

AVEVA Standard Support Service Policy for the AVEVA Product Suite



Issue 4

December 2012

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1 Introduction

1.1 Purpose

AVEVA's Standard Support Service is for all applications within the AVEVA product suite and is available from AVEVA teams based in various locations around the globe. For the avoidance of any doubt, the AVEVA Product Suite is listed in 2.1 Service Overview

The purpose of this policy is to describe the Standard Support Service and its associated service levels.

The Standard Support Service is available to all entitled AVEVA customers by contacting their local AVEVA Support Office during normal working hours, either to report perceived faults or to receive technical advice on any of the AVEVA product suite.

1.2 Scope

AVEVA's Standard Support Service is provided by the AVEVA Support Offices only to the nominated customer Supported Locations (defined in the AVEVA Commercial Agreement) and for those products and solutions defined and documented in this Support Services Policy.

AVEVA's Support Offices will use all reasonable endeavours to provide support acknowledgements, responses and resolutions as specified in this policy, but will not be held liable to such obligations.

It should also be noted that in all cases the terms and conditions defined in the standard AVEVA Commercial Agreement or EULA take precedence over those included in this policy.

For the avoidance of any doubt, all other support services, such as out-of-office working hours, site visits, enhancement requests, consultancy, product training, remote or dial-in support, are specifically excluded from this procedure. These services may be provided locally with the relevant AVEVA Support Office, the conditions and performance of which will be contracted in a separate agreement.

1.3 Terminology

The following is a list of meanings for the terminology used in this document

Major Release	Is a complete issue of the product incorporating major new functionality and/or fault corrections. It is available from all AVEVA Support Offices and is formally documented.
Service Pack Release	Is a complete or partial release of the product and contains minor functional changes and fault corrections. It is available from all AVEVA Support Offices and is formally documented.
Fix Release	Is a partial issue of the product, which is issued to correct an urgent priority / critical problem. It is sent only to the Supported Location reporting the problem, accompanied by brief documentation
Product Support	Is the software support service provided by AVEVA for the corrective maintenance for its products, as defined in this document.
Support Office	An AVEVA office location through which AVEVA support staff are available to respond to customer requests for support.
Supported Location	A customer site referenced in the AVEVA Commercial Agreement to which support is provided by AVEVA Support Offices for those Products listed in the AVEVA Commercial Agreement.
Support Incident	A request for support, which may be a question, software defect report or software enhancement request.
AVEVA Commercial Agreement / EULA	An agreement between AVEVA and the Customer which governs the use of the Products

2 Service Scope

2.1 Service Overview

Unless otherwise stated, the AVEVA Standard Support Service policy applies to all **currently supported releases** of AVEVA software products.

To receive support as described in the AVEVA Standard Support Service policy, all programs must be properly licensed.

For full details on currently supported releases across the AVEVA product portfolio please visit http://support.aveva.com/support/United_Kingdom/

Technical support is provided for issues that are demonstrable in the currently supported release(s) of an AVEVA licensed program, running unaltered, and on a certified hardware, database and operating system configuration, as specified in your order or program documentation.

Requests for support will be received during your local AVEVA Support Office's normal working hours. AVEVA's Standard Support Service provides the following support services:

- Telephone, fax, email and web correspondence for problem resolution and to request technical and product advice relating to the use of AVEVA products.
- Reporting faults or usage problems affecting AVEVA products.
- Request product releases (Fault corrections, upgrades and maintenance overlays) if available.

2.2 Service Locations

The AVEVA Support Office responsible for supporting each of the Client's Supported Location(s) will be detailed in the AVEVA Commercial Agreement.

Support from each AVEVA Support Office is available during normal office working hours.

For information regarding the location and contact details of AVEVA Support Offices please visit: <http://support.aveva.com>

2.3 Service Categories

AVEVA will address support requests in accordance with their priority. The table below describes the AVEVA Standard Support Service request categories and typical support responses to each category.

