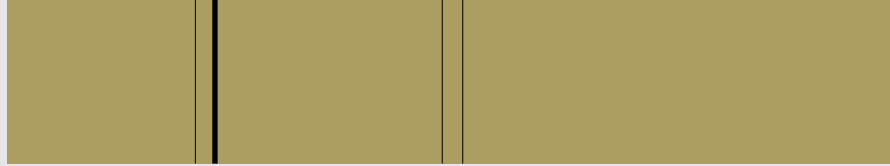




COGNOS® SUPPORT PLANS



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THE VALUE OF COGNOS SUPPORT

Cognos is a world leader in business intelligence and corporate performance management. We have achieved this leadership position by providing industry-leading software solutions, by being committed to unparalleled customer service, and by focusing on helping you maximize your investment in Cognos.

Excellence in customer support is about more than just providing technical answers. It is about building trusted relationships and ensuring your success. Cognos Support extends your team by providing access to our highly skilled, highly trained Cognos product experts. Your investment provides you with timely access to product updates and new releases, keeping your business on the leading edge. Your investment puts our entire company in your corner.

With more than 300 staff located in support centers around the world, we have the services, processes, technology, and expertise to assist you in keeping your business running smoothly. Your success is our success.

Support Center Practices Certification

The Support Center Practices (SCP) Certification is an internationally recognized standard that defines best practices for delivering world-class technology support. Certified organizations must demonstrate their continued commitment to high performance standards through annual re-certification audits. Cognos has repeatedly achieved SCP certification at our North American and European support centers. To learn more, visit www.spcertification.com.

About This Guide

This guide describes, in detail, what Cognos Support offers in terms of support plans and services. To fully leverage the services described in this guide, please see the companion guide, *Cognos Support User Guide*, which explains how to obtain the maximum value from your chosen support plan.



1 ABOUT COGNOS SUPPORT

When you purchase Cognos products, you will have access to Cognos Support services. Cognos has a variety of upgrades and add-ons available for companies that wish to customize their support plan to meet their unique needs.

The decision on what level of support you need will depend on many factors, including your organizational structure and the nature of your business. Cognos Support is designed to be flexible. Our primary goal is to ensure that you are receiving the service that meets your particular needs.

1.1 SUPPORT PLANS IN BRIEF

Cognos currently offers two support plans - Standard and Alliance - and add-on options to help meet your specific requirements. To better understand the distinction between support plans, an analogy to the banking industry may be helpful. Both Standard and Alliance support plans offer unlimited access to a wealth of online resources, such as the Knowledge Base and documentation libraries. Similar to online banking or automated banking machines (ABMs), this online, self-service environment allows you to access services on your own, when and where you want.

The Standard support plan equates to the bank cashier experience. The cashier quickly and efficiently deals with your specific needs, but may not know of your long-range financial plans or investment strategy. Likewise with Standard Support, you have direct access to skilled Support Analysts who can resolve your specific issues but may not have extended knowledge of your organization, your solution or your long-range business plans.

The Alliance support plan is similar to having a financial advisor, who not only deals with

your immediate or specific needs, but does so in consideration of your investment strategy and with big picture knowledge of you and your financial goals. Similarly, with Alliance Support, your day-to-day needs are supplemented with the proactive service you would expect from an advisor, based on knowledge of your organization, your long-range plans and your environment.

Standard Support Plan

The Standard support plan provides a package of essential maintenance and support services including:

- Access to the latest releases and updates for supported products to keep your system up to date
- Web-based services that provide a range of online technical resources to assist you with problem solving, such as our extensive Knowledge Base, documentation libraries, technical publications, and product-based user forums
- Support case logging and tracking on the Web or by phone
- Prioritized response and problem resolution from our skilled Support Analysts
- Opportunity to influence future product development through the Product Enhancement Program.



Alliance Support Plan

The Alliance support plan is designed for customers with complex operations who want a collaborative partnership with Cognos and a more proactive service arrangement. This premium plan includes all Standard support plan services but adds additional service management elements including:

- A named Primary Alliance Contact (PAC) within Cognos Support to serve as your guide and advisor.
- Access to a team of senior Alliance Support Analysts
- Four additional Support Contacts
- Proactive services, such as case summaries and problem alerts
- Site visits to better understand your support needs and your environment
- Faster response times to cases (based on priority)
- Twelve Extended Coverage Service (after-hours) cases per year

Add-on Options

Extended Coverage Service

If you have business critical applications and require 24x7 support, you should purchase Extended Coverage Service (ECS) case packs. Available in packs of 12 cases, ECS ensure that you can quickly work to resolve issues with our skilled Support Analysts whenever they arise.

