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Westbury

Support Policy

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1. Westbury Support Policy

Westbury's Support Policy provides guidelines for product support throughout the product life. The Support Policy helps customers to maximize the management of their IT investments and strategically plan for a successful IT future.

1.1. Phases of the Support Policy

The Westbury Support Policy consists of two phases: Technical and Extended support. The diagram below shows the differences between those two phases of support.

Type of support	Technical support	Extended support
Fixing of bugs on top of the latest Service Pack	√	X
Fixing of bugs on top of an earlier Service Pack	Just high priority issues	X
Hotfix releases on top of the latest Service Pack	√	X
Hotfix releases on top of an earlier Service Pack	Just high priority issues	X
Request to change product design and features	√	X
Product Usage and Requests for Information	√	√
Self Search / Knowledge base search	√	√
Consultancy requests	√	Negotiable
Trainings requests	√	Negotiable
License requests	√	X

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1.2. Westbury Support Policy

- Technical support is provided for the last and penultimate major release
- Extended support is provided for one year after the end of Technical support

1.3. Updates to the Support Policy

To allow customers to take timely measures, Westbury guarantees timely announcement of end of Technical support and end of Extended support, and will publish updates to the Support Policy on the Westbury website at <http://www.westbury-it.com>.

1.4. Applicability of Support Policy

This support Policy applies to the following solutions / products

- Service Management Intelligence
- Service Desk Intelligence
 - Report Manager
 - Dashboard Manager
- Self Service Portal
- Context Manager
- Barcode Manager

1.5. Initiation of Support Policy

This Support policy is effective as from the 1st of March 2007 and is last updated on the 23rd of June 2010.

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1.6. Overview of current support policy

1.6.1. Service Management Intelligence

Westbury product	General releases	Service Pack releases	End of Technical support release	End of Extended support release
Service Management Intelligence	Release 7.2	SMI 7.201	as of General Availability date of 2 nd next, to be released, General Release	12 months after General Availability date of 2 nd next, to be released, General Release
		SMI 7.202		
		SMI 7.204		
		SMI 7.205		
		SMI 7.206		
	Next Release		as of General Availability date of 3 rd next, to be released, General Release	12 months after General Availability date of 3 rd next, to be released, General Release

1.6.2. Report Manager

Westbury product	General releases	Service Pack releases	End of Technical support release	End of Extended support release
Report Manager	Business Objects 5.1.x releases of RM	RM 4.0	Out of support	Out of support
		RM 4.51		
		RM 4.52		
	Business Objects 6.1.x releases of RM	RM 4.53	Out of support	Out of support
	Business Objects 6.5.x releases of RM	RM 4.54	Out of support	Out of support
		RM 4.55		
		RM 4.56		
		RM 4.57		
	Business Objects XI R11 releases of RM	RM 4.56	as of General Availability date of next, to be released, General Release	12 months after General Availability date of next, to be released, General Release
		RM 4.57		
		RM 4.58		
		RM 5.1		
		RM 5.2		
	Business Objects XI 3.x releases of RM	RM 4.58	as of General Availability date of 2 nd next, to be released, General Release	12 months after General Availability date of 2 nd next, to be released, General Release
RM 5.2				

1.6.3. Dashboard Manager

Westbury product	General releases	Service Pack releases	End of Technical support release	End of Extended support release
Dashboard Manager	DM version 3.x	DM 3.0	Out of support	Out of support
		DM 3.01		
		DM 3.02		
	DM version 4.0	DM 4.0	Out of support	Out of support
		DM 4.01		
		DM 4.02		
		DM 4.03		
		DM 4.04		
	DM version 4.1	DM 4.1	Out of support	Out of support
		DM 4.1.1		
		DM 4.1.2		
		DM 4.1.3		
		DM 4.1.4		
		DM 4.1.5		
	DM version 4.3	DM 4.3.01	as of General Availability date of next, to be released, General Release	12 months after General Availability date of next, to be released, General Release
		DM 4.3.02		
		DM 4.3.03		
	DM version 4.4	DM 4.4	as of General Availability date of 2 nd next, to be released, General Release	12 months after General Availability date of 2 nd next, to be released, General Release
		DM 4.4.01		
		DM 4.4.02		
		DM 4.4.03		
DM 4.4.04				
DM 4.4.05				
DM 4.4.06				
DM 4.4.07				

1.6.4. Self Service Portal

Westbury product	General releases	Service Pack releases	End of Technical support release	End of Extended support release
Self Service Portal	SSP version 3.x	SSP 3.0.x	Out of support	Out of support
		SSP 3.5		
	SSP version 4.0	SSP 4.0	Out of support	Out of support
	SSP version 4.x	SSP 4.1	Out of support	Out of support
		SSP 4.1.1		
		SSP 4.1.2		
		SSP 4.1.3		
	SSP version 5.1	SSP 5.1	as of General Availability date of SSP5.3	12 months after General Availability date of SSP5.3
		SSP 5.1.1		
		SSP 5.1.2		
		SSP 5.1.3		
		SSP 5.1.4		
		SSP 5.1.5		
	SSP version 5.2	SSP 5.2	as of General Availability date of next, to be released, General Release after SSP5.3	12 months after General Availability date of next, to be released, General Release after SSP 5.3
		SSP 5.2.1		
SSP 5.2.2				
SSP 5.2.3				
SSP version 5.3 (Expected Q2 2010)	SSP5.3	as of General Availability date of 2 nd next, to be released, General Release after SSP5.3	12 months after General Availability date of 2 nd next, to be released, General Release after SSP 5.3	

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1.6.5. Context Manager and Barcode Manager

Westbury product	General releases	Service Pack releases	End of Technical support release	End of Extended support release
Context Manager	CM Version 2.0	CM2.0	Out of support	Out of support
	CM Version 2.1	CM 2.1	as of General Availability date of next, to be released, General Release	12 months after General Availability date of next, to be released, General Release
		CM 2.1.1		
		CM 2.1.2		
CM Version 2.5	CM 2.51	as of General Availability date of 2 nd next, to be released, General Release	12 months after General Availability date of 2 nd next, to be released, General Release	
Barcode Manager*	BM version 2.x	BM 2.0	31 st December 2012*	31 st December 2012*

*Barcode Manager is an exception on this Support Policy. Support on Barcode Manager continues as long Service Desk 4.5 will be supported by Hewlett Packard. Nevertheless the support will consist of the Technical Support, but excluded: bug fixing on top of earlier Service Packs, RFC's and hotfixes.

1.7. Additional Information Requests

For more information, please contact your Westbury reseller/partner or your Westbury representative in case you have questions on the support policy that this document is not answering.

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