



## SERVICES PROFILE

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# Patch and Service Pack Planning (OASyS SCADA)

## Operate Your Software at Peak Performance

This offering provides planning and a comprehensive Change Management Checklist (CMC) by an AVEVA technical expert in preparation for deployment of a patch and/or service pack to your test and development system. The CMC will also include steps to deploy to your production environment.

# Get Comprehensive Consultation and Guidance

OASyS SCADA is a highly secure and scalable real-time supervisory control and data acquisition platform for enterprise oil and gas pipeline and gas distribution operations worldwide. OASyS SCADA tightly integrates with advanced oil and gas distribution operations to bring the sharpest operational awareness to the control room.

Software patches and service packs are often effective mechanisms to address specific customer issues with their software. A patch release can be a collection of all fixes or hotfixes released since the previous patch, plus additional defect fixes. A service pack release primarily provides a roll-up of defect fixes and may include enhancements and/or support for new partner product release versions to an already released version of a product. These releases address issues that may impact development or runtime reliability, usability, safety, security and performance.

## Value

This service includes an AVEVA technical expert to comprehensively provide consultation and guidance on the deployment of a software patch and/or service pack, minimizing risk and saving you time. The expert will be knowledgeable of both your AVEVA software and your related operational environment to assess the current version of your installed software and provide a high-level coordination/roadmap and sequence of events that will lead to a successful deployment.

Your AVEVA resource will efficiently plan the deployment with recommendations and best practices that will ultimately result in few unforeseen surprises and minimal production system downtime/impact. You can be confident that once the supported patch and/or service pack has been successfully implemented, your system will be on the latest and most secure release of the software version, and once again running at peak performance.

## What's Included

- Pre-call with you to gather necessary information for both your test and development system and your production system
- An assessment document that details the out-of-date software and recommended patch and/or service pack
- Review prerequisites necessary to successfully install the patch and/or service pack
- A Change Management Checklist with recommendations and guidance and including: deployment steps, roll-back procedure, testing/validation steps
- Expert guidance on migration of data, if required
- Go-Live Standby support can be arranged when the rollout of the Change Management Checklist is performed in production
- Troubleshooting support for issues found immediately following rollout

Note: Rollout/deployment is not included in this planning service but is available separately. Contact your salesperson or customer success manager for more information.



# The AVEVA Customer FIRST Program – Accelerating Your Success!

Customer FIRST is AVEVA's comprehensive, fee-based software maintenance and technical support program that helps you achieve maximum benefit from your investment in AVEVA software. It includes access to our award-winning technical support and services team to quickly resolve issues, software version upgrades and updates, and valuable services and software utilities. In addition to the base program, we also offer a range of optional success accelerators designed to help you throughout the lifecycle stages of your application.

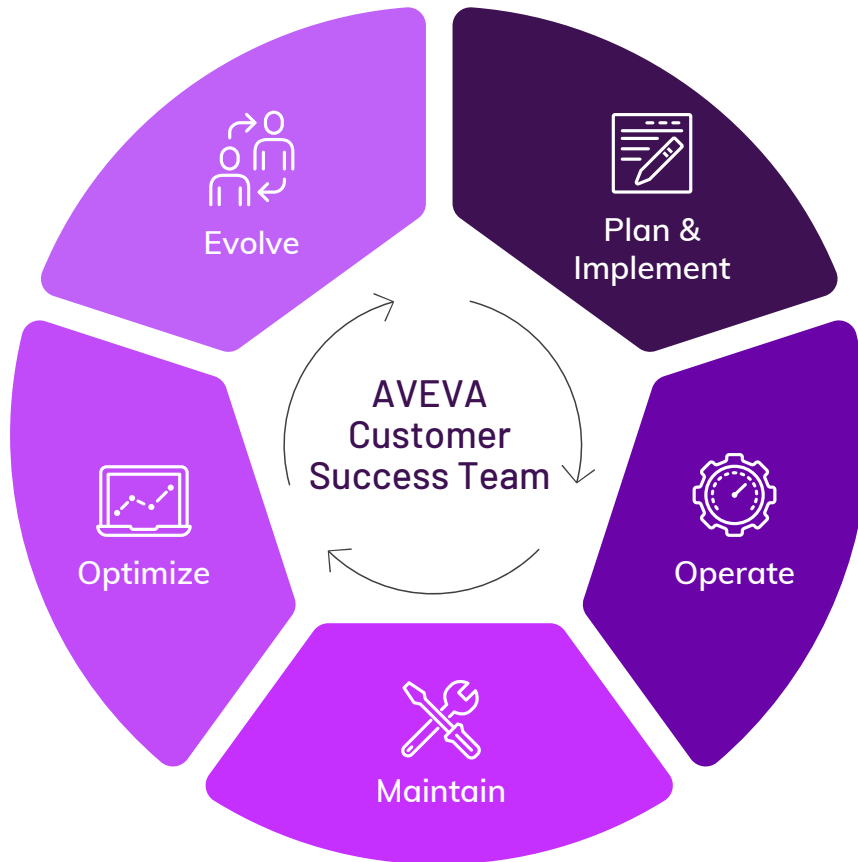
**Plan & Implement** – Engineer best practices and application architecture and improve time to value

**Operate** – Effectively run your software with expert training and drive increased engagement and adoption

**Maintain** – Efficiently maintain your software, including updates, patches, and license management

**Optimize** – Improve software performance and reliability and drive changes to address new market requirements

**Evolve** – Drive innovation through the deployment of major version upgrades, adopt new technology, and future-proof your application



To learn more, please contact your AVEVA representative or visit us online. [aveva.com](http://aveva.com)