Service Category	Service Provided
<p>Fault Resolution:-</p> <p>A fault is a deviation from the normal operating condition that prevents a system from running as originally intended. Resolution means restoring a system to its normal operating condition (i.e. working as intended) or providing a suitable workaround.</p>	<p>AVEVA will try to resolve faults by:</p> <ul style="list-style-type: none"> • Logging and assigning the request to a AVEVA technical contact; • Issue revised software within a mutually acceptable time-scale; • Provide alternative workaround(s) where possible; • Provide feedback and escalation to the customer. <p>A request is considered resolved under any of the following conditions:</p> <ul style="list-style-type: none"> • A permanent solution has been implemented; • A temporary workaround has reduced the impact on the customers business and results in a new, lower-priority request; • If, after reasonable effort, the request cannot be reproduced and the system is running normally the request is closed; • AVEVA and the customer both agree that further effort is not required.
<p>User Support:-</p> <p>The purpose of user support is to help the customer remain productive whilst using AVEVA's products and the services provided by AVEVA.</p>	<p>User support includes:</p> <ul style="list-style-type: none"> • Responding to questions about how to use an existing product (only applicable after customer has received full product training); • Receiving reports of problems, tracking their resolution, escalating if necessary, and communicating the status to the customer.
<p>Software Maintenance:-</p>	<p>Software corrections to reported faults; Service Packs and Fix Releases are provided for all currently supported AVEVA products. These will be made available to each Supported Location.</p>
<p>Product Releases:-</p>	<p>AVEVA supplies new versions of products periodically. Each AVEVA Support Office will release one copy of each version to each Supported Location as described in the Product License entitlement.</p>

Priorities

During the registration of the query, a priority will be allocated in accordance with the priority definitions. The following priority definitions apply to software errors, questions and any problems, which prevent the end-user from using the application software successfully:

Priority	Description
URGENT	A usage problem, which renders an essential portion of the software unusable which results in the Project being stopped or very severely impacted.
HIGH	A usage problem, which renders an essential portion of the software usable only by means of a workaround, which requires a moderate** amount of additional effort. In some cases the workaround will provide an alternative solution yet leave that portion of the software unusable.
MEDIUM	<p>A usage problem, which:</p> <ul style="list-style-type: none"> • Renders an essential portion of the software usable only by means of a workaround, which requires a small*** amount of additional effort. In some cases the workaround will provide an alternative solution yet leave that portion of the software unusable. • Renders a non-essential portion of the software unusable and requires a small*** amount of additional effort. • Is irritating but has no effect on using the system or suggested product enhancements <p>All other requests for assistance and information are assigned this priority.</p>
LOW	A usage problem or question, with no project impact and which does not require immediate action or response.

** Moderate: >50% extra effort

*** Small: <50% extra effort

Target Timings

AVEVA Support Offices will endeavour to resolve Support Incidents as quickly as possible. AVEVA Support Offices operate to the following target timings based on the priority of the Support Incident.

Priority	Target Timings
URGENT	Immediate assignment with continuous investigation until satisfactory resolution;
HIGH	Immediate assignment
MEDIUM	Assigned within 2 days
LOW	Assigned within 5 days

2.4 Product Support Status Definitions

AVEVA provides warranted code support ranging from correcting priority one emergencies through to longer-term lower priority faults. There are five classifications of warranty provided: -

1. Full Support
2. Limited Support
3. Media Warranty Support
4. Inactive Support
5. Withdrawn

The level of support available for any particular product or version varies as new releases are made. The degree of warranted support for a particular version of a product is displayed on AVEVA's Support web site: <http://support.aveva.com>

Category	Product Support Category Description
Full Support	<p>This is provided for the latest release of a product. Urgent faults are considered for correction in a Fix Release. Lower severity faults are considered for correction by Service Pack Releases or a subsequent Major Release. Electronic User Documentation may be updated and reissued as needed. Full Support for a given Product release will normally be provided from initial release at least until the general availability of the next Major Release on any operating platform.</p>
Limited Support	<p>This is provided for the release immediately previous to that which is current.</p> <p>Corrections are restricted to resolving only the following limitations:</p> <ul style="list-style-type: none"> • Customer proves fault is high risk / critical to the project • Data Integrity • System Security <p>A Product in Limited Support is only supported with Fix Releases to resolve critical problems. No new feature support will be added. Electronic User Documentation is not updated.</p> <p>Limited Support will normally be provided until another Major Release on any platform supersedes the immediately preceding Major Release.</p>
Media Warranty Support	<p>Media Warranty Support means that AVEVA warrant that the Product can be installed from the media and the user will be able to run it. There</p>

	is no warranty on the functionality. It is offered for the current Product release of a Media Warranty Product for a period of 90 days from the date of installation of the Product by the customer. Installation is defined as occurring when the license file enabling the End-User to use the Product is sent electronically to the customer.
Inactive Support	Inactive Support means that a Product is not supported with releases of any kind. Critical problem support can be negotiated by special contract, in which case reasonable efforts consultation can be provided. This is with the understanding that the customer is ultimately responsible for final evaluation and testing of any fixes or workarounds which may be provided. No training can be provided. Standard information services no longer include information specific to this Product.
Withdrawn	For Products moved to this status the customer does not normally retain the right to use. It is expected that the customer will have upgraded to either the current or previously current version. In exceptional circumstances AVEVA may be prepared to negotiate continued use and critical problem support, in which case reasonable efforts consultation can be provided. This is with the understanding that the customer is ultimately responsible for final evaluation and testing of any fixes or workarounds which may be provided.

