# Software Services

# PROIV Mainframe Support Services

# Table of Contents

# Document Control

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# Introduction

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

Other documentation covering Support Services:

        o   PROIV On Premise Support Services

The enclosed PROIV Mainframe Support Services are effective from 1st November 2019

# 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 Support Website https://support.proiv.com/

## 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 a Priority 2 issue, but this 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. If 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.

## 4. Email Support

Support Team may be contacted via email at support@proiv.com

## 5. Online Support Portal

Access will be given to the Zellis 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.

## 6. 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:

- o Customers without a currently valid maintenance agreement

- o End of Life, Beta, Release Candidate or Development releases

- o Customized versions of PROIV products (customized = original product code has been modified) unless delivered via Official Patch Release

- o Development questions or requests

- o Third-party application integrations or third-party plugins

- o Support of end-users

- o Product training

- o Non-English language support

- o Professional Services.

- o System & Performance tuning

- o Deployment & Capacity Planning

- o Installation & Upgrade Services

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# 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.

## 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, then the patch would be offered to each client. In doing so the patch would consider 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.

# 5.0003

Major    Minor

# PROIV Support Case Management

## Case

When creating a Case in Service-NOW (SNOW) it's the customer's responsibility to accurately enter all the necessary information to enable the Support Team to progress the Case in a timely and effective manner. Useful supporting items such as a self-contained reproducible test case, installation and user instructions, screen grabs, trace files and logging information can all be attached to the Case. If needed the support team can provide advice and guidance on what's required. Once all the required information has been gathered the Support Team can then start to work the Case.

The typical life cycle of a Case means it will normally be at one of the following statuses:

- **New**
  With the Zellis PROIV Support Team for assignment

- **In Progress**
  In progress with assigned Zellis PROIV Support Team member typically for analysis

- **On Hold – Awaiting Contact**
  With the customer to provide further information. If after 3 reminders and no response within 15 working days, then the Case will be moved to Resolved by the PROIV support team

- **On Hold - Awaiting Problem**
  With Zellis PROIV Engineering Team for deeper analysis or correction. Note, a Problem can be rejected on the basis that the product is working as designed or for instance in the absence of an isolated reproducible test case

- **On Hold – Awaiting External Party**
  With Zellis 3rd Party for deeper analysis or resolution.

- **Resolved**
  Resolution provided

- **Closed**
  The Case is automatically moved to Closed 14 days of it being moved to Resolved. Thereafter if the issue re-occurs a new Case will need to be created.

The following table details Incident severity 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. |

The Case severity level is initially set by the customer at the time of Case creation, this may be changed solely by Zellis PROIV Support Team at any time during the life of the Case as befits it true nature and circumstance.

## Problem

If having analysed a Case the Zellis PROIV Support Team determine it requires deeper analysis or may be a malfunction in the PROIV technology stack a prioritized Problem will be created and the Case state changed to On Hold with an On Hold Reason of Awaiting Problem. If accepted the Problem will be assigned a specific release for fix. Once the Problem is fixed and available the Case Status will be changed to Resolved.

# 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 and is inclusive of:

- **DB2**
- **DL1**
- **VSAM**
- **CICS**
- **TSO**

## PROIV Developer User License

This Licence builds upon the elements of the Runtime License with additional functions for developers and is inclusive 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.