Global Support

Global Support is a valuable add-on for multinational customers with a shared server infrastructure and Cognos applications supported in different regions. This add-on allows Support Contacts to access a support center in their local region, regardless of the region where support was purchased.

Comparing Support Plans

In selecting the level of support that is appropriate for your organization, you should consider the geographic coverage you require, the need for after-hours support services, and the level of service management you need.

Table 1: Support Plans Summary provides a side-by-side comparison of the two plans. The features outlined are described in more detail later in this guide.



TABLE 1: SUPPORT PLANS SUMMARY

Support Plan Components		Standard	Alliance
Product-related Components	New Releases	✓	✓
	Maintenance Releases	✓	✓
	Service Packs	✓	✓
	Hot Sites	✓	✓
	Documentation	✓	✓
	Product Enhancement Program	✓	✓
	Product Advisories	✓	✓
Online Services	Cognos Watch	✓	✓
	Knowledge Base	✓	✓
	Product Downloads and Documentation	✓	✓
	<i>Supportlink™</i> – Online Magazine	✓	✓
	Case Management	✓	✓
Case Resolution	Support Contacts	Based on number of supported users	Based on number of supported users
	Case Logging – Telephone or Web	Unlimited	Unlimited
	Response Time (based on Priority)	1 to 4 hours	30 to 60 min.
	Cognos Support Accelerator	✓	✓
Premium Services (Alliance)	Alliance Support Contacts	N/A	4 per Support Group (in addition to contacts based on supported users)
	Cognos Primary Alliance Contact (PAC)	N/A	✓
	Cognos Alliance Support Team	N/A	✓
	Case Status Reports	N/A	✓
	Problem Alerts	N/A	✓
	Site Visits	N/A	2 per year
Add-on Components	Extended Coverage Service	Option	12 cases per year
	Global Support	Option	Option
	Additional Support Contacts	Option	Option

1.2 THE COGNOS SUPPORT MODEL

Cognos customers typically deploy their software on one or more groups of servers. Each group is housed in a physical location, and can host many Cognos applications. To support the users of these applications efficiently, Cognos recommends you select a number of senior technical staff with extensive knowledge of the Cognos products used in your company to act as a 'help desk' team.

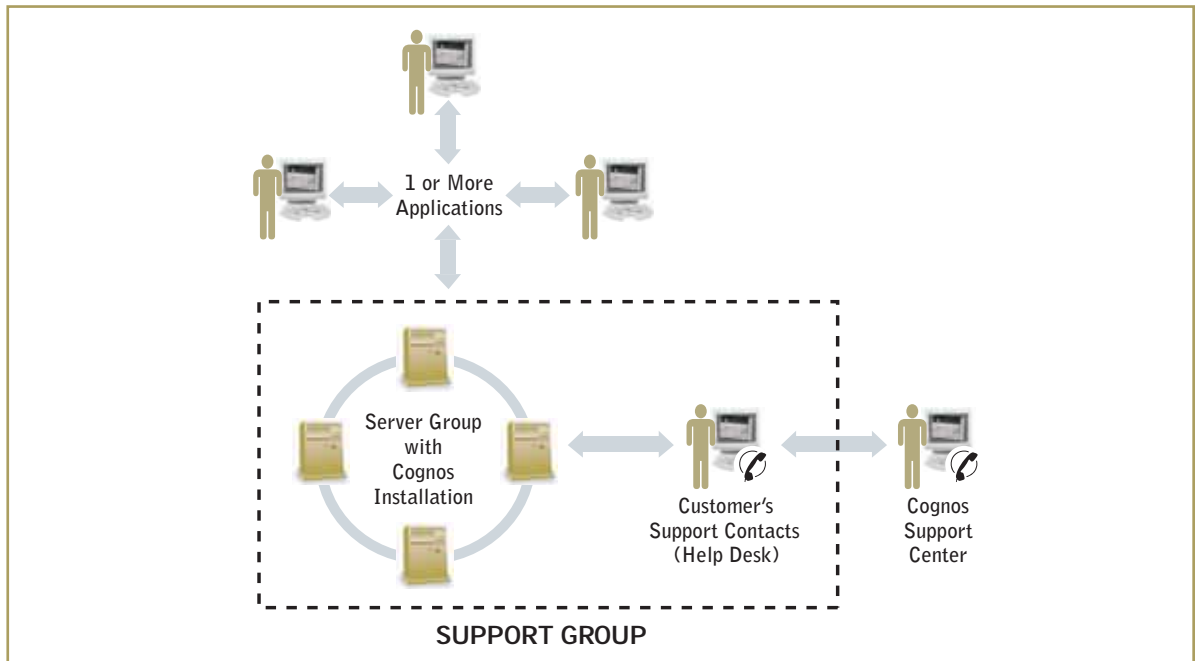
These help desk personnel are your Support Contacts (see *Case Resolution* in section 2.3) and they are the only people authorized to raise issues with Cognos Support. Channeling all technical issues through a small team of 'Cognos savvy' personnel speeds problem diagnosis and resolution, eliminates duplication and encourages a professional relationship between team members and Cognos Support Analysts.

