

Release
Support
Model



Event Monitoring Service (EMS) Release Support Model



MSL 02/16/06

EMS Release Support Model

Definitions

- Introduced: The date on which an EMS/HA Monitors version first ships to customers.
- Patched: The EMS/HA Monitors version will be patched until this date is reached. The R&D team will create patches according to the lab's SLA's for hotsites and critical defects. Critical/Serious defects reported against other releases will be back-ported.
- Supported: During the "Supported" phase, the Support Organization will continue to sell support contracts for this version, WTEC will take calls and R&D will assist with triage, how-to questions and will provide site specific patches for critical problems only (e.g. security, data integrity).
- End of Support: When the end date of the "Supported" phase has been reached, HP has no further obligation to provide assistance to customers and the product is not eligible for software support or contract renewal.

EMS Release Support Model

Consistency with HP-UX

- We will **PATCH** and **SUPPORT** at least one version of EMS and HA Monitors for a specific HP-UX release until the HP-UX release reaches its Discontinuance Phase (see HP-UX release model slides at the end of this set).
- When the HP-UX release is in its Discontinuance Phase, we will **SUPPORT** at least one version of EMS and HA Monitors for that release.
- We will adhere to the HP-UX Operating Environment (OE) “rules” for patching and support life for those versions of EMS and HA Monitors which are part of a “Mission Critical OE”.
 - 18 month Patch life expected for each OE submittal
 - Each time an EMS and/or HA Monitors release is submitted to an OE the 18 month cycle begins again

EMS Release Support Model

The “Rules” for each phase of a release

- For EMS/HA Monitors releases that are SUPPORTED but no longer officially PATCHED,
 - We will patch only “critical” defects related to data corruption or security holes.
- For EMS/HA Monitor releases that are tied to an OE: (these are the PLATFORM releases)
 - The release will be PATCHED for a minimum of 18 months after the first customer ship date of the last OE that EMS/HA Monitors is part of
 - The release will be SUPPORTED for a minimum of 1 year after patching ends
 - The total time of PATCHED plus SUPPORTED will be a minimum of 3 years
- EMS/HA Monitors releases that are NOT tied to an OE (the FEATURE releases) will have a shorter life (2 years total):
 - PATCHED for 9-12 months
 - SUPPORTED for 1 year after patching ends

EMS Release Support Model

10.20 versions of EMS And HA Monitors

VERSION	INTRODUCED	PATCHED	END OF SUPPORT
A.01.00	12/96	09/98	12/01
A.03.00	09/98	09/99	06/30/03
A.03.00.01	09/99	12/99	06/30/03
A.03.10	12/99	06/00	06/30/03
A.03.20	06/00	06/30/02	06/30/03

EMS Release Support Model

11.00 versions of EMS and HA Monitors

VERSION	INTRODUCED	PATCHED	END OF SUPPORT
A.02.00	06/97	09/98	12/01
A.03.00	09/98	12/99	06/03
A.03.00.01	09/99	12/99	06/03
A.03.10	12/99	06/00	06/03
A.03.20	06/00	12/04	12/06

EMS Release Support Model

11i versions of EMS/HA Monitors - 11i V1

VERSION	OS	INTRODUCE D	PATCHED	END OF SUPPORT	OE
A.03.20.01	11.11	11/00	06/03	09/04	YES
A.03.30	11.20	06/01	06/02	12/02	NO
A.03.40	11.22	08/02	12/03	12/05	NO
A.04.00	11.11	03/03	09/04	03/06	YES
A.04.00.01	11.11	09/03	03/05	09/06	YES
A.04.00.02	11.11	06/04	09/05	06/07	YES
A.04.20	11.11	09/05	03/07	09/08	YES



Several EMS versions on this list are tied to the HP-UX OE's and follow the OE rules.

MSL 02/16/06

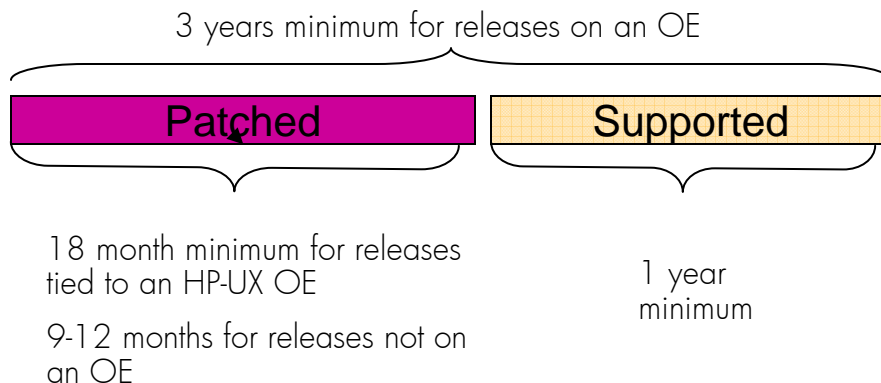
EMS Release Support Model

11i versions of EMS/HA Monitors - 11i V2

VERSION	OS	INTRODUCE D	PATCHED	END OF SUPPORT	OE
A.04.00	11.23	03/03	09/04	03/06	YES
A.04.00.01	11.23	06/03	09/04	06/06	YES YES
A.04.10	11.23	09/04	05/05	09/07	YES
A.04.11	11.23	05/05	12/05-	05/08	YES
A.04.20	11.23	12/05	06/07	12/08	YES

- Several EMS versions on this list are tied to the HP-UX OE's and follow the OE rules.

EMS Release Support Model



Description	CPE Deliverables
<p>Patched Phase After first customer shipment, the release begins the Patched Phase.</p>	<ul style="list-style-type: none"> •Critical/Serious Customer reported defects fixed with selected backports to other releases in Patched status. •Selected Critical/Serious defects found in internal testing will be backported to releases in Patched status.
<p>Letters are sent one year in advance of moving a release from Patched to Supported.</p>	<ul style="list-style-type: none"> •Final patch bundle released just prior to entering "Supported" phase.
<p>Supported</p>	<ul style="list-style-type: none"> •Patches created only for Critical Customer defects related to data corruption or security holes. •Lab and Support organization will answer customer questions, and perform triage but customer is expected to move to newer release to get fixes.