



Business Critical Support Handbook

for Enterprise Customers and
CA Partners

June 2008



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ABOUT THIS HANDBOOK

This *Business Critical Support Handbook* introduces you to CA Technical Support. It will provide insight into our support programs and enable you to quickly identify helpful information you may need when using CA software. It will describe how to engage CA Technical Support, raise an Enhancement Request, and provide detail on release policies, support offerings and other valuable information to help drive product availability to meet your business needs.

We hope you find this handbook helpful in achieving the full benefits of your CA software.

This handbook describes and categorizes support programs available for current Enterprise Customers and CA Partners only.



1 WELCOME TO CA TECHNICAL SUPPORT

At CA, our goal is to provide industry-leading support services to protect and enhance your investment in CA technology. To do this, we manage more than 70 technical centers in over 20 countries where our support teams work around the clock supporting Customers in numerous languages and time zones. Our centers are staffed with highly skilled Support Engineers who are available online or by phone to help you.

We make available to our Customers an online Technical Support service known as CA Support Online, which can be accessed by visiting support.ca.com. You can download software products, search our extensive Knowledge Base for solutions, obtain technical documents and product fixes, and open and maintain incidents online. We have approximately 160,000 registered users on CA Support Online.

When you need assistance, our Support Engineers will be there for you. They will perform the initial research, which may include collecting diagnostic information, recreating the incident, providing workarounds or existing fixes, and acting as the focal point for communication through the life of an incident. They will work with you to set expectations for incident follow-up dates and incident roadmap to resolution.

To further enhance the value of your investment in CA technology, we have developed various offerings. For instance, we offer Support Availability Managers who are proactively engaging our Customers and providing a broad level of enhanced support account services to extend and maximize the value of your investment.

We aspire to unify and simplify IT management. Our solutions manage complex, heterogeneous environments. Our skilled professionals are not only able to support CA products, but also a wide variety of third-party products, platforms and environments. Our strengths include:

- High-quality support that delivers immediate access, fast response and timely resolution
- Investment in the future through continuous R&D
- Ability to tailor Business Critical Support (BCS) with proactive, preventative and customized support solutions focused on specific business needs

You can continue to trust CA to consistently deliver solutions to help you manage your business, reduce risk and improve overall business performance.

To learn more about CA please visit www.ca.com and click "About CA". This website has a wealth of information, which you may find interesting e.g. Company overview, Customer quotes, Customer successes, Partners, User Groups, and so on.

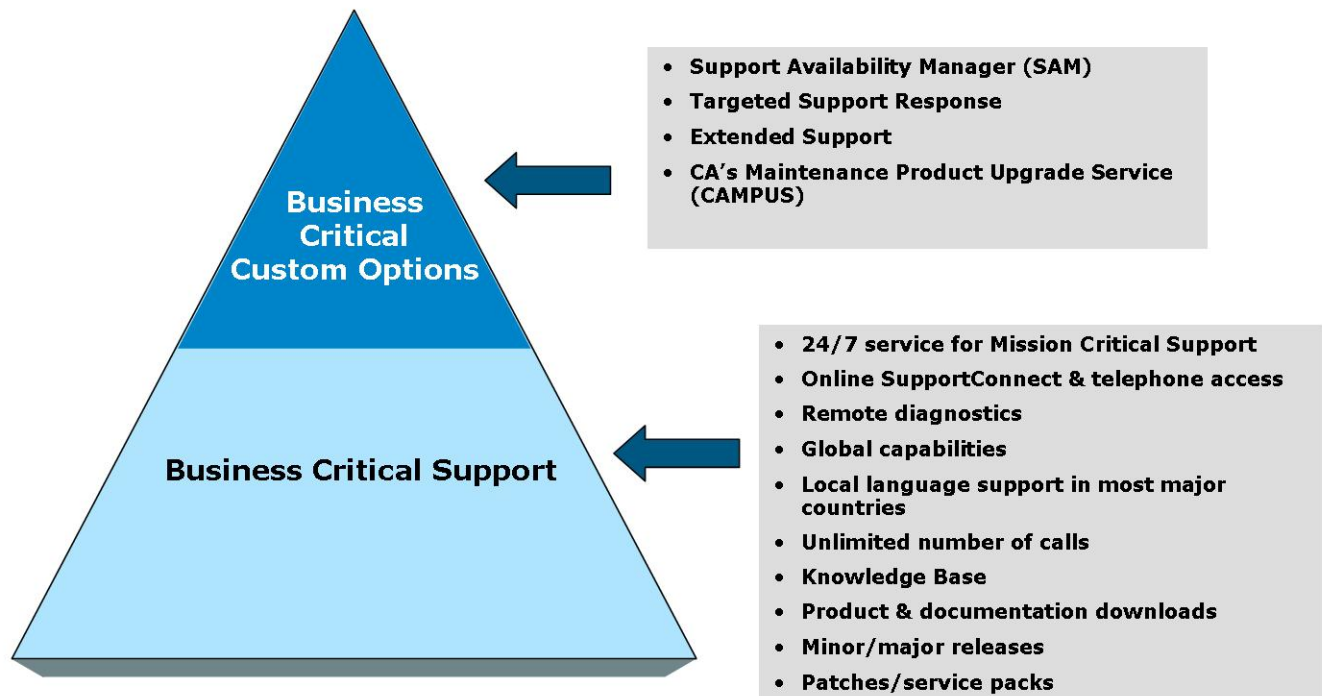
2 BUSINESS CRITICAL SUPPORT

As your business solutions partner, we make available focused offerings designed to provide services that maximize product availability and value of your investment in CA technology.

As part of your Software and Maintenance Agreement, you will have purchased Business Critical Support, CA's traditional maintenance support offering. In addition, we have made available Business Critical Custom options, described in more detail, later in the handbook. They provide the ability to tailor Business Critical Support with various customized support solutions focused on your specific business needs.