Cognos Support has worldwide coverage and our support centers are divided among three regions:

- **The Americas**, including North and South America and the Caribbean
- **Europe**, including Europe, the Middle East and Africa
- **Asia-Pacific**, including South and Southeast Asia and Australia

Support Contacts requiring assistance must access a support center in the region where the software licenses and support were purchased. For example, if a company in the United States purchases a support plan, all Support Contacts will register with and access a support center in the The Americas region. If you choose to add Global Support (see section 4.2), your Support Contacts around the world can contact the support center in their region, regardless of the region where your support plan was purchased.

FIGURE 1: THE COGNOS SUPPORT MODEL



This configuration—a group of servers with Cognos software installed, supported by a help desk team—is what Cognos refers to as a Support Group.

1.3 FINDING COGNOS SUPPORT

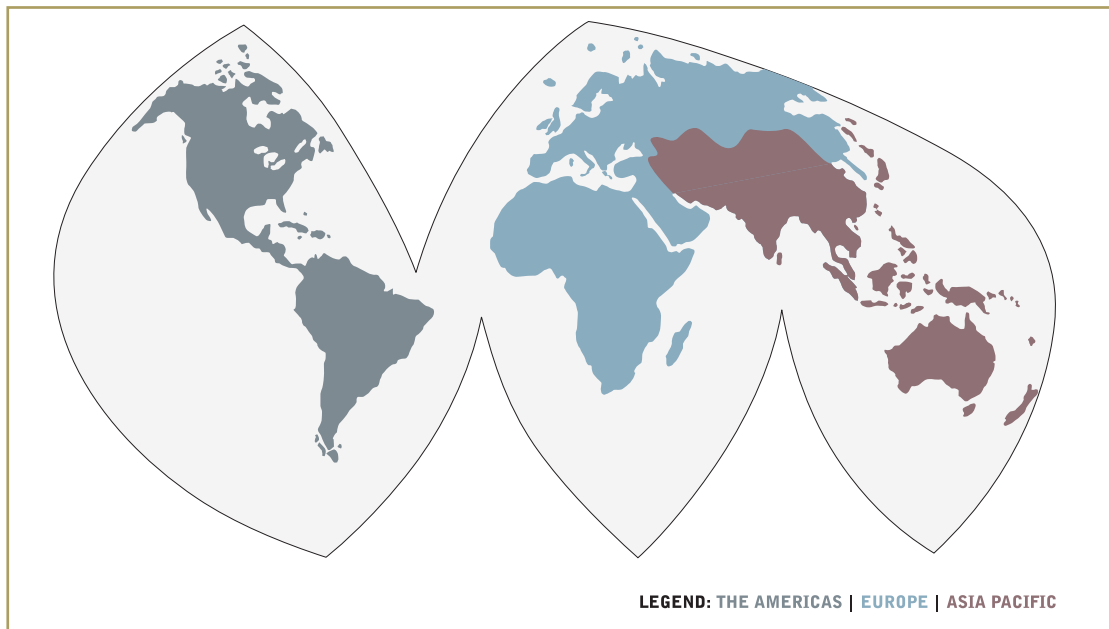
Cognos has over 300 Support Analysts located in support centers worldwide. Support is provided to most customers from 08:30 to 17:30 local time, Monday to Friday, excluding public holidays. For a country-by-country listing of support centers including contact information, hours of service and observed local and regional holidays go to:

<http://support.cognos.com/en/support/about/contact.html>

The following map, *Figure 2*, illustrates which countries are supported by each regional support center.