2.5 Requesting Support

To request support assistance the customer nominated contact should register a support incident directly into the AVEVA Helpdesk System or contact their nominated AVEVA Support Office directly. For more information on requesting support please see the 'AVEVA Standard Support Guidelines' document at www.aveva.com/policies/support/en

2.6 Support Period

The AVEVA Standard Support policy is effective upon the date of your AVEVA Commercial Agreement unless stated otherwise in your AVEVA Commercial Agreement.

Unless otherwise stated in the AVEVA Commercial Agreement, the AVEVA Standard Support Service policy is valid until the termination of the duration defined in the AVEVA Commercial Agreement. AVEVA Standard Support Service is not available without a valid and current AVEVA Commercial Agreement in place.

2.7 Escalation Procedure

During the course of software problem resolution it may become necessary to raise the status of a particular incident in order to ensure that it is being handled with the appropriate urgency.

In order to escalate an incident, the nominated contact should identify their concern to the AVEVA Support Office Manager, who will then seek to resolve the issue.

Typically, escalation may be necessary in the following instances: -

- An incident has been allocated a particular priority, but needs to be upgraded to a higher priority because the impact of the problem has been discovered to be more severe than originally thought;
- An incident has been logged but is not being addressed in a timely manner or inadequate feedback is being provided concerning its resolution;
- No agreement can be reached as to the priority allocated to a particular incident.

2.8 Software Enhancement Requests

From time to time a customer may wish to extend the current functionality of an AVEVA product to meet a requirement specific to their workflow or processes. In such a case the customer should register a Support Incident in the AVEVA Helpdesk System and select an incident type of Enhancement Request.

Enhancement Requests are stored and considered for inclusion during future development cycles.

When Enhancement Requests are of a high project impact / critical nature, as defined in section 2.3, negotiation can be undertaken with AVEVA to see if commercial terms can be agreed to ensure availability of the enhancement(s) in a timeframe acceptable to the customer.

AVEVA offers no guarantee that all (or any) such enhancement requests will be undertaken.

