Working Instruction
Decisyon Support Guide

DOCUMENT CODE

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DOCUMENT APPROVAL

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REVISION HISTORY

Version	Date	Reason for update
01	13/08/2014	First issue
02	02/01/2015	Passage from Trac to JIRA for the management of signaling (ticket #51 Trac Quality)
03	13/03/2015	English review
04	20/04/2015	Added a field to trace the Ticket number of the Development Trac System (Ticket #64 Trac Quality)
05	27/01/2016	Modified the US operating time

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DOCUMENT SUMMARY

This document contains the rules and procedures for the delivery of Technical Support services provided by Decisyon Italy for the Decisyon platform.

Objective

The purpose of this document is to provide information needed for the use of the Technical Support Services.

The following chapters provide details of the rules and procedures that define how Decisyon Italy provides Technical Support Services.

Reference context

Decisyon's Technical Support is principally a web-based service in order to provide maximum versatility and availability of use for our customers, both clients and partners. Once customers have signed a maintenance contract, they are provided the necessary account details to log on and to use the service.

The methods for subscribing, accessing and providing services may be amended at any time, with notification given to customers. Decisyon retains all rights to make any amendments to the services, as it deems appropriate.

Effective collaboration between the client and supplier is one of the critical factors for success in achieving their respective business objectives. In this regard, Decisyon wishes to build a close working relationship with customers with respect to these Technical Support services.

Intended recipients

The document's intended audience is internal staff responsible for providing assistance and technical support services to clients and partners.

References

1. DIT.SOP.001 – Document management
2. DIT.SOP.003 – System Development Life Cycle
3. DIT.WIN.002 – Malfunction management
4. DIT.WIN.011 – Systems maintenance

Abbreviations and acronyms

Abbreviations/acronyms	Definition
DCY	Decisyon
BI	Business Intelligence
CSI	Customer Support Interface
DSI	Decisyon Support Interface
HW	Hardware
OLAP	On-Line Analytical Processing
OLTP	On-Line Transactional Processing
PRI	Product Release Identification
PDNU	Power Designer Named User
RDBMS	Relational Data Base Management System
R-OLAP	Relational On-Line Analytical Processing
SLA	Service Level Agreement
SW	Software
TSS	Technical Support Service
TT	Trouble Ticket
WA	Workaround

Glossary

Term	Definition
Database	Indicates a database with one or more correlated threads, structured so as to preserve the data itself (input, research, cancelling and updating) by software program. In informal language, the word "database" is often used as an abbreviation for the expression Database Management System (DBMS), which refers to a vast category of software systems that allow for the efficient creation and manipulation of the database.
OLAP	Along with software techniques to analyses large amounts of data quickly, including in comprehensive mode. This is the base technology component for the data warehouse.
OLTP	The OLTP technology does not provide for the creation of separate data banks and the analysis is carried out directly on the financial data. This solution makes it possible to always have updated data and to avoid intermediary phases involving data transformation, however due to its nature it is not easily applicable in situations where the amount of data to be analyzed is very high. In those cases, the use of OLAP analysis is preferred.

1 TECHNICAL SUPPORT

1.1 Access to the service

A Decisyon license grants the right to a CSI ("Customer Support Interface") account to access the TSS Decisyon services. Users can register on the Decisyon home page: http://support.decisyon.com/ and by entering the Product-Key.

The CSI login allows access to the Decisyon Support area as well as the Ticketing system.

1.1.1 CSI – Customer Support Interface

The customer must appoint a person to be the Support Lead regarding Decisyon technical area matters. The CSI user is the only one authorized to forward requests to TSS.

The CSI person must be technically competent and have all the necessary access controls needed to both the Decisyon platform and the RDBMS platform used by the customer, so as to be able to intervene independently from a request from TSS to make any amendments or to implement any required tests to identify and/or determine any malfunction.

Decisyon can provide upon request, through its Training Center, all the necessary training to prepare the customer's technical staff.

1.1.2 Who can access TSS

1. Decisyon Partners who have completed a partnership agreement.

2. Clients who:

- have a valid maintenance contract and are thus authorized to access all Technical Support services.
- have acquired in the past a version of Decisyon and are authorized to access the Download area related to their purchased version, as supported.

