

## SOFTWARE SERVICES

# PROIV On Premise Support Services



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# DOCUMENT CONTROL

## DOCUMENT INFORMATION

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## INTRODUCTION

The launch of PROIV Version 8 is accompanied by revised support services. This document details the on premise services available to Value Added Resellers (VAR's), direct end customers, and customers on legacy versions of PROIV.

Other documentation covering Support Services:

- PROIV Mainframe Support Services

The enclosed PROIV On Premise Support Services are effective from 1st November 2017

## V8 SUPPORT SERVICES

Support options are available in four levels. Each numbered element is fully described overleaf.

Service Support Level	Access to Support Web Site 1	Product Releases 2	Product Service Releases 3	Email Support 4.1	Online Support Portal 4.2	Direct Telephone Access 4.3	Quarterly Service Reviews 5	Early Experience Program 6
Platinum	✓	✓	✓	✓	✓	✓	✓	✓
Gold	✓	✓	✓	✓	✓	x	x	x
Silver	✓	✓	x	x	x	x	x	x
Bronze	✓	x	x	x	x	x	x	x

# SUPPORT SERVICE OPTIONS

## 1. Access to Support Web Site

Bronze customers will have access to provision of Emergency Keys and Product Documentation only.

In addition to the above Platinum, Gold and Silver customers will be given full access to the PROIV Website for downloading of PROIV Maintenance Releases, Release Notes and other collateral.

## 2. Product Releases

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

Platinum, Gold and Silver customers will be able to download Product Releases from the PROIV Website, installation subject to appropriate licensing having been purchased. Media product distributions are available upon request but will attract an administration charge.

A forward fix maintenance policy applies. This means that fault fixes will only be applied to the current product maintenance code base and a fix will be delivered in either the next minor or maintenance release of the software. It will be the customer’s responsibility to upgrade to the release with the fix in. Note this excludes service releases.

Should a customer downgrade to Bronze Service level they will lose access to Product Releases

## 3. Product Service Releases

Only Platinum and Gold customers are entitled to emergency Product Service Releases for any Priority 1 issue. In addition they may request a Service Release for Priority 2 issues but these will be chargeable at prevailing Professional Services rates.

Priority 1 fixes will automatically be included in the next Major, Minor or Maintenance Release whichever is due first.

Priority 2 fixes will normally be included in the next Major or Minor Release and possibly (at our discretion) in the next Maintenance Release.

Should a Platinum or Gold customer downgrade to Silver service level they will no longer be entitled to Product Service Releases of any sort but will be able to access previously delivered Service Releases from the Support Website.

Should a Platinum or Gold customer downgrade to Bronze service level they will no longer be entitled to Product Service Releases of any sort and will not be able access previously delivered Service Releases from the Support Website

## 4. 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.

#### **4.1 Email Support**

Platinum and Gold customers will be able to access Product Support via [proivsupport@ngahr.com](mailto:proivsupport@ngahr.com)

#### **4.2 Online Support Portal**

Platinum and Gold customers will be given access to NGA Ticketing System via 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.

Should a customer downgrade to Silver service level their access will be changed such that New Tickets cannot be raised, however any existing Closed and Active Tickets will be available for Review and Updates respectively. Any defect arising from a ticket will be logged as such and considered for fix as part of a future product release.

Should a customer downgrade to Bronze service level then their access will be revoked.

#### **4.3 Direct Telephone Access**

Platinum customers will be entitled to contact Support Team to report issues and for product support via telephone details as follows:

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

Non Platinum customers will be referred to an Account Manager.

### **5. Quarterly Service Reviews**

Platinum customers will be entitled to Quarterly Service Review meetings which will be undertaken by conference call. The relevant NGA Account Manager and Global Support Manager along with Regional Support Team Leader(s) will attend the call. As required other Regional Support Team Leader(s) and/or the Global Maintenance Manager will be invited to attend the call too. The purpose of the call is to review and discuss the following:

- Status of tickets logged in the NGA Ticketing System
- Service delivery
- Operational issues
- Open escalations
- Status of Product Releases
- Customer planned activities e.g. new installations, upgrades
- Special support requirements

### **6. Early Experience Program**

Platinum customers will be given the option to participate in early product release trials. A facility to provide feedback will be provided.

## 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



## LEGACY (PRE VERSION 8.0) SUPPORT SERVICES

The following table indicates which support service levels are available for customers on legacy PROIV versions.

	Bronze	Silver	Gold	Platinum
PROIV v7.x	✓	×	×	×
PROIV v6.x	✓	×	×	×
PROIV v5.x	✓	×	×	×

Support for version 4.6 and prior is not available.

# PROIV RELEASE MANAGEMENT

## MAJOR RELEASE

A major release will typically be made available every 3 years and will include major product enhancements. A major release is identified by the first segment of the build number (see below) and is normally increased by one e.g. 8, 9.

## MINOR RELEASE

For every major release there will typically be 2 to 3 minor releases occurring a year apart. Minor releases will include product enhancements as well as defect fixes. A minor release is identified by the second segment of the build number (see below) and is normally increased by one e.g. 8.0, 8.1, 8.2, 8.3.