Note: Local time is determined by the country code or area code registered with Cognos Support for each Support Contact.

FIGURE 2: COGNOS SUPPORT REGIONS



2 STANDARD SUPPORT PLAN COMPONENTS

2.1 PRODUCT RELATED COMPONENTS

Cognos continues to invest significantly in enriching our products. As a Cognos support customer you are entitled to upgrades and documentation for supported products that become available during the life of your support contract.

Cognos delivers different types of software releases during the life of a product. Most release types are available for download from the Cognos Support Web site at:

<http://support.cognos.com/supported/en/support/downloads/>

New Releases

New Releases (Major and Minor versions) feature new capabilities, new supported environments, quality improvements, scalability, performance gains and architectural enhancements. New Releases are fully regression tested and typically require a full uninstall/reinstall of the Cognos product.

Maintenance Releases

Maintenance Releases are incremental changes to a Major or Minor New Release, available to supported customers at regular intervals in a year. They principally address problems with the software that have been reported by customers, or uncovered through Cognos' own investigations, and often add support for new environments. In some cases Maintenance Releases may contain new capabilities and improvements but to a lesser degree than a New

Release. Maintenance Releases are subject to full regression testing and are the accumulation of all previous maintenance releases since the most recent New Release. They are signified by a suffix to the version number, e.g. PowerPlay 7.3 Maintenance Release 1, often abbreviated to PowerPlay 7.3 MR1. A Maintenance Release may require a full install/reinstall of the Cognos product.

Service Packs

Service Packs are also incremental fixes to a Major or Minor New Release but are not made available for all products. Service Packs are subject to full regression testing and are the accumulation of all previous Service Packs for a specific New Release. Service Packs require that you have the latest New Release already installed. Service Packs do not generally provide updates to supported environments or add new capabilities. Like Maintenance Releases they are signified by a suffix to the version number, e.g. Cognos Planning 7.3 Service Pack 1, often abbreviated to just Cognos Planning 7.3 SP1. Note that a Service Pack is applied to a Major, Minor or Maintenance Release, and installs only the changed files.

Hot Sites

Hot Sites are limited corrections to specific issues reported by one or more customers. They are normally sent only to customers who have reported one of the corrected problems, and who require an immediate correction. Hot Sites do not address customer enhancement requests, and not all defect corrections can be delivered as Hot Sites. Due to their urgency, Hot Sites undergo only targeted testing of specific fixes, not full regression testing. If the issue is not causing a major business impact, we recommend that you wait for a scheduled Service Pack or Maintenance Release, which will be fully regression tested. Hot Site corrections, once fully regression tested, are automatically included in the next Maintenance Release or Service Pack.



Documentation

Updated product documentation is provided with each New Release. In the case of multi-user licenses, only one set of hard-copy documentation is provided with the software. The documentation details new features and enhancements and may have also been updated based on user feedback. If required, additional hard copies can be purchased through your Cognos account manager. Documentation can also be downloaded from the Support Web site at <http://support.cognos.com/support>.

Product Enhancement Program

As a supported customer you have the opportunity to provide input that helps to shape the development of future Cognos product releases. Our Product Enhancement Program enables you to propose new features and enhancements to Cognos software and documentation for future releases. Although we do give every request serious consideration, we cannot guarantee that any suggested enhancement will be implemented in a future release.

Product Related Policies

Product Advisories

From time to time product advisories are published on the Support Web site and notification is sent via Cognos Watch (see *Online Services* in section 2.2). There are two types of product advisories:

- Those associated with product corrections that are a result of specific security vulnerabilities or data integrity problems.
- Those associated with issues that may affect your Cognos installation including, but not limited to, the impact of issues found in third-party products such as operating systems, databases, browsers and application servers.

To access product advisories go to

<http://support.cognos.com/supported/en/support/advisories/>.