1.1.3 DSI Decisyon Support Interface

The TSS area can be accessed 24 hours a day, 365 days a year, and can be found at:
- o the "Support" link on the Decisyon site (http://www.decisyon.com/)
- o http://support.decisyon.com/

TSS is subdivided into:
- "Case Management"
- "Download latest release"
- "Download previous releases"
- "Activation status"
- "Documentation"

1.1.3.1 "Case Management online support"

The case management service is available at the following times:
- Trouble-Ticket creation: 24x7
- Trouble-Ticket review by Decisyon TT personnel:
  - o Monday through Friday
  - o Working business days
  - o 09:00 AM to 06:00 PM EST

1.1.3.2 Download of latest release

The latest Decisyon software version is available for download here.

1.1.3.3 Downloading previous Releases

Previous versions of the Decisyon software are available here. Users have the option of downloading installation files for all currently supported software versions.

1.1.3.4 Activation status

This area allows a user who has access to the site to reset their Product-Key. This reset is useful to re-use the Product-Key on a newly migrated metadata system.

1.1.3.5 Documentation

The documentation area contains all documents relating to Decisyon software and available services.

2 CASE MANAGEMENT

Where the client encounters a problem that they cannot resolve, the CSI has the option to open a Case with Decisyon support.

2.1 Pre-requisites to opening a case

Only CSI users can access the "Case Management" area.

Before opening a new case, the user must verify the following:
- that the problem can be linked to Decisyon
- that the Decisyon version in use is supported
- that the problem is reproducible, to allow for quicker analysis by the support team
- that the problem is specific to a specific piece of hardware, or whether it is a general problem.

2.2 Open a Case

To open a new case, the user must login to the online support site. A link to "Case Management" allows the user to compile a form to open the Trouble Ticket (TT).

The operating instructions to complete the TT are described in the attached "Case Management" document.

The CSI provides the following information:
- Summary: brief description of the issue (for subsequent research)
- Description: detailed description of issue
- Priority: priority initially assigned by CSI
- Issue Type: TT type (Bug, assistance, new request)

This is just a partial list of the information requested, for more detailed information please refer to the "Case Management" document.

2.3 Case Management prioritization

To be most effective, the Decisyon support team assigns different priority levels to cases. During the initial phase the case, priority is recommended by the CSI, but in subsequent phases, it is subject to negotiation.

In each case, Decisyon reserves the right:

- to grant a final priority level to the case
- to reduce the priority level if the TSS activities are not actively supported by the CSI

Decisyon support works on five different priority levels:

Level	Description	Response Time	Updates
5 HIGHEST	The production system is not available	WITHIN TWO WORKING HOURS FROM CASE OPEN	DAILY
4 HIGH	Issues with a severe impact that make it difficult to operate the production systems	WITHIN FOUR WORKING HOURS FROM CASE OPEN	EVERY TWO DAYS
3 NORMAL	Non-blocking issues concerning development or production systems	WITHIN EIGHT WORKING HOURS FROM CASE OPEN	ONCE A WEEK
2 LOW	Questions about the use of the product, defect, configuration, or software conflict that affects the system, but is not critical	WITHIN 16 WORKING HOURS FROM CASE OPEN	EVERY TWO WEEKS
1 LOWEST	Questions about the use of the product that does not affect the proper functioning of the system	WITHIN 24 WORKING HOURS FROM CASE OPEN	EVERY MONTH

2.4 Collaborative approach

In the case of a Highest or High Trouble-Ticket, and to ensure that Decisyon is most efficient in resolving the client's issue, the client must make available to Decisyon all staff and technical resources needed to fix the problem. TSS requests for test operations, enquiries, the status of machines, RDBMS and any other information needed to solve the problem shall be the prime responsibility of the client. For its part Decisyon will work to ensure minimum possible disruption to the customer.

2.5 Temporary licenses

The services referenced above are applicable also for the *Temporary Licenses.*

2.6 Trouble-Ticket management

The following is a description of the principal steps for managing TT and the interaction between TSS and CSI:

- the management process begins with the opening of a TT by the CSI, who immediately receives an e-mail notification with the number of the TT.