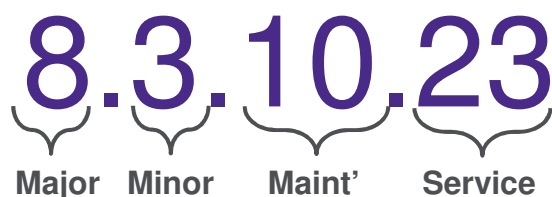
## MAINTENANCE RELEASE

For every minor release there will typically be maintenance releases every 2 months which will normally only include defect fixes. A maintenance release is identified by the third segment of the build number (see below) but is not necessarily an incremental number from the previous maintenance release e.g. 8.3.8, 8.3.10.

## SERVICE RELEASE

A service release will be created in response to a Priority 1 issue (see next section for definition) and as required on a monthly basis to address any key Priority 2 issues (see next section for definition). A service release is identified by the final segment of the build number (see below) but is not necessarily an incremental number from the previous service release e.g. 8.3.8.29, 8.3.8.33.

## BUILD NUMBER SEGMENTATION



## RELEASE IDENTIFIER

For ease of reference a more meaningful release identifier has been introduced. For Major, Minor and Maintenance Releases it is <Major no>.<Minor no>.R<Incremental no from 0>:

- 8.3R0 – Minor Release
- 8.3R1 – 1<sup>st</sup> Maintenance Release
- 8.3R2 – 2<sup>nd</sup> Maintenance Release

For Service Releases it is SR<Incremental no from 1> suffixed to the Minor or Maintenance Release

- 8.3R0 SR1 – 1<sup>st</sup> Service Release for 8.3R0
- 8.3R0 SR2 – 2<sup>nd</sup> Service Release for 8.3R0
- 8.3R0 SR3 – 3<sup>rd</sup> Service Release for 8.3R0

# PROIV SUPPORT INCIDENT MANAGEMENT

## INCIDENT

When creating an Incident 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 Incident 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 Incident. 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 Incident.

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

- **Active**  
With the NGA for analysis
- **Awaiting Customer**  
With the customer to provide further information. If after 3 reminders and no response within 15 working days then the Incident will be moved to Resolved by the PROIV support team
- **Awaiting Defect**  
With NGA for deeper analysis or correction. Note, a Defect 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
- **Resolved**  
Resolution provided
- **Closed**  
The Incident is automatically moved to Closed 30 days of it being moved to Resolved. Thereafter if the issue re-occurs a new Incident will need to be created.

And 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.

## DEFECT

If having analyzed an Incident the support team determine it requires deeper analysis or may be a malfunction in the PROIV technology stack a prioritized Defect will be created and the Incident Status changed to Awaiting Defect. If accepted the Defect will be assigned a specific release for fix. Once the Defect is fixed and available the Incident Status will be changed to Resolved.

## **ENHANCEMENT**

If having analyzed an Incident the NGA determine it to be a possible change to the PROIV technology stack an Enhancement will be created for review by the PROIV Product Manager. The customer will be notified as to whether it's been accepted or not (without any commitment to a delivery release) and the Incident Status changed to Resolved

## PRODUCT LICENSE TYPES

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. The user will be able to initiate 10 runtime sessions; MFC or OpenClient (from the same browser instance) and should they be deployed utilise:

- Database Interfaces
- Web Services & Gateway
- Multilingual
- Aurora

### 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 utilities available. The user will be able to initiate 10 developer sessions; MFC or OpenClient (from the same browser instance) and make use of:

- Database Interfaces
- Web Services & Gateway
- Multilingual
- Aurora
- +
- Developer
- Change Management
- Assure

## PERPETUAL VS TERM LICENCES

Perpetual licence keys are issued with no expiry date and will therefore run forever assuming no changes to the underlying platform. Term license keys are normally issued with an expiry date in line with the end of the currently agreed support and maintenance period with new keys being issued upon contract renewal.

In the absence of any agreed terms and unless instructed to the contrary Development and Runtime licence keys will be issued with an expiry date in line with the end of the currently agreed support and maintenance period.

## PRODUCT SUPPORT RULES

The following rules apply to VAR and direct customers alike:

- Prices are subject to review and change on a periodic (normally annual) basis
- Platinum, Gold and Silver support service levels only apply for the prevailing PROIV versions e.g. a customer who has a PROIV v8 installation with Platinum level support cannot use the same service for reporting and management of other versions
- All VAR or direct customers installations of PROIV must be at the same Support Level. It is permitted to change level however the new level must be applied to all installations
- Reduction of support level is only permitted on the anniversary of the support term
- Increase in the support level can be made at any time but will be subject to pro-rata increase in fees up until the anniversary of support renewal
- All PROIV installations for a particular version must be at the same support service level e.g. it's not permissible to have an operational (live) system running on PROIV v8 with Bronze level support and another operational (live) system running on PROIV v8 with Silver level support
- Where a PROIV installation is already under support then the same support service level must be purchased for any additional acquired PROIV licenses unless the whole installation is going to be upgraded
- With exception of the above any adjustment to support costs will be made at anniversary of the contract
- Support on any Legacy version will be provided only for the currently contracted modules or elements purchased by either a VAR, a customer of a VAR or by a direct customer.

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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.

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