Release Schedules

Cognos generally targets a New Release every 12 to 18 months, Maintenance Releases biannually, and Service Packs quarterly. Cognos strongly recommends that customers upgrade to New Releases or Maintenance Releases, and install Service Packs as they become available.

While we will endeavor to answer questions about older versions of our products provided resources are available, we encourage customers using unsupported versions to upgrade to the current version of the software.

For an up-to-date listing of the most recent product releases and supported software versions, go to <http://support.cognos.com/en/support/products/supported.html>.

End-of-Support

Version End-of-Support: Cognos policy is to support the immediately prior version of each product for at least 12 months. This 12-month period begins from the date that the last language release of the new version was made generally available. This policy applies to all language versions of Cognos software. After the end of support date, no further service packs, maintenance releases or hot sites will be provided for that version.

Beyond a specified date, Cognos will no longer issue any further releases for a product. This applies to all language versions, platforms, and channels for that product (unless otherwise noted). Cognos always provides a minimum of 12 months notice of product end-of-support.

Notice of end-of-support is published on the Support Web site at <http://support.cognos.com/en/support/products/supported.html>

2.2 ONLINE SERVICES

The main source of information for anything you need to know about getting started, getting assistance or going further with Cognos solutions is at the following site:

<http://support.cognos.com>

This site contains information on all Services offered by Cognos including Support, Consulting and Training Services. This guide focuses specifically on our Support services, but be sure you also visit the Consulting and Training sections of this site, as they contain invaluable information on how these services can help you obtain maximum return on your Cognos investment.

Supported customers have password-protected access to our award-winning Support Web site at **<http://support.cognos.com/support/>**. This unique site provides self-service access to a wealth of resources. Some key areas of the site are:

Cognos Watch

Cognos Watch is a free subscription-based automated notification service that alerts Support Contacts of relevant content updates, product releases and product information on **<http://support.cognos.com>**. Sign up and create a personal profile to automatically receive the information you need to know.

- Announcements of the availability of new versions, Maintenance Releases, or Service Packs for Cognos products
- Notification of status changes in your logged cases
- Choose to receive weekly, monthly, or special alert email notifications

Note: This service is only available to Primary and Secondary Support Contacts (see *Types of Support Contacts* in section 2.3).

Knowledge Base

The extensive text-based and multimedia Knowledge Base provides easily accessible solutions to technical questions. An advanced search engine enables users to rapidly search the entire Knowledge Base and our documentation libraries.

Downloads and Documentation

The Downloads section has New Releases, Maintenance Releases and Service Packs for most Cognos products. Only Primary and Secondary Support Contacts can access these downloads (see *Types of Support Contacts* in section 2.3). Documentation — including readme files, installation guides, new feature guides, as well as user and technical reference manuals — is available in the Documentation Library.

Product Information

The Product Information area of the Support Web site is where you can find detailed information about Cognos products and their environments including Product Advisories, Localized Products, Supported Products, and Software Environments. You can also find lists of all customer reported defects fixed in a given release. Please refer to Product Related Components in section 2.1 for more information on these topics.

Supportlink Magazine

All Support Contacts can access *Supportlink*, an online magazine with technical and product information designed to enable our customers to work more effectively with Cognos software. Published by Cognos Support, *Supportlink* is a unique source of in-depth information about Cognos software and services.

Case Management

Support Contacts can use the Case Management tool to log new cases and track ongoing ones that have been logged with their local support center. They can also add new information about ongoing cases, and view the status of open and closed cases.

You can find a more detailed description of the many features of the Cognos Support Web site and how to use them in the *Cognos Support User Guide*.

2.3 CASE RESOLUTION

You can access Cognos Support and our staff of trained Support Analysts via the Web or phone. Cognos Support Analysts are trained in problem analysis and follow a proven, structured approach to solve critical and time-sensitive issues. All cases, whether submitted via the Web or by phone, are logged, tracked, and when resolved are closed only with customer agreement. Each case is prioritized based on predefined severity levels which are related to the problem's impact on your business (see *Priority Setting and Response Times* in this section).

Support Contacts

Support Contacts are individuals within your organization that you designate to liaise with Cognos Support and manage support issues on behalf of your Cognos users. A Support Contact

is typically a senior developer or help desk staff person who has in-depth knowledge of Cognos products and has been trained in the use of those products within your company.

