

SOFTWARE SERVICES

PROIV Mainframe Support Services



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DOCUMENT CONTROL

DOCUMENT INFORMATION

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This version supersedes all previous versions as of 06/10/15 and we reserve the right to change any details within the document with no prior notice or further notification.

INTRODUCTION

This document details the support services available to Mainframe customers on PROIV Versions 5 and 6.

Other documentation covering Support Services:

- PROIV On Premise Support Services

The enclosed PROIV Mainframe Support Services are effective from 1st March 2015

SUPPORT SERVICE INCLUSIONS

This section details all the services which are available under mainframe support.

1. Access to Support Web Site

PROIV Maintenance Releases, Release Notes and other collateral are available on the PROIV Website.

2. Product Releases

Product Releases include Major, Minor, Maintenance and Service Releases. See section on "Service Definitions" for further details.

As standard an emergency Service Release will be supplied for any Priority 1 issue.

In addition customers may request a Service Release for Priority 2 issues but these will be chargeable at prevailing Professional Services rates.

3. Email, Online and Telephone support services include:

- Incident Support - Identifying and troubleshooting problems in the system
- Root cause analysis
- Assistance with issues during installation and upgrade (note exclusion below)
- Raising defects with product maintenance
- Implementation and configuration guidance

The Customer is responsible for ensuring that their users are suitably trained and experienced in PROIV. This is not only required to ensure effective use of PROIV but also so users can correctly diagnose possible PROIV issues and interface effectively with the PROIV Support Team such that any subsequently requested diagnostic information is provided in an accurate, concise and timely manner. Support services do not include creating reproducible test cases; these are the responsibility of the Customer. Furthermore Support is not a substitute for Training. In the event that a support issue is perceived to be down to a lack of understanding of PROIV then the Support Team reserve the right to refer the customer to the Professional Services to arrange for formal chargeable training.

3.1 Email Support

Support Team may be contacted via email at proivsupport@ngahr.com

3.2 Online Support Portal

Access will be given to the NGA Ticketing System via an Online Support Portal for logging and tracking of any related support issues and queries. Logins are granted on an individual named user basis and customers can provide up to five named contacts that can access the ticketing system.

3.3 Direct Telephone Access

Support Team may be contacted by telephone, numbers as follows:

| | |
|----------------------------|----------------------|
| UK and EMEA: | +44 (0) 844 375 3507 |
| Americas and Asia Pacific: | +1 800-582-3046 |

SUPPORT SERVICE EXCLUSIONS

The following exclusions apply to support services:

- Customers without a currently valid maintenance agreement
- End of Life, Beta, Release Candidate or Development releases
- Customized versions of PROIV products (customized = original product code has been modified) unless delivered via Official Patch Release
- Development questions or requests
- Third-party application integrations or third-party plugins
- Support of end-users
- Product training
- Non-English language support
- Professional Services
- System & Performance tuning
- Deployment & Capacity Planning
- Installation & Upgrade Services

SERVICE DEFINITIONS

MAJOR RELEASE

The current major release numbers are 5 and 6 identified by the integer component of the product version number. These versions of the kernel have been, in general, in a stable state since initial release. Currently there are no plans or driving commercial demands for a further new major release, although version 5 may well be made End of Life within the next 2 years

MINOR RELEASE

Any minor releases will include minor product enhancements as well as general defect fixes. A minor release is identified by the four decimal digit components and would be incremented by 0.0001. Currently there are no plans or driving commercial demands for a new minor release.

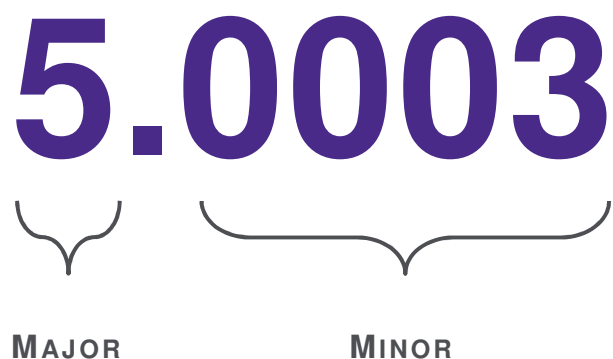
MAINTENANCE RELEASE

A maintenance release is periodically created for non Priority 1 issues (see Service Release below). They do not warrant incrimination of the release number as each customer has specific product modifications for their own commercial and runtime applications developed within our product. Typically a PROIV patch would be distributed to the customer to fix the issue, so avoiding any kernel changes and the associated testing overhead.

If the fix is regarded to be of benefit to the mainframe customer base as a whole then the patch would be offered to each client. In doing so the patch would take into account current client specific modifications and fixes.

SERVICE RELEASE

A service release would be created in response to a Priority 1 issue and would not result in incrimination of the release number as this is usually customer specific. Where possible a PROIV patch would be applied avoiding any kernel changes and the associated testing overhead.



PRIORITIES

The following table outlines the severity levels associated with support calls irrespective of Service Level.

| Severity Level | Definition |
|----------------|--|
| 1 | Catastrophic issue; causing total failure of the software. |
| 2 | Severe issue; where Software functionality is severely impaired. A work around may exist but its use is undesirable. |
| 3 | Non-Critical issue; where the Software continues to operate but certain operation is impaired. There is likely to be a work around which could be used to alleviate the issue. |
| 4 | Minor issue; usually of a cosmetic nature or small functional problem which does not impact the operation of the Software. |
| 5 | Very minor issue; work around exists or the problem could be ignored and lived with. E.g. messages which may not be as informative as possible. |

PRODUCT SUPPORT PRICING

Any user needing to access the development environment will need a PROIV Developer license and any end user needing to login to an application written in PROIV will require a PROIV Runtime license. The license seat is allocated at login time and total number of required licenses should be based upon maximum number of concurrent users.

PROIV RUNTIME USER LICENSE

This License enables a user to interact with deployed PROIV applications on the mainframe and and make use of::

- DB2
- DL1
- VSAM
- CICS
- TSO

PROIV DEVELOPER USER LICENSE

This License builds upon the elements described in the Runtime Framework License, with additional functions for developers. A user may build and maintain a PROIV application using the PROIV software tool kit. Controlled deployment of applications, and application testing, is aided through the usual mainframe and and make us of:

- DB2
- DL1
- VSAM
- CICS
- TSO
- +
- Developer
- Change Management – if required

SUPPORT COSTS

Support is levied at 22% of the prevailing list price of the mainframe license. Prices are subject to review and change on a periodic (normally annual) basis.

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We help our clients become better employers through smarter, more streamlined business processes — to save money, manage employee life cycles, and support globally connected, agile organizations. This is how NGA makes HR work.

What sets us apart is The NGA Advantage. It's a combination of deep HR experience and insight, advanced technology platforms and applications and a global portfolio of flexible service delivery options.

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