CDP Support Guide

Support Plans & Services v13.1

Background ... 3

Overview ... 3
CDP support team ... 3
Prevailing document ... 3
Supported products ... 4

IBM Analytics & InfoSphere Information Server ... 4
Other IBM software ... 5
Support process ... 6

Call logging ... 6
Information required ... 6
Site technical contacts ... 7
Remote diagnostic support ... 7
Response times ... 7
Case resolution & escalation ... 8
Case flow ... 8
Support plan renewal ... 10
IBM support portal ... 10

Background

Overview

CDP provides a range of support plans and services to maximise the investment you have made in your IBM Analytics 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.

CDP support team

CDP has a dedicated support team and processes to log, track, and manage your support issues. Our New Zealand based experts have vast experience in issue resolution, configuration, security, installation and upgrading of IBM's Analytics software. Additionally, access to our senior consulting team adds a perspective of business value gained from implementing 100's of projects. This is further backed up by IBM's software support, who we have partnered with for over 20 years.

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 inaccuarcies 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.

This text contains proprietary information, which is protected by copyright. All rights are reserved. No part of this document may be photocopied, reproduced, stored in a retrieval system, transmitted in any form or by any means, or translated into another language without the prior written consent of CDP Group Limited.

Supported products

IBM Analytics & InfoSphere Information Server

CDP is a Primary Support Provider for IBM Cognos Analytics, Planning Analytics (TM1) and InfoSphere Information Server products such as DataStage. 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 (as made generally available by IBM)	Latest Versions, Releases, Feature Packs	✓
	Incremental enhancements	✓
	Fixes and security patches	✓
Online Services	Cognitive information support portal	✓
	Product documentation	✓
	Installation, implementation & fix documentation	✓
	Knowledge base	✓
	Community of experts	✓
To access online services	https://www.ibm.com/support/home/	
Case Resolution	Support contacts	**2**
	Case logging – phone, email, web	✓
	Remote diagnostic support	✓
Additional Components	Named primary contact	✓
	On-Site support for urgent issues*	✓
	Summary status reports	✓
	Annual license review (1/2 day)	✓

* Available in areas where CDP has an appropriately skilled consulting presence (Auckland, Wellington) and where deemed necessary by CDP to expedite issue investigation.

Other IBM software

CDP offers a standard support plan for a range of 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 (as made generally available by IBM)	Latest Versions, Releases, Feature Packs	✓
	Incremental enhancements	✓
	Fixes and security patches	✓
Online Services	Cognitive information support portal	✓
	Product documentation	✓
	Installation, implementation & fix documentation	✓
	Knowledge base	✓
	Community of experts	✓
To access online services	https://www.ibm.com/support/home/	
Case Resolution	Support contacts	**2**
	Case logging – phone, email, web	✓
Additional Components	Named primary contact	✓
	Summary status reports	**Available on request**

Support process

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

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.

Information required

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

- Company name
- Contact name
- Contact phone number
- Contact email address
- Preferred contact method
- Related operating system and database information
- Related product, release and version information
- Detailed description of the issue & when the issue started occurring
- Severity of the issue in relation to the impact of it on your business.

Site technical 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. We will log, track and manage all your IBM software support calls for you through this contact point.

Remote diagnostic support

CDP uses a range of desktop sharing software, such as Microsoft Teams, to assist in garnering remote diagnostics. We can generally use most desktop sharing software preferred by our customers. Additionally, some customers also 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.

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.

