

eXo Global Support Services - Operations procedure

1. eXo Support Services

1.1. Overview

This document describes the operational process of eXo Support services, for eXoPlatform products. These services are offered only in the context of an active customer subscription which may be contracted directly with eXo, or through a partner.

1.2. Definitions

In this document, each word with a first uppercased letter is defined herein with its proper meaning or by default refers to the meaning defined in the Contract signed between eXo and the Beneficiary

- **BUG**

"*Bug*" means any technical or functional dysfunction of the Applicable Software, noticeable and reproducible with the Applicable Software's delivered package, by the eXo GSS OR any behavior deviating significantly from the expected behavior described in the Documentation.

- **BENEFICIARY**

"*Beneficiary*" means the structure or interlocutor consuming directly the eXo support services through a subscription agreement. It can be a partner or an end customer.

- **INFORMATION**

"*Information*" means the operation intended to inform the Beneficiary on a property, a factory setting, a general configuration, usage, compatibility or feature of the Software. An information is usually illustrated with a published resource or made available by eXo in the Documentation or knowledge bases. An information does not, unless agreed in advance, permit to obtain instructions or recommendations for integration with third party software, for Version Change, and in general to all operations that a detailed knowledge of the technical environment or deployment of the solution into Customers' premises.

- **WORKAROUND**

"*Workaround*" means the operation allowing the restore of the nominal or degraded functioning of an installation package of the Applicable Software in the production environment. A workaround is systematically subject of deployment guidelines provided by eXo and allows the operator to apply the referenced operation.

- **VERSION**

"*Version Change*" means the operation aimed at replacing the Major or Minor version of the eXoPlatform package by another newest version (a Major or a Minor version).

- **CHANGE**

- **FIX**

"*Fix*" means the operation aimed to deploy the software code portion or a maintenance release

that fixes definitely a Bug in the Applicable Software package. A Fix is systematically subject of deployment guidelines provided by eXo and allows the operator to apply the referenced operation. eXo Support Services is solely responsible for determining the category of the fix. In general, the delivery of a Fix means the closure of the support ticket.

If applicable, the delivery of a Workaround occurs in a timely manner according to the contracted service levels between the Beneficiary and eXo.

A workaround usually consist of a specific operating procedure, or the delivery of a temporary software patch.

Unless specified in the Contract, the Beneficiary is responsible for the deployment steps aimed at implementing the Workaround on the installed Applicable Software package within the relevant technical environment, including checking impacts of the Workaround on data, manipulated types of data and parts of a codes realized "on top" of the Applicable Software package scope, as part of a Customer project.

- **MAINTENANCE** **UPDATE**
"Maintenance Update" means the operation aimed at substituting the maintenance release frequently used by the beneficiary by a more recent maintenance release. Operations related to these updates, supported by eXo GSSthrough the subscription services are detailed in the [Maintenance Program](#) visible on our eXo corporate website.

- **SUPPORT** **LEVELS**
"Support Levels" means the 4 Support levels presented as follows:
 - "Support Level 0" consists in the phone reception or via internet, the administrative qualification of the service rights, issue registration and routing.
 - "Support Level 1" consists into technical consideration of supported issues, ,documentation of issues, the first level diagnostics and providing solutions already referenced. In the case of non-resolution, an escalation to Level 2 support should be implemented.
 - "Support Level 2" consists in the characterization of unreferenced incidents , reproducing them, providing known solutions, developing workarounds and transmission of fix requests and / or amendment to the Support Level 3.
 - "Support Level 3" involves the provision of a specific correction in the source code of eXo package to resolve a detected Bug related to the eXo software package specifications.

- **Maintenance** **Program**
"Maintenance Program" means the services operated by eXo to a Beneficiary in accordance to the terms listed on the [relevant page](#) on eXo corporate website.

- **Incident**
"Incident" means the initial state of an issue expressed by the Beneficiary to eXo Support via the [eXo Support Services portal](#). Triggering an Incident marks the starting point for managing a

support case. The qualification of an Incident into on a Bug belongs exclusively to eXo Support Services teams, following the diagnosis made after the initial consideration of the issue.