The following diagrams describe the progression of our Support Offerings and the value you receive from CA *Business Critical Support*.

**CA's Technical Support
Business Critical Support
& Custom Options**





BUSINESS CRITICAL SUPPORT

ACCESS & COVERAGE	Available
Mission Critical Support for all Severity 1* Incidents — 24x7	Yes
Telephone Access to Support	Yes
Named Callers	Yes
Number of Incidents	Unlimited
Customer Determined Incident Severity Level [†]	Yes
Online Access - CA Support Online — 24x7 availability — Open Incidents [‡]	Yes
Local Language Support for Localized Products (in most major countries) [‡]	Yes
CA SUPPORT ONLINE	Available
Knowledge Base search	Yes
On-line Incident Tracking & Update	Yes
Patch Distribution	Yes
Product and Documentation Download	Yes
Remote Diagnostics	Yes
Technical Newsgroups and Discussion Forums	Yes
License Key Information	Yes
SOFTWARE UPDATES AND NOTIFICATIONS	Available
Major Releases/Minor Releases/Patches/Service Packs	Yes
Documentation	Yes
Electronic Update Notification	Yes
Hyper Notification of Critical Fixes for Products	Yes
Email Notification of useful information	Yes

* Severity 1 — Production Environment affected. We recommend Severity 1 incidents be raised by telephone to ensure response time objective of 1 hour.

[†] Within CA's Incident Severity Level Guidelines. See further in the handbook or Appendix E – Glossary.

[‡] Severity 1 incidents logged through CA Support Online cannot guarantee a response time objective of 1 hour.

[‡] Normal Business Hours.



3 CONTACTING CA TECHNICAL SUPPORT FOR ASSISTANCE

To ensure that you can reach us using the most convenient method available to you, CA Support provides the following services:

- CA Support Online is our self-service online support website. CA Support Online enables you to log and maintain incidents online. It also provides you with the ability to search our extensive Knowledge Base for technical documents, Frequently Asked Questions (FAQs), published solutions, fixes, and reported problems.
- Telephone Support allows you to log incidents directly with a person and communicate with our Technical Support team.

Please refer to the Phone Services Directory for telephone numbers. (Also See Appendix A of this handbook– Useful Contact Details for phone numbers, emails, etc.)

CA Technical Support operates during normal published business hours.

When calling CA, you will be asked to provide certain detailed information. To save time, we recommend that you have the following information readily available:

- **Company Name & CA Site ID**
- **Your Contact Information:** Name, Email and Telephone Number
- **CA Product:** Release, Fix Level
- **Severity Level:** Business Impact and Severity (See Section 4)
- **Operating System:** Release, Fix Level, Language (if applicable)
- **Database:** Release, Fix Level, Language (if applicable)
- **Original Equipment Manufacturer (OEM):** Name, Vendor, Release, Fix Level
- **3rd Party Software:** Name, Release, Fix Level
- **Technical Description:** What is happening, what were you trying to accomplish

- **Other Detail:** Error Messages, System Logs, Dumps, Screen Shots, steps taken to try and address the issue and such.

Note: This information should also be provided when opening an incident via CA Support Online.

When you log an incident with Technical Support either by CA Support Online or telephone you will be issued with an incident number (sometimes referred to as issue number). This is a unique number assigned when any new incident is logged. It is an important reference and will be required when communicating with Technical Support about your incident.

Questions You May Have

Can I still obtain Support if I do not have my CA Site ID?

Yes, providing you have a valid maintenance contract. We may need to contact your Account Manager (or Support Availability Manager (SAM) if applicable) to verify details, which could cause a slight delay. Therefore, it is advisable to have your CA Site ID handy before calling CA Technical Support.

Who from my Company can call CA Technical Support?

Any named caller who is registered by your Company. It may be beneficial to coordinate your registered users to ensure the most appropriate and experienced users are contacting CA Technical Support as this may facilitate the progress of your incident.

What if the incident involves another Vendor?

CA is a member of TSANet® (Technical Support Alliance Network), which will enable us to work with other registered Vendor(s). Where possible, we will work with other Vendors to help identify a resolution.

Does CA provide local language support?

CA does provide some local language support. It is not available in all situations, but provided where possible.

Where do I find information on products from a recently acquired company?

For a period of time, you will need to continue to refer to the acquired company's website, see [Appendix D](#)



for details. Also, within the CA Support Online website see “Links to Related CA sites...” where the links are listed. These will, at some stage, be integrated into the CA website.

I need a new license or need some help with my license.

CA’s Licensing department is responsible for licenses. Therefore, if you have a problem with a license or need a new license, then please contact our Licensing department. You can contact them by telephone or open a licensing issue request online from our website.

Please refer to the CA Licensing Page on CA Support Online. Here you will find more information regarding CA Licensing, opening a licensing issue, downloading licenses, and such.

What are some Business Critical Support limitations?

CA Technical Support is not obliged to provide product support on non-CA software, modifications to CA software, or problems associated with products running on un-supported hardware, operating systems or third-party software. However, any such requirements may be available on a chargeable basis through other services within CA¹.

Consulting services (e.g. architectural issues, installations, customizations etc), on-site support or support for End of Service / End of Life products are governed under separate agreement(s).

Please contact your Account Manager (or SAM if applicable) for further discussion.

¹ Please refer to the Technical Specifications and Notifications of the CA Product for details on hardware, operating systems, third-party software that is supported and any published exceptions to this policy.



4 HOW CA TECHNICAL SUPPORT PROCESSES INCIDENTS

When you call or log your incident via CA Support Online, a CA Support Engineer will contact you by telephone and/or email. We aim to have the first contact by telephone unless otherwise specified by you. If we are unable to reach you by phone, then we will generally follow-up via email.