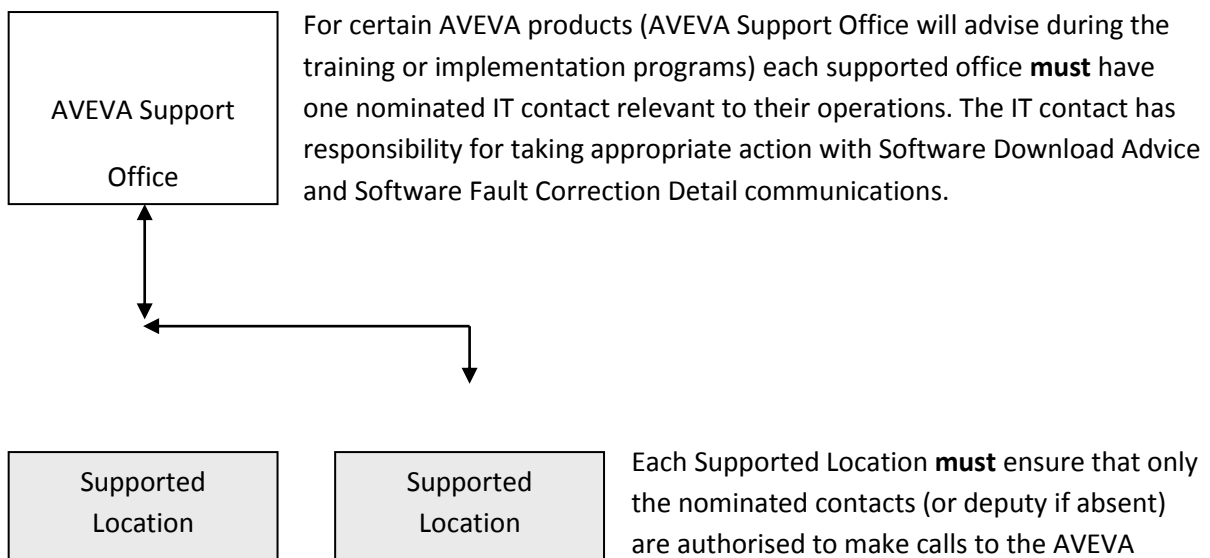
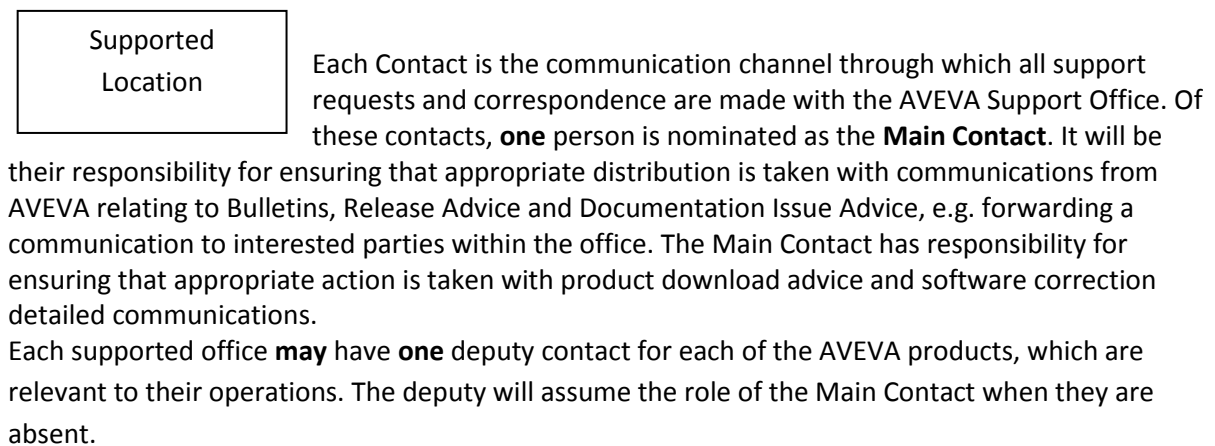
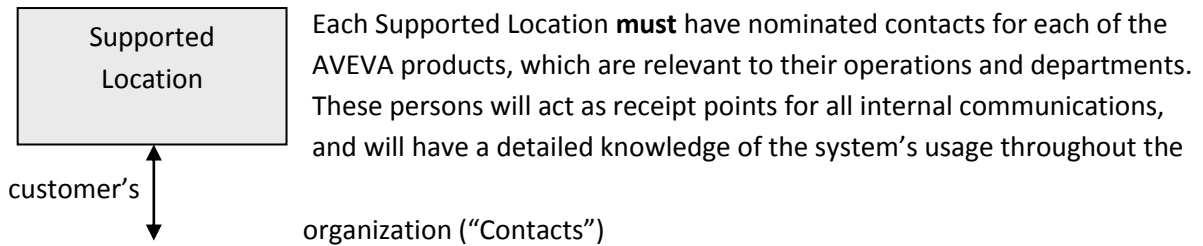
2.9 Additional Chargeable Services

A wide range of value added, customer support services are available from each of the AVEVA Support Offices. These range from site visits, product training, 24 hour access to support specialists and so on. All of these additional support services can be provided within a commercial framework which will establish enhanced levels of service and provide quality monitoring and service review. Please contact your assigned AVEVA Support Office for details.

3 Customer Responsibilities

This section defines the responsibilities of the customer and the roles of the appointed people at the location(s) to be supported with respect to internal support of AVEVA products, such that communication between the AVEVA Support Office and customer operates in an effective and efficient manner.

3.1 Contacts



Support Office. This is to ensure that end-users operate through the proper channels within each supported office's support organisation, prior to calls being made.

It is the responsibility of the nominated contact to provide the 'first interface level' of support between end users and AVEVA, to ensure that all requests are properly quantified and prioritised preceding escalation to an AVEVA Support Office.

3.2 Training and Expertise

Each Supported Location **must** ensure that all end users are trained and proficient in the use of the AVEVA product and within their areas of design or functionality being used, and also any other related packages (e.g. Windows, Word)

All nominated contacts must be suitably trained in all functions of the product in accordance with AVEVA guidelines, and also any other related packages (e.g. Windows, Word)

For I.T. contacts, Oracle DBA proficiency, comms and Windows platform knowledge and experience is required.

3.3 Nominated Contacts

The customer nominated contacts are detailed in the AVEVA Commercial Agreement.

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