2. Scope of appliance

2.1. Perimeters of activities

Production Support includes assistance for the installation, usage, problem diagnosis and access to the Software Maintenance Program of eXoPlatform. The Support on Production does not include assistance in code development, system design, network design, architectural design, optimization, settings recommendations, the development or the implementation of security policies or rules, recommendations for integration with third party software, migration operations related to Change Version activity.

The scope of Support Services depends of the type of Subscription Services signed by the Beneficiary.

2.2. Product Scopes, SLA and duration

The Support Services is applicable to all eXo software package offerings, regardless of the version ,provided it has not reached the "EOSL" milestone described in the Maintenance Program, in accordance with the Service Level Agreements described here: <http://www.exoplatform.com/SLA>, and provided in the Maintenance Program.

eXoPlatform products intended to be deployed in contexts of Java application server, only a limited list of these is eligible in terms of supported operational requirements. This list is regularly maintained and updated by eXo and is available on the [the corporate website](#).

3. Support Processes

3.1. Managing issues

Issues are formulated by the Beneficiary through the eXo support portal (support.exoplatform.com). As part of the "Premium" offer, a phone number is provided and allows you to save requests that have the same relevance.

The receipt of a support issue initiates the processing of a Support Case. To every Support Case is associated a reference, severity, and description.

Issues identified by the Beneficiary as related to eXo package will be sent to eXo through the following process, in accordance with the severity scale as described below,

- *Severity 1*(Blocker): A problem which severely impacts your production environment (such as a loss of production data) or in which your production systems are not functioning. The situation halts your business operations, and no procedural work around exists.

- *Severity 2(Major)*: A problem where your system is functioning but in a severely reduced capacity. The situation is causing a high impact to portions of your business operations, and no procedural work around exists.
- *Severity 3(Minor)*: A problem which involves partial, non-critical functionality loss of a production or development system. There is a medium-to-low impact on your business, but your business continues to function, including using a procedural work around.
- *Severity 3(None/Request for an Information)*: A general usage question, reporting of a documentation error or recommendation for a future product enhancement or modification. There is low-to-no impact on your business or the performance/functionality of your system.

The Beneficiary shall ensure the relevant choice of severity to be consistent with these definitions, to ensure the best processing by eXo support team. However, the final qualification of the severity for an issue, according to the information submitted by the Beneficiary, belongs to eXo.

Support requests should be described by the Beneficiary. He is responsible of filling out the entry form of the issue enriching it with all relevant and necessary information to the qualification step by eXo, particularly in the context of reproducing an issue, reported as an incident of an installation of the eXoPlatform package. Such information is at least:

- Nature of the issue
- Version of the concerned eXoPlatform package
- Specifications and versions of technical deployment environment (operating system, application server, Java virtual machine, physical machine),
- Users Volumetry,
- Deployment details
- Presence of any third-party software with structural aspect in terms of integration with the software

In the case of reporting an incident, regardless of its severity:

- Detailed description of the error behavior,
- If necessary, detailing step by step how to reproduce the error behavior through the interface of the software package,
- If so, step by step, reference data, injector values on the platform, manipulations on the host platform in order to reproduce the same scenario and visualize the dysfunction,
- Where appropriate, measurement taken through third-party tools of profiling of the Java Virtual Machine,

- Status of the platform (memory dump, CPU consumption, "thread dump") **before** the incident, if available
- run log files for a relevant period,
- Identified applicative Stack Traces
- Content or content types in error, excluding content types not manipulated natively by the platform,
- Any other useful information allowing eXo support team to make an efficient qualification signaling

If you are unsure on how to enter the information that is expected in this context, and on request to eXo support Team. We will forward to the Beneficiary a user guide for support portal.

3.2. Life cycle of an issue

Upon opening of a support case, your request will be considered by eXo "Support Level 1" in accordance with the service level agreement (<http://www.exoplatform.com/SLA>) regarding to available subscription of the Beneficiary.

During the consideration period, the issue is subject to a qualification of conformity, allowing eXo Support Team to validate the severity and the presence of relevant information necessary for the analysis and, if the previous stages are validated, the continuation of the qualification as part of "Support Level 2".

The status of the issue is set to "**CONSIDERED**".