Types of Support Contacts

There are three different levels of customer-designated Support Contacts: Primary, Secondary, and Web User. You may select one Primary and as many Secondary contacts as your total Contact Entitlement allows (see *Support Contact Entitlement* in this section). There is no limit to the number of Web Users permitted.

The Primary Support Contact acts as the Support Contact administrator, has full access to secure Web site areas, can log and check cases, download software, and assign roles to other Support Contacts within your company. The Primary Support Contact can authorize an unlimited number of Web Users and change which individuals are assigned as Secondary contacts, but cannot add more Primary Support Contacts.

A Secondary Support Contact has most of the same privileges as a Primary Support Contact but does not have the ability to assign or change other users' privileges.

Web Users can access most areas of the Support Web site, but cannot log cases, download software, or subscribe to Cognos Watch.

TABLE 2: SUPPORT CONTACT PRIVILEGES BY TYPE

Support Privilege	Primary	Secondary	Web Users
Create, delete or change Web accounts	Yes	No	No
Change password	Yes	Yes	Yes
Use Cognos Watch	Yes	Yes	No
Search the Knowledge Base	Yes	Yes	Yes
Read/download product documentation	Yes	Yes	Yes
Read/download Supportlink magazine	Yes	Yes	Yes
Access SupportTalk & Newsgroups	Yes	Yes	Yes
Download Software Releases	Yes	Yes	No
Log and Search Cases	Yes	Yes	No
Cognos Support Accelerator for automated diagnostic collection	Yes	Yes	No

Support Contact Entitlement

The number of Support Contacts you are entitled to under the Standard support plan is based on the number of supported users. This allows for automatic expansion with increased supported license ownership. Table 3 indicates contact entitlement for Standard support plan customers.

TABLE 3: SUPPORT CONTACT ENTITLEMENT

Total Supported Users	Number of Standard Support Contacts
0-100	2
101-500	4
501-1000	6
1001-5000	8
5001+	10

Customers who have purchased a “per CPU” license with anonymous users are entitled to a maximum of four Support Contacts.

Alliance customers are entitled to an additional four Alliance Support Contacts for each unit of Alliance they have purchased. These additional Alliance Support Contacts must be members of the Support Group the Alliance unit was purchased for (see *Cognos Support Model* in section 1.2).

Registering Your Support Contacts

Support Contacts must reside in the region where the support plan was purchased. They must also register with, and receive support from, a support center in that region. For example: If a support plan was purchased in the Americas region, then all Support Contacts, must reside in the Americas and access support from one of the support centers in that region.

Customers who purchase Global Support can have Support Contacts located outside of the region where support was purchased and these contacts can access a support center in the region they are located.

Logging a Case – By Web or Phone

Cognos Support’s primary responsibilities to you are:

- Troubleshooting your issues with existing product applications when you are experiencing unexpected results
- Providing guidance and offering tips and techniques for new development or maintenance on existing applications
- Reproducing code problems and providing alternative solutions to maintain stability until the code problem is fixed

The general definition of a support case is a single, reproducible issue, problem, or symptom. Examples of support cases are:

- You are encountering a Cognos error during the operation of a Cognos application.
- You are looking for guidance with respect to the correct use of a Cognos product feature.
- You are looking for clarification with respect to a documented feature



You will be referred to our Consulting or Training Services if your issue requires advanced assistance such as detailed guidance on how to use the product; additional staff for time critical implementations or if you need Cognos experts to assist such things as designing a model, developing report generation code to meet your business needs, deployment, project management, or providing in-depth product knowledge.

- Cognos Consulting offers services to assist with installation, design, development, implementation, deployment, software upgrades, and project management. You can learn more about Cognos Consulting, and submit a Services Request form at <http://support.cognos.com/consulting/>.
- Cognos Training provides professional training in the use of Cognos products and can assess your specific training needs. Contact your regional training manager for help assessing your education needs. You can find the nearest Cognos Training office at <http://support.cognos.com/en/training/contact.html>.

If you are unsure whether you have a Support issue or one that requires Consulting or Training, please follow the case submission process with Cognos Support and a Support Analyst will work with you to determine the best route for resolution.

Only Primary or Secondary Support Contacts can log cases. While there is no limit to the number of cases that can be logged, Support Contacts should only log one case for each technical issue. You must log cases with major business impact by phone, but all other cases can be logged on the Support Web site.

