scope of Support**
  - Provide build and installation support
  - Provide answers to customer questions and advise on configuration issues
  - Perform coaching on best practices
- **Service Levels**
  - Service Hours for Standard Support inherited
  - Service Level Objectives
    - Support Priority: Minor Issue
      - Response Time: up to 12 hrs.
    - Support Quota
      - This support option is provided by individually sized support quotas

- Requesting Assistance
  - Primarily by 24/7 online Ticket System (TS)
  - On agreement acceptance of E-Mail to an individual support mail account
  - In case of TS outages: acceptance of E-Mail
  - In case of E-Mail outages: acceptance of phone calls
- Receiving Support
  - The support team
    - will primarily use the TS for contact during support cases
    - may contact the customer by E-Mail, Messenger or Phone if required
    - may launch web conferences
    - may directly access the customer's server system by VPN or SSH
  - The customer
    - will receive E-Mail notifications from the TS on ticket status updates
    - can enter additional information to a ticket in the TS at any time

- Ticket System
  - Online Ticket System (TS) available 24/7 for customers
  - E-Mail notifications are created on ticket status updates
- Ticket Handling for Incidents and Problems
  - Before creating tickets customers are asked to
    - verify that the Incident or Problem is related to a product defect
    - look-up known issues in the Product Knowledge Base to check for available solutions
  - When creating tickets customers are asked to
    - add a detailed description of the Incident or Problem
      - copy/paste error messages as reported by the system
      - describe the expected behaviour and effective behaviour of the system
    - add required information about their environment
      - state the product version and environment (operating system, database)
      - add log files and configuration files
      - More detailed instructions are available at [What information will SOS need when you submit a support request?](#)

## Handling of Support: Ticket Workflow by Support Level



# Summary of Support Options

## Summary: Support Options

Support Option		Support Coverage		Support Handling				Service Levels		
Contract Type	Calculation	Type of Assistance	Scope	Event Type	Issue Type	Support Level	Support Extension	Service Hours	Priority	Response Time
Standard Support	15% of licence fee	Request for Support	Product Maintenance Defect Support	Incident Problem	Defect/Bug	1st Level Support 2nd Level Support	Ticket System	Standard Service Hours	Minor Issue Major Issue Production Standstill	up to 12 hrs. up to 12 hrs. up to 1 hr.
		Request for Change	New Releases	Change	Improvement Enhancement	3rd Level Support	Ticket System	Standard Service Hours	Minor Issue	up to 12 hrs.
24/7 Support (includes Standard Support)	35% of licence fee	Request for Support	Defect Support	Incident Problem	Defect/Bug	1st Level Support 2nd Level Support	Ticket System	Extended Service Hours	Production Standstill	up to 1 hr.
Long Term Support	10% surcharge to maintenance fee  release build based on daily rate	Request for Support	Defect Support	Incident Problem	Defect/Bug	1st Level Support 2nd Level Support 3rd Level Support	Ticket System	Standard Service Hours	Major Issue	up to 12 hrs.
Service Request Support	individual quota based on daily rates	Request for Service	Information, Advice Build Support Installation Support	Service Request	Question Coaching	1st Level Support 2nd Level Support	Ticket System Online Support Virtual Site Visits	Standard Service Hours	Minor Issue	up to 12 hrs.



- Information Resources
  - Product News: [RSS Feed](#), [Twitter](#)
  - Product Documentation: [Web Site](#)
  - Product Knowledge Base: [Confluence](#)
  - Change Management System: [JIRA](#)
- Requesting Assistance
  - Ticket System: [OTRS](#)
    - On agreement acceptance of E-Mail to an individual support mail account
    - In case of TS outages: acceptance of E-Mail to: [support@sos-berlin.com](mailto:support@sos-berlin.com)
    - In case of E-Mail outages: acceptance of phone calls to: +49 30 86 47 90-0
- Receiving Support
  - Support Team Communication Tools
    - Outgoing communication: Messenger (Skype), Phone
    - Incoming and outgoing communication: E-Mail
    - Online Support via web conferences: [GoToMeeting](#)
    - Virtual Site Visits via [VPN](#) or [SSH](#)



**Questions?**  
**Comments?**  
**Feedback?**

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