Outlined below are initial response time objectives, which are based on the Severity Level of the incident.

Service Level Response Time Targets Based on Severity Level

Incident Severity	Initial Response Time	Service Level Descriptions
1	1 Hour	"System Down" or product inoperative condition impacting a production environment.
2	2 Business Hours*	High-impact business condition possibly endangering a production environment. The software may operate but is severely restricted.
3	4 Business Hours*	Low-impact business condition with a majority of software functions still usable. However, some circumvention may be required to provide service.
4	1 Business Day*	Minor problem or question that does not affect the software function.

Note: Depending on the defined Severity of the incident, CA's Technical Support aims to respond to each incident within the listed target timeframes (unless otherwise agreed with our Customer). Responses are defined as attempted contact by means of CA Support Online, telephone, or email.

* *Normal Published Business Hours

For Severity 1 incidents we would encourage you to telephone us. This will ensure immediate attention and reduce delay.

You can change the Severity of any incident at any time by calling Technical Support. It is important to ensure you have the right Severity level assigned to the incident as this will ensure we have the correct level of focus on your incident and it helps us to prioritize.

Diagnosing the Incident

Our Support Engineer will work on determining the nature of your incident, i.e., is it an environmental or product functionality issue, or perhaps an issue of understanding or configuration. The Support Engineer will work closely with you to assist in answering specific questions about your incident and if applicable, recreate the incident within our labs. Your assistance will help to identify and progress your incident.

Progressing the Incident

Once the cause of your incident has been determined, the Support Engineer will identify an existing solution or continue to work the incident until a solution is found. This may involve gathering any additional information (system logs, dumps, etc), recreating the incident or preparing, if necessary, for transfer to our Software Engineers.

Our Support Engineer will log each step taken while working the incident in our Problem Tracking System. At anytime, you can view progress and update the incident via CA Support Online or contact the Support Engineer directly. The next action for the incident should be clear, i.e., who is taking the next step, what is the next step and when it will occur.

If you need assistance at anytime during the life of the incident, please feel free to contact CA Technical Support.



Follow-the-Sun — Severity 1 Incident

When you encounter a Severity 1 incident, we realize that there may be a severe impact to your business and will provide follow-the-sun (24-hour) progress of the incident where possible.

To ensure continuous work and focus on the incident, we will require your technical team to be available to provide documentation and assistance (in English). Together, we will establish a mutually agreed upon level of effort to ensure an acceptable level of service is obtained. If applicable, we will negotiate an adjustment to the Severity level with you based on the accepted level of service required.

Closing an Incident

The incident will be closed when you and the Support Engineer agree that a resolution has been reached. There are occasions whereby the incident may be closed without any specific resolution identified, for instance:

- Conclusion is that it is not a CA problem.
- The incident is out of the scope of Technical Support.
- The incident is no longer causing you a problem and you request it to be closed.
- It's identified as working as designed; in such case an Enhancement Request may be raised.
- CA has made three attempts (email and phone) to contact you over multiple weeks, but no reply.

Note: You are free to re-open the incident if the problem persists.

Outside Normal Business Hours

If you encounter a Severity 1 incident (excluding recent acquisitions, see below) outside normal business hours, then please call your local support telephone number and you will be re-routed to our after hours support number. Alternatively, you can dial the following numbers:

- North America please call our toll-free number, 800-225-5224 (call must be in English).

- Latin America, EMEA, APJ please call, +1 (303) 262-8300 (call must be in English).

For recent acquisitions, please refer to [Appendix D - Acquisitions Guidelines](#)

5 SUPPORT TOOLS

CA Technical Support uses one global system for recording all incidents. The system is linked in real-time to the information that is available through CA Support Online. Additionally, CA provides an interactive screen-sharing tool, which typically reduces the time required to diagnose problems and resolve incidents.

As a member of the Technical Support Alliance Network (TSANet®), CA can also work with other vendors to offer you collaborative support.

CA Support Online

CA provides an online support system to compliment the CA Support organization. See [Appendix B — CA Support Online Features](#) for a list of features provided by CA Support online.

Who has access to CA Support Online?

Anybody can register to use CA Support Online. However, certain CA Support Online features, such as incident management and full Knowledge Base search capabilities, are accessible only to Customers having the appropriate entitlement.

How long does it take for my registration to take effect?

Allow one business day for your registration to be activated. We recommend that you register as soon as possible to avoid delay when you want to raise an incident online.

Do I need to be registered on CA Support Online before I can have Telephone Support?

No. You are still able to telephone our Technical Support and log an incident.



Can I search your website for solutions to my problem?

Yes, solutions are published on our Knowledge Base, which is updated regularly with new or revised information. You are able to search for existing solutions, problems, Frequently Asked Questions (FAQs), and such.

How do I get Service Packs, fixes and/or patches?

If you maintain a current support contract with CA you are eligible for upgrades, updates and fixes to the licensed software, documentation updates, and new releases as they are made commercially available. These are available for download from the CA Support Online website or may be available, upon request, in a different media. Please contact CA Support for assistance.

How do I know when a new update, Service Pack or fix is available?

By visiting our CA Support Online website and navigating through the Product Home Page to the relevant Solutions & Patches section for the product. Alternatively, you can subscribe to our Hyper Notification via Hyper Subscriptions, which will notify you via email when there are critical updates, fixes or solutions available.

Can I provide CA with details of our environment up-front before an incident?

Yes, within CA Support Online there is a Profile area whereby you can define your Environment Profile. We would encourage you to use this section to provide details of your Environment that could assist Technical Support when dealing with your incidents. Please bear in mind, the information is only useful if it is kept up-to-date.

Remote Access

CA Support uses a remote accessing tool, which enables Support Engineers to securely access your machine. This method can greatly assist in identifying the incident and speed up resolution time. For further information, please refer to the CA Support Online website under Download Center at the bottom of the page.