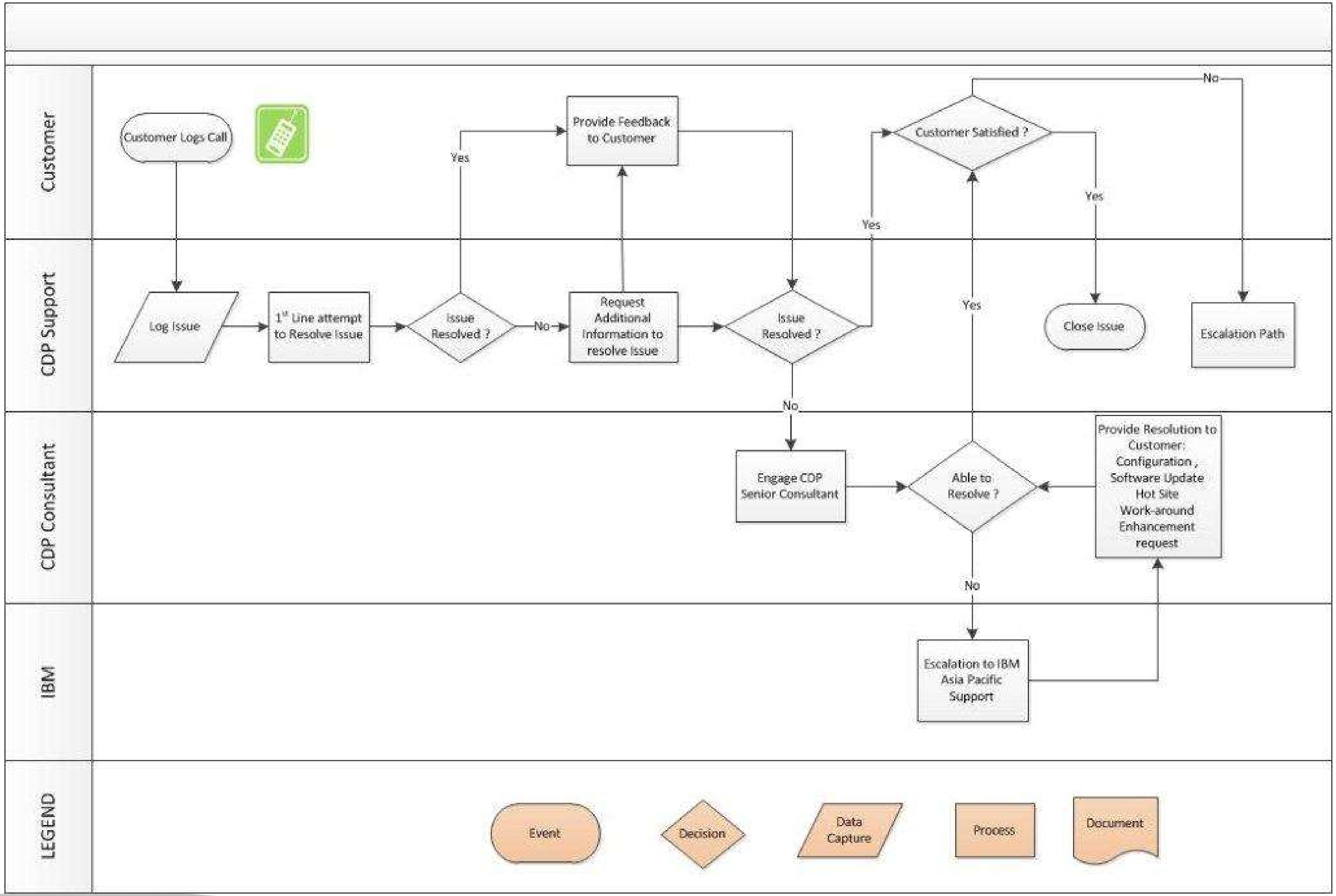
CDP support may escalate a service request at any time based on the perceived impact to a customer's business, age or complexity of the service request.

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
2	CDP Services Director

Case flow



Customer

Customer Logs Call

Provide Feedback to Customer

Customer Satisfied ?

CDP Support

Log Issue

1st Line attempt to Resolve Issue

Issue Resolved ?

Request Additional Information to resolve Issue

Issue Resolved ?

Close Issue

Escalation Path

CDP Consultant

Engage CDP Senior Consultant

Able to Resolve ?

Provide Resolution to Customer: Configuration , Software Update Hot Site Work-around Enhancement request

IBM

Escalation to IBM Asia Pacific Support

Yes

No

LEGEND

Event

Decision

Data Capture

Process

Document

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

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.

Software subscription & support renewals are paid in advance for the renewal period in its entirety (usually annual). Any unused portion of a Software Maintenance Period (eg due to early termination) will not attract a refund.

IBM software is subject to terms such as the IBM International Program License Agreement (IPLA), the License Information (LI), and the IBM International Agreement for the Acquisition of Software Maintenance (which may also be referred to as Subscription and Support [S&S]). The IPLA, LI and related S&S documents 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/

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.

IBM support portal

The IBM Support Portal is your gateway to technical support information for your IBM software. The portal provides powerful features that make it fast and easy to find useful product information to assist your deployment. Filtering features include:

- Selection of your IBM products for pertinent information resources
- Browsing featured support links that guide you to the most critical and useful information
- Filtering the results of a simple text search with one click to pinpoint the most appropriate documents.

https://www.ibm.com/support/home/