- within the prescribed SLA, the TT is picked up by TSS, and the system sends the CSI a new notification email that the TT has been acknowledged by TSS.

- where necessary, and for the duration of the TT, the CSI can be involved with TSS by email or by telephone.

- TT work is carried out by TSS staff who make technical personnel available with the requisite training to enable them to identify and rectify problems; contact between professional persons in CSI and TSS with different skills sets may occur.

- the TT shall be analyzed to understand whether BUGS, ENHANCEMENT, NEW REQUIREMENT, ASSISTANCE, or CONSULTING is required.

- for BUG, ENHANCEMENT or NEW REQUIREMENT, a new case is opened on the Development Ticketing system by the CSI, while also linking it to the Support case number. The CSI is required to update this new case number on the Support system ticket, so that the two systems are linked to one another. The TT status is set as "WIP-DEV" and remains in this state until Development releases the related patch. Whenever possible, a workaround can also be recommended.

- for CONSULTING, a skilled consultant is assigned to provide the requested service, if this service is included in the contract. Once this has been confirmed, the case is closed and labeled "CONSULTING". If the consultant identifies a BUG as the cause for the TT, a new ticket is issued to Development, activating the BUG process.

- in case of ASSISTANCE, the CSI shall be contacted by telephone or by email by the consultant who takes on the TT.

- when the issue is resolved, either by a patch or by intervention on the CSI systems, a confirmation of the resolution shall be sent to the CSI.

- after 4 weeks without notification by the CSI, the TT shall be considered Closed.

- every modification/amendment to the TT status will trigger the system to automatically send an email to the CSI to keep it informed about any progress made.

- once the TT is closed, the system will automatically send an email notification to the CSI.

By logging in to the management system, the CSI has the option at any time to check the progress made by the TT.

2.7 Resolving Issues

Solutions provided by TSS shall comply with the development policies and standards of the Decisyon platform. TSS shall strive to provide the client with the most suitable solution available.

To resolve any issues, TSS can make use of the following options:

- Recommendations as to the reconfiguration of environments, whether they are Decisyon parts or hardware and software that may conflict with the platform. Decisyon will not be responsible for the functioning of HW and SW that it does not own and will not execute any direct changes to them.

- Workaround
  If Patches that fix the problem are not already available, TSS will work with the Customer to restore full efficiency of the system with the most appropriate WA.

- New-Version
  this requires the software to be updated to a newer version (already released or to be released) where the Issue (BUGS, ENHANCEMENT, NEW REQUIREMENT) has been resolved.

- Assistance
  Provides for the client being contacted by email or by telephone to indicate what needs to be discussed.

- Consultancy
  Provides for the intervention of a consultant who has appropriate knowledge in order to address the client's issues.

Decisyon certifies the correct operation of its products for all the HW and SW platforms, as per the relevant version, as listed in the Installation Manual, which can be found online in the Decisyon Documentation area.

Particular HW and SW configurations that have been certified by Decisyon but are not in line with the configurations required by the platform will be identified to TSS, but the client will be responsible for complying with the Decisyon standards by the HW/SW suppliers.

Requests for eventual integrations due to the presence of non-certified HW or SW parts shall be evaluated by Decisyon which, in its sole discretion, may consider them relevant to the market and include them in future product development plans, or consider them customizations; in this case they could generate a commercial offer for a specific development for the Customer evaluation.

3 RESTRICTIONS ON TECHNICAL SUPPORT SERVICES

The following describes the limits within which technical support is provided.

3.1 Territorial coverage

Technical Support Services are provided from Decisyon's headquarters in Latina. Any intervention by TSS for which the client requests an on-site presence is considered to be an advisory activity. The organizational and fees structures for the Decisyon consultancy department would therefore apply.

3.2 Technical coverage

Wherever third-party services are required, such as communications services, electricity etc., TSS must comply with the rules and regulations with respect to the provision of such services. Issues caused by third parties shall not be attributable to Decisyon.

ATTACHMENTS

3.3 Case Management (Attachment 1)

This is the guide to case management. This guide can be accessed from the "Jira" system using the links made available on the system.