Submitting Documentation Regarding an Incident

To help resolve problems, you may be asked to send system logs, dumps and various types of supporting material to CA. You can send this material to CA by attaching files to incidents, by email, or via FTP.

Note: For a period of time, due to the complexities of integrating systems, these mechanisms may vary for certain acquired products.

ATTACHING FILES TO INCIDENTS

Using CA Support Online, you can attach files to incidents. These can be attached when opening an incident or by viewing and updating the incident at a later occasion.

To maintain the security of our systems, we are unable to accept executable files or filenames commonly used by malware. If you must submit executable files, please rename them or embed them in a compressed file.

These are the file extensions we accept via CA Support Online:

.0, .1, .2, .3, .4, .5, .6, .7, .8, .9, .ASX, .BIN, .BMP, .CAB, .CAZ, .CFG, .CNF, .CONF, .CSS, .DAT, .DEV1, .DLL, .DOC, .DSM, .ER1, .ERWIN, .EVT, .EXP, .FTV, .GIF, .GZ, .HIS, .HTM, .HTML, .HTMPL, .INI, .IQK, .IQO, .IQR, .ISS, .ISZ, .JPG, .LIS, .LOG, .LOO, .NFO, .NSM, .PCX, .PDF, .PROPERTIES, .R03, .R04, .R05, .R06, .R07, .R09, .R10, .RAR, .RTF, .SQL, .STDLOG.3, .STDLOG.4, .STDLOG.5, .TAR, .TAR.Z, .TERSED, .TGZ, .TRC, .TRS, .TXT, .VCF, .VSD, .WORK, .XLS, .Z, .ZIP, OpenRoad Export Files

Please refer to 'Show Allowed File Extensions' on CA Support Online for details.

EMAIL

After an incident has been opened, you can email documentation to [mail to: TechnicalSupport@ca.com](mailto:TechnicalSupport@ca.com). You must enter the incident number in the subject field. Once your email is received and logged by CA Support, an update is made to the incident notifying



the technician(s), and the email is stored on our FTP servers. Emails that you send to CA can be viewed by clicking on the Attachments tab when viewing your incident on CA Support Online.

Any files that exceed two (2) MB must be sent using the FTP site.

If you are attaching a file to the email, then please be aware that some attachments will be blocked by our firewall. We recommend compressing the file (WinZip®) and/or renaming the file extension to something else such as .txt. If you rename the file, please mention in the email what the original file name should be.

FTP

CA maintains FTP servers to enable Support to send and receive information. The FTP Servers maintain a folder structure which provides security and keeps the transmissions associated with the incident to which they were attached. Documentation is retained automatically for thirty-one days after a closed incident was last updated. Attachments will be archived and are retrievable for one year.

See the Download Center for detailed instructions on FTP usage.

6 ENHANCEMENT REQUESTS

As a supported CA Customer, you have the ability to provide input into the development of future CA product releases. You can raise an Enhancement Request via CA Support Online or by contacting CA Support directly. An Enhancement Request is raised in a similar way to a problem incident, except it is designated as an Enhancement Request. An incident number will be assigned and provided to you for future reference. Any related problem incident that you may have raised will be closed accordingly.

Enhancement Requests are considered for future releases and although we cannot guarantee that all suggested Enhancements will be implemented we do value your input and recommendations. The Enhancement Requests that are selected for inclusion

for a planned release of the product will be accepted. Those that Development cannot plan for immediately will either be rejected or placed on a wish list to be voted on by the Product Line Community user group. You will be informed of the status of your request in a letter from the CA Product team.

7 ESCALATION PROCEDURE

To ensure critical incidents or situations have a clear escalation path, CA Technical Support has a global escalation process. This process heightens the awareness of an incident or situation within CA.

To escalate an existing incident for which we have not met your expectation, please call CA Technical Support and request a member of the CA Management Team for assistance. If you do not have an existing incident, then please contact CA Technical Support to open an incident.

Note: If you have a contracted Support Availability Manager (SAM) assigned, then please feel free to escalate through them during normal business hours.

To expedite your call, please ensure you have the following information available for your escalation:

- Company Name & CA Site ID
- Your Title/Position
- Your Contact information (phone & email)
- Incident number
- Reason for escalation, including Business Impact etc

Escalations are assessed by our CA Management Team and entered (as required) into our global escalation process. Customers may receive a named contact who will be responsible for owning the escalation through to resolution. This individual will be responsible for providing regular updates, focus and direction on the escalation. They will also be a central point of contact for you until the escalation is considered resolved. CA will use its discretion to engage further resources if required.



8 CUSTOMER SATISFACTION SURVEYS

CA is committed to providing industry-leading support and, in order to ensure we deliver a valued service to our Customers, we request your feedback. CA uses an outside industry agency to facilitate Customer Satisfaction Surveys. Survey information is consolidated over a 30 day period prior to submission to Customers and, depending on the Customer's regional specifications, may be in local language. The results of the surveys are shared with CA Support Engineers and the CA Support Management Team to help identify areas of improvement and build upon Customer successes.

As part of our ongoing Customer success initiatives, we would like to encourage all of our Customers to participate in these survey exercises.

9 CA SUPPORT OFFERINGS

CA recognizes there may be circumstances where you may need flexibility in the services offered by Technical Support. This flexibility is achieved by our Business Critical Custom Options as described here.

Business Critical Custom Options

CA's Business Critical Custom Options are available to provide additional services, which will compliment our Business Critical Support. The Business Critical Custom Options are available for purchase.

SUPPORT AVAILABILITY MANAGER (SAM)

This offering provides access to a Support Availability Manager (SAM). Your SAM will have knowledge of your business environment, technical support objectives, challenges and use patterns of CA products. Your SAM will become your internal advocate across CA business units to ensure the appropriate resources are engaged to resolve specific support requirements. In addition, your SAM will champion your escalation requests and ensure you are provided with the latest information and documents available for your CA products.

