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# CDP Support Guide

Support Plans & Services 2017

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Background .....	3
Overview .....	3
CDP support team .....	3
Prevailing document .....	3
Supported products .....	4
IBM Cognos .....	4
IBM Information Management .....	5
Other IBM software .....	6
Support process .....	7
Call logging .....	7
Information required .....	7
Site technical contacts & authorised contacts .....	8
Remote diagnostic support .....	8
Response times .....	8
Case resolution & escalation .....	9
Case flow .....	9
Support plan renewal .....	11
IBM support portal .....	11

# Background

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## Overview

CDP provides a range of support plans and services to maximise the investment you have made in your IBM software. This document outlines CDP's packaged support offerings. We recognise that customers operations differ in complexity and the back-up that is required. We are happy to discuss additional service management and elements that different organisations may be interested in for their support plans. Additional support requirements can be priced on request.

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## CDP support team

CDP has a dedicated support team and processes to log, track, and manage your support issues.

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## Prevailing document

While every attempt has been made to ensure that the information in this document is accurate and complete, some typographical errors or technical inaccuracies may exist. CDP Group Limited does not accept responsibility for any kind of loss resulting from the use of information contained in this document.

The information contained in this document is subject to change without notice. Any improvements or changes to either the product or the document will be documented in subsequent editions.

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## Supported products

### IBM Cognos

CDP is a Primary Support Provider for IBM Cognos business analytics and information management products. Our premium support plan is an enhanced support plan providing our clients a package of essential maintenance and support services for your organisation, and the provision for on-site support where deemed necessary by CDP.

The CDP support team is backed up by our team of Senior Consultants specialising in the deployment and support of applications using the software you have purchased.

#### Premium support components

Group	Component	Included
Product-related	New Versions, Releases & Updates	✓
	Release Documentation	✓
	Product Enhancement Program	✓
	Product Advisories	✓
	IBM Whitepapers, Product Overviews, Newsletters & RedBooks	✓
Online Services	Knowledge Base & Technotes	✓
	Proven Practices	✓
	Tech Talk Web Webinars	✓
	Proactive Notifications (RSS Feeds)	✓
	Supportlink – Online Magazine	✓
To access online services:	<a href="https://www-947.ibm.com/support/entry/myportal/Overview">https://www-947.ibm.com/support/entry/myportal/Overview</a> NB: You will need to register first under 'My IBM registration'	
Case Resolution	Support Contacts	<b>2</b>
	Case Logging – Phone, Email or Web	✓
	Remote Diagnostic Support	✓
Additional Components	Named Primary Contact	✓
	On-Site Support for Urgent Issues*	✓
	Summary Status Reports	✓

Annual License Review (1/2 day)	✓
One free attendee per annum at a one-day CDP workshop	✓
Annual one-day performance plan workshop	✓

\* Available in areas where CDP has a consulting presence (Auckland, Wellington).

## IBM Information Management

CDP is a Primary Support Provider for IBM Cognos business analytics and information management products. Our premium support plan is an enhanced support plan providing our clients a package of essential maintenance and support services for your organisation, and the provision for on-site support where deemed necessary by CDP.

The CDP support team is backed up by our team of Senior Consultants specialising in the deployment and support of applications using the software you have purchased.

### Support components

Group	Component	Included
Product-related	New Versions, Releases & Updates	✓
	Release Documentation	✓
	Product Enhancement Program	✓
	Product Advisories	✓
	IBM Whitepapers, Product Overviews, Newsletters & RedBooks	✓
Online Services	Knowledge Base & Technotes	✓
	Proven Practices	✓
	Tech Talk Web Webinars	✓
	Proactive Notifications (RSS Feeds)	✓
To access online services:	<a href="https://www-947.ibm.com/support/entry/myportal/Overview">https://www-947.ibm.com/support/entry/myportal/Overview</a> NB: You will need to register first under 'My IBM registration'	
Case Resolution	Support Contacts	2
	Case Logging – Phone, Email or Web	✓
Additional Components	Named Primary Contact	✓
	Remote Diagnostic Support	✓

On-Site Support for Urgent Issues*	✓
Summary Status Reports	<b>Available on request</b>

## Other IBM software

CDP offers a standard support plan for other IBM software, which provides customers with a New Zealand based support team that can log, track, and manage support calls and provide a conduit to the IBM support process.

### Support components

Group	Component	Included
Product-related	New Versions, Releases & Updates	✓
	Release Documentation	✓
	Product Enhancement Program	✓
	Product Advisories	✓
	IBM Whitepapers, Product Overviews, Newsletters & RedBooks	✓
Online Services	Knowledge Base & Technotes	✓
	Proven Practices	✓
	Tech Talk Web Webinars	✓
	Proactive Notifications (RSS Feeds)	✓
To access online services:	<a href="https://www-947.ibm.com/support/entry/myportal/Overview">https://www-947.ibm.com/support/entry/myportal/Overview</a> NB: You will need to register first under 'My IBM registration'	
Case Resolution	Support Contacts	<b>2</b>
	Case Logging – Phone, Email or Web	✓
Additional Components	Named Primary Contact	✓
	Summary Status Reports	<b>Available on request</b>

## Support process

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### Call logging

Our standard service desk hours for logging calls via phone, email or web are from 8.30am to 5.00pm five days a working week (excluding public holidays). You can log a call for technical issues or questions you may have by the following means.

