



for BPM Engines

Business Resource Development Product Support and Lifecycle Guidelines

Notices

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Summary

This document provides advanced notification of planned changes in support for products, components. This information will assist customers and partners with product planning and information technology decisions. Under the Product Lifecycle Guidelines, BRD plans to support a release of its products for a minimum of two years and make assisted support offerings available for a further two years. During these periods, releases of BRD products will move through the Product Lifecycle phases identified below.

Releases

BRD classifies its releases into one of three categories. A major release is designated a new version of a product and is defined as one where there is major architectural change to the product and/or changes to the product's schema, architecture, platform support, other configuration or data model elements. Examples of major releases were version 5, version 6 and version 7 of the SWiFT for BPM. BRD plans to support major releases of products for a minimum of two years.

An Update release of a product is indicated by a change to the Build number and may include fixes, enhanced functionality and additions to the architecture to support optional new features. An example of a minor release is:- Release 7 build 509. BRD plans to support minor releases of its products for a minimum of two years, and these are considered part of the major or minor release lifecycle for support purposes.

An Update Pre-Release of a product is also indicated by a change to the Build number, is marked as a 'Pre-Release' and may include fixes, enhanced functionality and additions to the architecture to support more complex issue resolutions. The pre-release and is made available for site 'testing' only, prior to the release of a 'full update release'. It is strongly recommended that any Update Pre-Release should not be used in a 'live' production environment. Sole responsibility is with the Client if implemented in a 'live' production environment.

General Support

When a major or minor release becomes commercially available, it enters the General Support phase. The following support and maintenance offerings are available on products in this phase:

- Telephone Support from the Helpdesk.
- On Line support. This includes access to the BRD Website download area, direct secure chat facility, email support, BRD newsgroup and access to the BRD support web-site area.
- Bespoke Hot Fixes will be provided for the latest release where no workaround is available. Customers will be provided with these directly.

All new releases are available to customers who have a current maintenance and support contract.

Extended Life Support

Customers who have a business requirement to continue running a release with support after the General Support phase has ended may take out an Extended Life Support (ELS) contract. ELS contracts are only available on the final release of a version of a BRD product. Customers may only take advantage of this if they have a current support and maintenance contract in place when the general support period ends.

An ELS contract is only available for the environment that the customer is running at the date the general support phase ended. This environment must be detailed when the contract is applied for. Any changes in this environment will invalidate the extended support contract.

The following offerings are available with ELS:

- Telephone Support from the Helpdesk
- On Line support. This includes access to the BRD Website download area, the BRD Newsgroups, and email support.
- Special HotFixes will be provided where no workaround is available.

ELS will be available for a final release for 2 years after the end of the general support phase (providing a maximum of 4 years support for the final release of a Version of a BRD product).

Unsupported

When the general support phase ends for a major or minor release, it moves into the unsupported phase. During this phase, online support (the BRD Support area, the BRD Newsgroups, and existing Hot Fixes) is the only support available. The unsupported phase will continue for three years after the termination of general support for final releases and two years after the termination of general support for other releases. It runs concurrently with the Extended Life Support phase.

Retired

When the unsupported phase ends, the product enters the retired phase. There is no support for product that has entered the retired phase.

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