The SAM may perform the following functions on behalf of your business:

- Proactively facilitate technical support requests through the CA Technical Support organization to expedite resolution.
- Manage and report on product support escalations to ensure timely resolution to meeting your business needs.
- Coordinate status meetings to review all support related activities and establish readiness plans for future needs.
- Prepare custom reports to quantify progress and highlight critical data points as deemed appropriate by the Customer.
- Provide proactive notification of product-specific release information.
- Develop an understanding of your business requirements and CA product use patterns to ensure products are maintained on the latest CA releases.

TARGETED SUPPORT

Targeted Support is designed to extend the value you receive from your CA software investments. Focused on a specific product area, this offering provides access to a designated Support Engineer who will have in-depth product knowledge and an intimate understanding of your IT environment and business objectives. Your designated Support Engineer will work closely with your staff to decrease time to resolution and keep you informed on latest release information, keeping your CA technology working at peak performance.

Your designated Support Engineer will perform the following services on behalf of your business:

- Act as the central point of contact for all product specific reported cases, as well as own and coordinate all product-related inquiries
- Develop and maintain an intimate understanding of your CA software environment



- Assist with problem analysis and resolution, coordinate case resolution across CA Departments
- Respond to product-related questions

EXTENDED SUPPORT

Extended Support is a flexible offering designed to extend the value you receive from CA products. Developed to provide support for CA products and/or releases which have been officially retired (See the following topics: Lifecycle of a Product, Product and Release Retirement), this service provides an extra period of support in cases where more time is needed to upgrade to the latest release, or where no further changes to the system are required.

There are circumstances where business needs and priorities can delay the adoption of the latest release of CA products and Customers are unable to upgrade before the End of Service date. To assist Customers who are in this situation, CA offers the Extended Support program to bridge the gap for a limited time past the End of Service or End of Life Date from older product releases until systems can be upgraded or migrated.

CA MAINTENANCE PRODUCT UPGRADE SERVICE (CA MPS)

CA MPS is a service offering that provides delivery of the most current maintenance levels of CA z/OS products in a pre-installed format. Additionally, CA MPS provides customized maintenance deliveries for CA z/OS products installed via CA MPS. This service reduces the time it takes for Customers to perform installation and maintenance activities so they can direct more time to important key business initiatives. CA MPS includes these features:

- Customized cartridges containing full copies of current product libraries ready for site customization and implementation
- User friendly, ISPF menu driven front end for an easy product unload process

- Documentation PDS that contains information regarding all of the installation steps completed for each product
- PDS that contains all APARs that have been applied for each product
- Supports multiple high level qualifier naming conventions
- New/release installs or maintenance for products previously installed via CA MPS
- Multiple SMP/E zone merging combinations

For further information on any of the Business Critical Custom Options, please contact your Account Manager and/or Sales Executive.

10 CA OPTIMIZATION SERVICES

CA Services offer Service Solutions specifically tailored to your Business needs. They offer a comprehensive list of services designed to reinforce existing CA Solutions and distinct technologies within your infrastructure.

Assurance Services

Assurance Services is a flexible portfolio of product specific HealthCheck, performance tuning, upgrade, conversion and migration packaged service offerings from CA Services that ensure you are up-to-date with the latest CA technology features and best practices with minimal impact to your production environment and support staff.

Advanced Training and Certification Services

CA Education and Training has developed Advanced Training and Certification services to increase your team's capabilities to better maintain and optimize your CA software solutions based on your individual business needs and IT requirements. To maximize the business value of your CA technology investment, you need to have an enhanced understanding of features, functions, implementation specifications, and operational attributes.



Technical Advisor Services

CA Technical Advisor Services offers you an on-site CA Services IT Management consultant who is dedicated to maximizing the value of CA technology in your IT organization. The Technical Advisor (TA) builds a deep understanding of your business priorities, IT environment, and strategy then assesses the implementation of CA technology and makes recommendations to help improve performance, business alignment and return on investment (ROI).

Resourcing Services

Resourcing Services (Staff Augmentation) allows you to focus on core competencies and boost your productivity by utilizing a mix of full-time/part-time CA IT consulting service specialists with specialized CA knowledge. CA provides you with highly skilled, certified consultants who, at your direction, address specific needs that helps maximize your organization's return on investment in CA technology.

CA Technology Integration Services

CA Technology Integration Services is a specialized program meeting today's rapidly changing IT demands for higher levels of availability, reliability and service. CA Services offers a comprehensive set of customizable CA technology integration packages that help customers simplify integration of their CA investment with complex, multi-vendor IT technologies.

For further information on CA Services' offerings, visit [CA Services](#) or contact your Account Manager and/or Sales Executive.

11 EDUCATION

We strive to contribute to your success by providing training options to help optimize the use of CA technology. In addition, we have found that Customers who have invested in training their Employees on the products are more effective in describing the symptoms of the problem and working with Technical Support towards a resolution. As a

result, this often enables Technical Support to identify the underlying cause of the problem quicker and can help speed up resolution time.

To learn more about CA's educational opportunities visit [CA Education](#) and select your Country via the Worldwide dropdown list.

12 PRODUCT STANDARDS AND RELEASE DEFINITION

All CA products adhere to well-defined standards in the areas of product installation, maintenance, operation, and packaging. We have a consistent policy for designing, developing, maintaining and retiring software releases that all product teams are tasked to follow.

Supported Software

CA supported software releases and platforms are at the discretion of CA Business Unit Executive Management and subject to change. CA defines its supported products as follows: (a) latest major Generally Available (GA) product release and (b) one previous major release (GA-1). It is important to note that in some circumstances, CA may elect to support only the Generally Available release of certain products.