Website: <http://www.cdp.co.nz>

Email: [technical.support@cdp.co.nz](mailto:technical.support@cdp.co.nz)

Phone: +64 9 574 1770 or NZ 0800 808 280

Logging calls is primarily for CDP supported product issues and is not a replacement for product education, consulting or other software/hardware/network environment expertise. Extra training or consulting may be suggested as a resolution where the call lies outside a clearly identified bug in the supported product.

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### Information required

When you log a call with us you will need to be prepared with the following information:

- ▶ 7 digit IBM Client Number
- ▶ Contact name
- ▶ Contact phone number
- ▶ Contact email address
- ▶ Preferred contact method
- ▶ Company name
- ▶ Related operating system and database information
- ▶ Related product, release and version information
- ▶ Detailed description of the issue
- ▶ Severity of the issue in relation to the impact of it on your business.

## Site technical contacts & authorised contacts

When you purchase our software, we will ask you to nominate a Site Technical Contact, who will be the primary contact point in your organisation for all support issues. If you would like CDP to log, track and manage all your IBM software support calls for you, then you will need to add CDP's Technical Support Analyst as an Authorised Contact with IBM.

## Remote diagnostic support

CDP uses GoToMeeting as our standard remote diagnostic tool. We can use GoToMeeting only where your systems will support the facility, which in our experience is 95% of sites. Additionally some customers provide us with VPN access to assist in ongoing support operations.

## Response times

CDP Support uses four priority levels to classify the severity of your issue and its impact on your business. The following table shows the case priorities, definitions and associated response times.

Severity	Definition	Business Impact / Nature of Problem	Response
1	Critical	Critical Business Impact, production system down or not useable.	1 hour
2	Significant	Significant business impact – restricted processing possible; important system features are unavailable with no alternative workaround.	2 hours
3	Moderate	Some business impact - perceived product defect causes minimal loss of service. The impact of the assistance request/defect is minor or an inconvenience, such as a manual bypass to restore product functionality.	4 hours
4	Minor	Minimal impact on customers business. Tips/technique suggestions provided not an ongoing training service.	1-2 days

Note: All response times above refer to business days, ie Monday to Friday 8:30am to 5:00pm excluding public holidays.

CDP will make reasonable endeavours for urgent issues to be on-site within the specified response time, in areas where CDP has a consulting presence (Auckland & Wellington).

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## Case resolution & escalation

CDP targets resolution of priority 1 production issues within 1 – 4 hours of notification. Other resolution times are targeted to minimise disruption according to the priority & pertinent details of the issue concerned.

CDP support may escalate a service request at any time based on the perceived impact to a customer's business, age or complexity of the service request.