At this stage, if the issue:

- Has unjustifiable severity, it will be updated by eXo support before further processing,
- has an incomplete description, with reference to the list mentioned in the paragraph 5.1 of this document, and does not allow the continuation of its analysis, it is the subject of a comment and the status is set to "**SUSPENDED - waiting for information**"
- has a justified severity, a full description and has an Information, a workaround or Fix already known by eXo Support, the referenced operation is acknowledged by eXo and the status of the issue is set to "**RESOLVED - waiting for validation**" for a minimum duration.
- has a justified severity and a complete description, it is set to the status "**QUALIFICATION IN PROGRESS - not reproduced**", but has no information, workaround or Fix known by eXo, it is the subject of transfer processing for analysis by the Support Level 2

The following statuses correspond to the processing operated by the Support Level 2. This level of support initially tries to reproduce the scenario of the package based on the descriptive information provided by the Beneficiary. At this point if the issue:

- Is reproduced, its status will be changed to "**QUALIFICATION IN PROGRESS- reproduced**". This status is a necessary transition of any indication in order to build its resolution as soon as it is made by Support Level 2.
- is not reproduced, its status changes to "**SUSPENDED - not reproduced**" and eXo Support teams establish direct contact with the Beneficiary's interlocutors referenced in the Subscription Contract, through the support portal, and telecommunication tools (telephone, webex conferencing, remote platform, etc). This contact aims to give better details related the Support Case in order to help the support team to achieve quickly the reproduction step of the incident.

At this stage, if the application is not reproduced within a time limit consistent with the severity of the incident, an escalation is raised in order to launch an action plan. Such plan can lead to an appropriate intervention of eXo staff on site, the terms of this intervention are granted on a case by case basis, and can provide selective support and hence help solve the problem thorough the investigation of the package deployment status

If the succession of operations, aimed to reproduce the incident case, fails then the request is "**CLOSED – abandoned**".

When an issue shows a reproducible scenario character, it is analyzed and the following sequences can be given:

- If the issue shows a use case known and considered by eXo as normal, then an information is provided and the status of this issue will be set to "**REFUSED - Works as intended**"
- If the reproduced request shows a dysfunction qualified as a Bug, and that: an information, a WORKAROUND or a correction is available, then the transaction is acknowledged by eXo and its status is set to "**RESOLVED - waiting for validation**".
- If the reproduced request shows a dysfunction qualified as a Bug, and there is no available information, workaround or a fix, then the status of the issue is set to "**ANALYSED - work in progress**".

If still active, the request becomes a Bug and is transferred to Support Level 3 to build a workaround, or if possible a Fix, accordance to delays specified in the Service Level Agreement.

- Once the Workaround procedure or, if possible, the Fix is made available through the support channel, it is available by eXo support to the Beneficiary, and the status is updated to "**RESOLVED - waiting for validation**".

Fixes are the subject of a schedule shared with the Beneficiary according to the modalities and terms of the Maintenance Program. Fixes are the subject of a schedule shared with the Beneficiary according to the modalities and terms of the Maintenance Program.

3.3. Resolving issues

The answers given by eXo shall be considered as valid if, at least, they represent one of the following solutions:

- Providing an Information, a workaround or a Fix allowing to solve the problem, or alternatively to reduce the severity of the issue.
- Refusal of the request on reason of conformity "**Works as intended**"
- Clear demonstration that the problem is caused by an improper use of the Software Package or induced by another external product or an application cohabiting with eXo Software package.

3.4. Support Management and escalation

eXo Support team operates its activity in an industrial optics, according to clear and transparent processes. At any time, thanks to the opening of a regular issue via the Support Portal, the Beneficiary may request eXo Support to provide the desired clarification on the functioning of or the information related to the Support operations and the Maintenance Program.

In case of blocking point, difficulties during nominal support services processing, sliding or slipping in anticipation of delays related to the contracted service levels agreement, recognized risk (technical, human), one or both of two Parties will be entitled to trigger a management escalation.

Escalation points at eXo are identified in the subscription agreement, as well as escalation points regarding the Beneficiary.

Upon request by the Beneficiary, eXo will provide an activity report made of Key Performance Indicators . This information will be provided through an issue creation in the support portal; it is being understood that this particular request will not be required for a retroactive period of more than one (1) year. These reports are quarterly issued.

This reporting will be used primarily, for management escalations triggered by one or both Parties, the main objective being to shape the relationship between the Beneficiary and eXo Support Services into a process of continuous improvement.