Customers may be notified through their CA representative(s), by posting on our website and/or mail of product support status within the standard timeframe outlined in CA's End of Service and End of Life policies. Notifications of product support status may include upgrade and/or migration path information. Customers are responsible for maintaining a supported environment, which includes current supported release(s) and platform(s) of CA software.

Lifecycle of a Product

A product in development goes through a series of phases. These phases are described as follows:



BETA

The period of time when a new product release is tested by our Customers — but before it is available in the marketplace — is called Beta. While preparing a product for Beta entry, Customers are invited to sign up and partner with the Development team for early field testing of the product. Beta Customers are key partners in validating that the new code meets requirements and functions correctly. During the Beta cycle, Customers receive technical support and assistance from the Development team. A full list of current Beta Programs is located at [CA Beta Programs](#).

GENERAL AVAILABILITY (GA)

GA status is achieved when a product has successfully completed the beta cycle and becomes available for purchase or upgrade. GA releases are the most recent major releases of a product that are available to Customers. In addition, Business Critical Support is available to Licensed Customers.

Our licensed Customers are notified via a Product Update announcement when a new release becomes GA. To install the new GA release of the product, you can download the product from CA Support Online for immediate delivery. Or, you can complete and return the update request form that was sent with the Product Update announcement letter or contact your CA Representative. The announcement includes a description of the new release and the length of time during which prior releases will continue receiving support.

END OF SERVICE (EOS)

When a product release becomes EOS, no future development or maintenance, including BCS, will be provided for the release. This is release specific; the product will continue to be supported at a designated release level.

END OF LIFE (EOL)

When a product becomes EOL, this indicates that no future development or maintenance, including BCS, will be provided on the product.

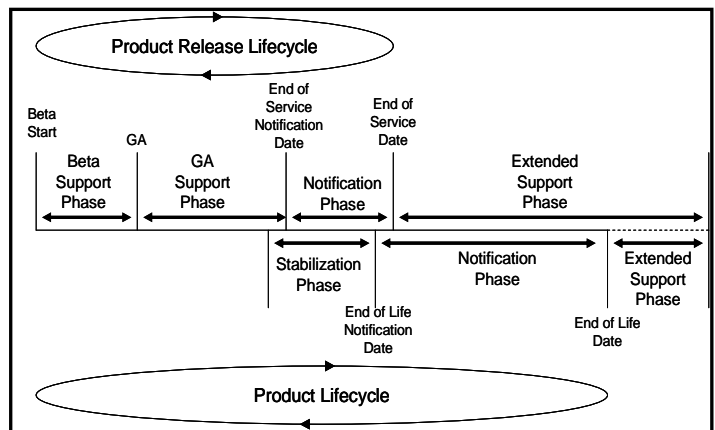
13 TECHNICAL SUPPORT LIFECYCLE POLICY

The CA Technical Support Lifecycle Policy helps you to understand the lifecycle for technical support for all CA products and better plan for upgrades to current releases. Whether purchased directly from CA, or from a CA partner or reseller, this policy is designed to standardize product support expectations and assist our Customers in their planning processes. This CA Technical Support Lifecycle Policy ensures:

- Customers are current with the most recent and supported technology
- Consistency and predictability in determining the support lifecycles for our products

Support Phases within the Product and Release Lifecycle

Once a new product or new release of a product has been developed and fully tested internally to meet quality assurance and interoperability standards, the product enters a multi-phased Support Lifecycle. The following milestones and phases, defined above, make up the CA Support Lifecycle. There are no hard and fast timelines set for a product's support lifecycle, but there are some guidelines that can be used to assist in migration planning.



BETA SUPPORT PHASE

The length of the Beta cycle is determined by the success of the Beta program. It is essential that CA



delivers the highest quality products to Customers. Through use of the Beta Program, CA has an opportunity to test new and innovative solutions with a select number of Customers before officially releasing the product to the marketplace.

GA SUPPORT PHASE

This is the active life for a product release.

END OF SERVICE NOTIFICATION PHASE

There is a minimum 12-month notification period prior to expiring support on a product release. Notification of EOS for a product release will be given to all licensed Customers at least 12 months prior to the next GA release date. Follow-up reminders and notifications will also be published during this phase. During this time, Customers should begin to plan upgrading to the upcoming GA release or engaging an Extended Support Contract.

STABILIZATION PHASE

When a product enters the Stabilization Phase, features or functionality will be stabilized at the current release boundary. Customers will continue to receive Business Critical Support with an active maintenance contract.

END OF LIFE NOTIFICATION PHASE

The decision to End of Life a product is a business decision, and made on an as needed basis. The decision is made individually by product and is based on Customer needs and product plans. There is a minimum 12-month notification period prior to a product's End of Life Date. During the EOL Notification Phase, Customers should begin a migration plan or engage an Extended Support Contract.

EXTENDED SUPPORT PHASE

A Customer may extend the life of a product or product release, where CA agrees this is technically viable, by purchasing Extended Support.

Product and Release Retirement

All products eventually come to the end of their support life. For details on the End of Service or End of Life Dates for a particular product you should refer to the individual product home pages on CA Support Online.

For CA's End of Service (EOS) and End of Life (EOL) Policies please refer to Appendix C.

Note: Be sure to check that the technical contact and the distribution media type listed on the Product Update letter are correct for your site.

14 SERVICE PACKS

CA Service Packs (SP) are prepared to maintain software between releases. Applying a SP ensures that you have the latest level of your CA software. Service Packs for the majority of CA software are distributed periodically and can be downloaded from CA Support Online or obtained on CD, cartridge or desired media. It is important to maintain the current level of code where possible. If you encounter a problem that requires a code fix not present on the latest SP, Sustaining Engineering will provide the fix, if one is available.