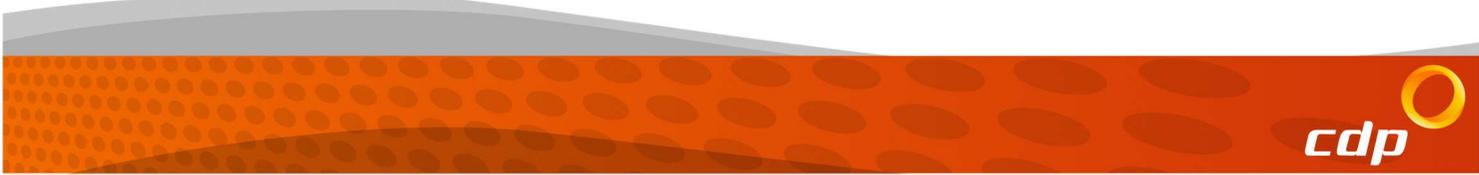
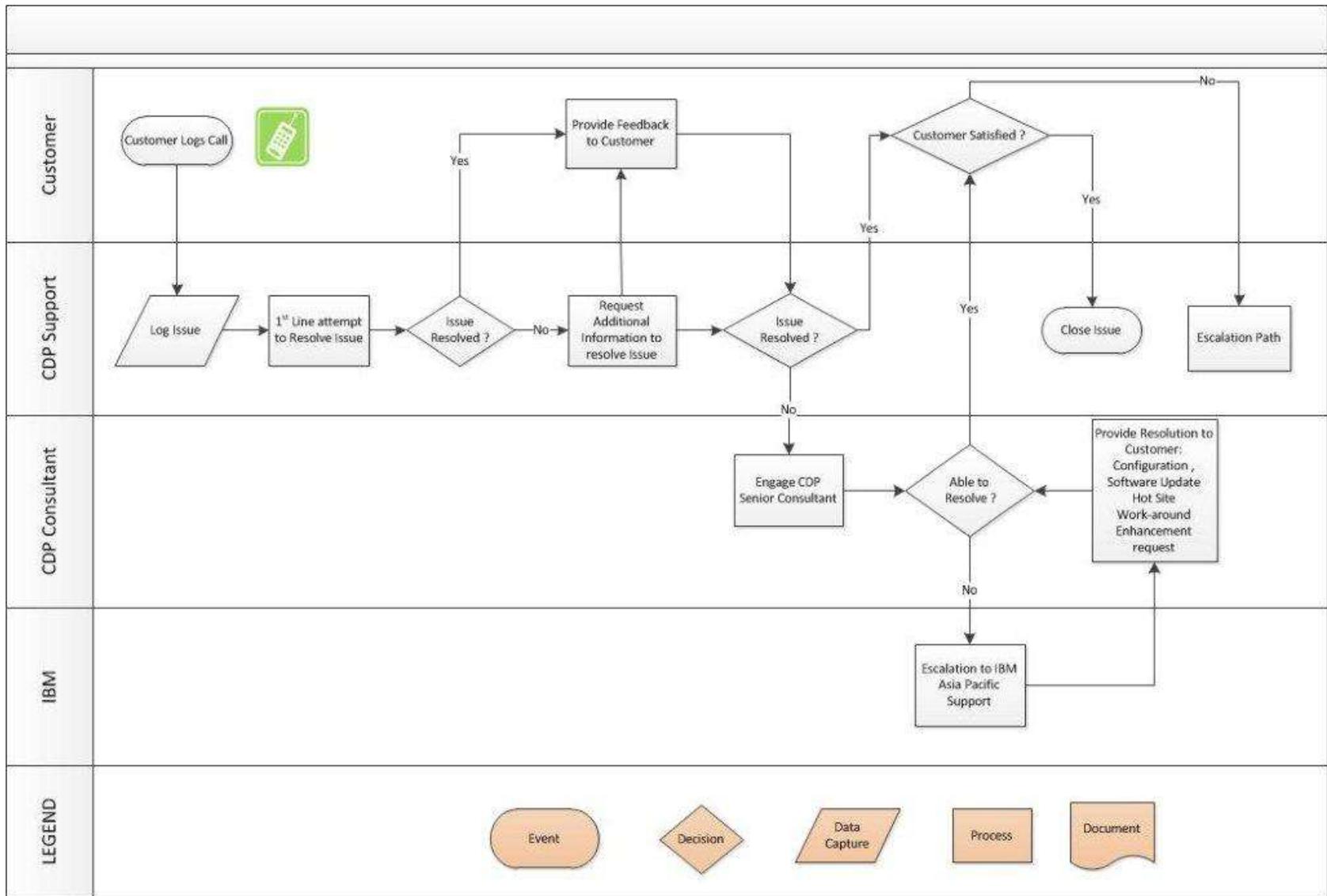
As a customer, you can request an escalation of an open case through our support desk. Once we receive this request we will review the issue with regard to its age, complexity, impact on your business and any deadlines that determine an urgent response is required.

The order of escalation is as follows:

Escalation point	Contact point
1	Customer Engagement Manager / Services Manager
1	CDP Services Director

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## Case flow



Dedicated CDP support resources provide first level support, which integrate with IBM operations and our professional consulting expertise (where appropriate).

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## Support plan renewal

The support plans outlined in this guide are available when you hold a current support contract with/through CDP for your IBM software. Under CDP and IBM terms, subscription and support contracts will renew automatically for a succeeding period unless you notify us 30 days prior of cancellation.

IBM software is subject to the terms of the IBM International Program License Agreement (IPLA) the License Information (LI), and the IBM International Agreement for the Acquisition of Software Subscription and Support (IASSSS). The IPLA and the LI can be viewed at the IBM information website at the following address (which may be subject to change without notice)

<http://www-306.ibm.com/software/sla/sladb.nsf/>

The IAASSS is available from IBM upon request.

If you wish to discuss any aspect of your current support plan, options or special requests, please contact your CDP Account Manager who can help you select an appropriate plan for your business needs.

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## IBM support portal

The IBM Support Portal is your gateway to technical support tools and information for all IBM systems, software, and services. It brings all the support resources available for IBM hardware and software offerings together in one place. The IBM Support Portal provides powerful features that make it fast and easy to find the exact information or tool you need.

- ▶ Select your IBM products for direct access to all pertinent resources.
- ▶ Browse featured support links that guide you to the most critical and useful information and tools.
- ▶ Filter the results of a simple text search with one click to pinpoint the most appropriate documents.

<http://www.ibm.com/support/entry/portal>