15 FIX STRATEGY

CA's fix strategy can differ by product. In general, CA will provide fixes to product errors where applicable and as required. The format in which they are provided depends on the product, but typically they are published fixes or Service Packs. The terms fixes, patches and PTF are synonymous.

For further details, please engage Technical Support.

16 RELEASE NAMING AND NUMBERING STANDARDS

A product release number will be of the form xx.yy where the xx represents the number of the Major Release and the yy represents the Minor Release number. For the initial release of a major release, the minor release number will be zero and its use is



optional. When the xx or yy is less than 10, leading zeros are not used.

MAJOR RELEASE

This number reflects the major release of the product. This number changes when there is a major change in product code base and functionality. Only positive, numeric characters can be used within the release number.

MINOR RELEASE

This number reflects the minor release of the product. This number changes when there are cosmetic or functionality changes to existing product code base and normally constitutes a re-launch of the product.

Convention is that major release and minor release numbers can only increase — but that the incremental amount may vary. A distinct release number occurs anytime the major release or the minor release increases.

For Example: r11 — (Major Release), r11.5 (Minor Release)

17 CERTIFICATION STRATEGY

CA products may require various 3rd Party software to operate, such as Operating System, Database,

Coding Language. CA products will be certified on a particular release of the 3rd Party software, details of which can be found in our Technical Requirements documentation for the CA product.

There may be a time whereby a Customer may upgrade to a later version of the 3rd Party software. In this case, if an incident arises, then CA will (if applicable) recreate the incident with the certified release and, if needed, provide a solution for the certified release. Although, CA is not obliged to recreate and/or resolve on the uncertified release, we will offer assistance where we can.

18 DOCUMENTATION

Product documentation is available for download from CA Support Online. If you are licensed for any CA software that is active on maintenance, you can download documentation for all CA products.

19 ONLINE HELP

Most CA software contains an online HELP facility that provides immediate assistance and explains diagnostic messages. Designed to limit the amount of time you spend searching for answers to questions on software usage, HELP explains product facilities and features.



APPENDIX A — USEFUL CONTACT DETAILS: TELEPHONE NUMBERS, EMAILS, WEBSITES

Phone Services Directory for up-to-date contact listings:

[Phone Services Directory](#)

<https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/common/contact.html>

[CA Licensing Page](#)

<https://support.ca.com/irj/portal/anonymous?NavigationTarget=navurl://0907759db30f69648b932020c3c1c526>

[Compatibility Information](#)

<https://support.ca.com/irj/portal/anonymous?NavigationTarget=navurl://570606becc90554bc273bba524fe8a7b>

[CA Support Online](#)

<https://support.ca.com/irj/portal/anonymous>

[CA Beta Program](#)

<https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/common/cabetas-programlist.html>

[CA Education](#)

<http://www.ca.com/education/>

[CA Services](#)

<http://www.ca.com/services/category.aspx?id=5675>

[Download Center](#)

<https://support.ca.com/irj/portal/anonymous?NavigationTarget=navurl://9ddd1746fb80c855e2c58e7def34247>

[Product Home Page](#)

<https://support.ca.com/irj/portal/anonymous?NavigationTarget=navurl://a16f638e7b7fc95e61b7eefbe0524c6f>

[CA User Groups](#)

<http://causergroups.com/UserGroups/>



APPENDIX B — CA SUPPORT ONLINE FEATURES

Topic	Feature	Benefit
Knowledge	Knowledgebase	Allows you to search our extensive knowledge base for technical documents, Frequently Asked Questions (FAQs), published solutions, and reported problems.
	Compatibilities	Allows you to review our product compatibilities page to determine whether your CA product is compatible with the latest mainframe, mid-range, and PC operating environments.
	Product Forums	Allows you to communicate with your peers to find out how others are using CA products. Product Forums provide for newsgroup-style interaction without spam.
	Product Home Pages	Provides the latest news on your CA products, technical product information, and allows you to sign up for participation in a product beta.
Downloads	Published Solutions	Provides solutions to problems and allows download for immediate results.
	Documentation & Products	Provides electronic delivery of documentation and licensed CA products.
	License Keys	Allows you to view site licenses, obtain license keys & log a license request
	Virus Signatures	Allows you to view the latest virus threats including viruses, Trojans, and worms.
	Toolbox	Links to utilities that aid you in using CA software, e.g., Applyptf, CAZIP.
Incident Management	Open and View Incidents	Allows you to open incidents for Technical Support assistance, view and update existing incidents.
Subscriptions	E-News	Provides technical information related to CA products including common incidents experienced by our Customers, newly released patch files, service packs, CSDs, virus signature updates and upgrades.
	Hyper	Enables you to sign-up receive emails on important product notifications.
Contact	Support Services	Contains information regarding CA Technical Support e.g. telephone contacts, billing inquiries, feedback etc.
	CA User Groups	Provides contact information regarding our many User Groups across 230 countries.
Environment	Site Profile	Provides CA Technical Support staff with more specific information about your environment. You have the ability to answer CA product specific questions, input hardware and software information and attach documents. The goal is to minimize the need for repetitive environment information at the start of the troubleshooting process. You can cross-reference the site profile in any incident in which you feel it is appropriate.



APPENDIX C — END OF SERVICE AND END OF LIFE POLICIES

End of Service Policy

As new releases of products become Generally Available, previous releases become outdated and difficult to maintain. This policy will outline the actions taken when a product release reaches End of Service.

- CA decides, at its sole discretion, when a product release becomes End of Service, and what the EOSD will be. When a product release reaches the EOSD, no future development or maintenance will be provided for the release.
- CA's standard policy is to offer Business Critical Support for two releases only (GA and GA -1) of its products in the market place. In its sole discretion, CA may however decide to support only the current GA release for certain products.
- Upon determining that a product release will become EOS, CA will give at least 12-months notice prior to the EOSD, the exact timing depending on product lifecycles. Such 12 month period shall run from the date of first notification not withstanding the fact that this notification may not contain an EOSD.
- On the product release's EOSD and going forward, CA will cease to provide Business Critical Support for this product release, outside of current CA contractual obligations for support of EOS product releases.
- Once a product release reaches its EOSD, Customers may choose one of three following options:
 1. Upgrade to a supported release of the product.
 2. If available, purchase Extended Support to continue support.²
 - A. Entering into an Extended Support agreement may require the Customer to apply the final Service Pack for the product release; or
 3. Continue to use this product release and receive Self-Service Support only.

² For additional information, please refer to CA's Extended Support Policy.

End of Life Policy

CA is dedicated to delivering the most valuable software and solutions to its Customers. Based on this aspiration, CA software follows a support lifecycle, in which a product enters multiple phases as it is developed, released to the market, and eventually becomes obsolete as new software replaces older products. This policy will outline the actions taken when a product has reached its End of Life.

- CA decides, at its sole discretion, when a product becomes EOL and what the EOLD will be. When a product reaches the EOLD, no future development or maintenance will be provided on the product. In many cases, an alternate product that provides similar, or in some cases, superior functionality to the original product is offered.
- When a product reaches its EOLD, this EOL status will replace all previous notifications about the status of the product and product releases.
- Upon determining that a product will become EOL, CA will give at least 12 months notice prior to the EOLD, the exact timing depending on product lifecycles. Such 12 month period shall run from the date of first notification not withstanding the fact that this notification may not contain an EOLD.
- After the product's EOLD, CA will cease to provide Business Critical Support for this product and all releases of the product, outside of current CA contractual obligations for support of EOL products.
- Once a product has reached its EOL, Customers may choose one of the three following options:
 1. Enter a migration process to an alternate or superior product, offered by CA
 2. If available, purchase Extended Support to continue the support of the EOL product.³
 - A. Entering into an Extended Support agreement will require the Customer to apply the final Service Pack for the product; or
 3. Continue to use this product and receive Self-Service Support only.

³ For additional information, please refer to CA's Extended Support Policy.



APPENDIX D — ACQUISITIONS GUIDELINES

Refer to the following websites:

Support for CA Identity Manager and former
Netegrity Products:

<https://support.netegrity.com>

Support for Concord & Aprisma Products, eHealth,
SPECTRUM, netViz, IVize:

<http://support.concord.com>

Support for Wily Technologies:

<http://www.wilytech.com/support/index.html>

Support for MDY Products:

<http://www.mdy.com/Services/SUPPORT.aspx>

Support for XOssoft Products:

<http://www.xosoft.com/support/>

Important update on Ingres Support:

<http://www.ingres.com/support/>



APPENDIX E — GLOSSARY

ASIAPAC — Asia Pacific

APJ — Asia Pacific Japan

APAR — Authorized Problem Analysis Reports

Drop Support Date — Date upon which Support is no longer available for the product or release

End of Life (EOL) — When a product becomes EOL, this indicates that no future development or maintenance, including BCS, will be provided on the product

End of Service (EOS) — When a product release becomes EOS, no future development or maintenance, including BCS, will be provided for the release. This is release specific; the product will continue to be supported at a designated release level

End of Life Date (EOLD) — The date on which a product officially becomes End of Life. On this date and going forward, CA will cease to support this product and all releases of the product, outside of current CA contractual obligations for support of End of Life products. Upon reaching this date, Self-Service Support may be available for a limited time. Extended Support may also be available

End of Service Date (EOSD) — The date on which a product release officially reaches its End of Service. On this date and going forward, CA will cease to support this product release, outside of current CA contractual obligations for support of End of Service product releases. Upon reaching this date, Self-Service Support may be available for a limited time. Extended Support may also be available

EMEA — Europe, Middle East and Africa

Fixes — Synonymous to "Patches", which are a change made by CA to the Licensed Software

Fix level — Denotes the latest Service Pack or Fixes applied to the specific software product

Incident — Synonymous to "Issue", which is logged in CA's problem tracking system

Incident Number — This is the unique number assigned to your Incident/Issue which has been logged with CA. This number is used for the life of the incident and is an important reference

ISPF — Interactive System Productivity Facility — A software library management tool (from IBM) for versioning, auditing and promoting source code and data set management

Mission Critical — This refers to a severe incident which affects a production environment i.e. Severity 1 incident

OEM — Original Equipment Manufacturer is used to refer to the company that acquires a product or component and reuses or incorporates it into a new product with its own brand name

PDS — Partitioned Dataset

Problem Tracking System — Tool used to track incidents raised by Customers

PTF — Program Temporary Fix

SAM — Support Availability Manager

Self-Service Support⁴ - The Customer will receive support through our CA Support Online website; telephone support is not available. The Customer is able to register on CA Support Online as a Basic User and receive the following support:

- Limited access to product compatibility information
- Limited access to confirmed software patches and product solutions
- eNews

Service Pack — An accumulation of fixes. A Service Pack essentially supersedes previously issued individual fixes

Site ID — This is a 6 digit number, which would have been issued when purchasing CA products

Severity Level — Indicates the impact an incident is having on your business

- **Severity 1** — "System down" or product inoperative condition impacting a production environment
- **Severity 2** — High impact business condition possibly endangering a production environment
- **Severity 3** — Low impact business condition with a majority of software functionality
- **Severity 4** — Minor condition or question that does not affect the software function

Stabilization — Functionally stabilizing a product means that there will be no new releases or further enhancements to this product.

CA Support Online — CA's Support website, which enables online access to our Support references, logging and tracking you incident. CA Support Online has an interface into our Problem Tracking System

⁴ Self-Service Support is available for CA products, however these features may not be immediately available for products attained via acquisitions. These products will have a website available to provide Technical Support.