For a step-by-step description of the case logging process, please refer to the *Cognos Support User Guide*.



Priority Setting and Response Times

Cognos Support uses five priority levels to identify the severity of your issue and its impact on your business. **Table 4: Case Priority and Response Time** generally defines those priority levels and the associated Service Level Agreement (SLA) maximum initial response times for Standard and Alliance support plan customers. Priority definitions and response times may vary for our Application Development Tools customers. Please contact your local support center for details.

Regardless of the SLA, Cognos Support endeavors to connect all Priority 1 cases directly to a Support Analyst during regular hours of service. Any Priority 1 call not directly connected to a Support Analyst will be responded to within the SLA time frames defined above.

To ensure speedy resolution, the Support Contact who logged the case must be readily available throughout the time period that the case is being worked on. For Priority 1 cases Cognos Support will work on the case until one of the following states is reached:

- The problem is resolved.
- The Support Analyst is able to provide a reasonable and mutually acceptable alternative solution.
- The problem is found to be an issue with the Cognos software, which requires that it be registered with Cognos Product Development until a fix is provided and tested.
- Your Support Contact is unavailable or abandons the case. During the case resolution process you are required to involve the appropriate number and level of staff needed to work with Cognos on the issue effectively. For example, the assistance of a database administrator might be required.

If continued collaboration outside of regular support center hours, is agreed upon and approved by you, an Extended Coverage Service case will be required (see *Extended Coverage Service* in section 4.1).

TABLE 4: CASE PRIORITY AND RESPONSE TIME

Priority	Definition	Business Impact	Maximum Initial Response Time	
			Standard	Alliance
1	Emergency production Issue	Major impact – system operation affected, customer’s business cannot continue. No alternative solution currently available.	1 hour	30 min
2	High level production or emergency development Issue	Significant impact – restricted processing possible. Project deployment is delayed. No alternative solution currently available.	2 hours	30 min
3	Operational issue	Minor impact on customer’s business; does not prevent system operation. Software error for which there is an acceptable alternative solution. Minor performance degradation	3 hours	1 hour
4	How-to’s	Minimal impact on customer’s business. Tips/techniques.	3 hours	1 hour
5	Informational	No business impact. Documentation use. Web site use.	4 hours	1 hour

Cognos Support Accelerator

Cognos Support Accelerator (CSA) is a Web-based service that allows our customers to manage their internal Cognos configurations, to self-diagnose, view system changes that have occurred over time, and to automatically generate system diagnostics that can be sent to Cognos with open support cases. Capturing “baseline” or “last known good state” diagnostics after the environment has been installed and configured helps our Support Analysts to quickly understand your Cognos environment.

Some benefits of enabling CSA are:

- **Faster case resolution** – Improved diagnostic speed and accuracy have shown improvements in case resolution timelines of up to 40%.
- **Resource maximization** – Save time and money by reducing the time spent collecting, verifying and submitting diagnostics.
- **Increased personalization** – Cognos Support Accelerator collects up-to-date information on your environment details, eliminating the “20 questions” as well as configuration misunderstandings.
- **Improved self-service** – Track changes within your own environments and use comparisons to identify potential errors.

To learn more about the advantages of becoming CSA-enabled, and to begin the process, go to <http://support.cognos.com/csa>

Related Case Resolution Policies

Closing a Support Case

A case is closed only when one of the following occurs:

- One of your Support Contacts requests that the case be closed.
- The case is resolved, i.e. your Support Contact and our Support Analyst mutually

agree on a solution to the issue. This may include an alternative solution, configuration change, or the provision of additional software.

- The issue is found not to be due to any deficiency in the Cognos software.
- The issue is found to be a multi-vendor issue and you agree to transfer the problem to the third-party vendor for resolution. (See *Multi-Vendor Coordination* below.)
- A resolution can be provided only by an enhancement to the Cognos software, and the enhancement has been identified as a candidate for future releases. (All enhancements remain as candidates until released or deemed inappropriate at a future date).
- A resolution can be provided only by a change to existing functionality in the Cognos product, and it is determined by Cognos, at its reasonable discretion, that such a change is not suitable and no further action will be taken.
- A resolution can be provided only by in-depth knowledge transfer that must be obtained through engaging Training or Consulting Services.
- A resolution can be provided only by engaging Consulting Services to assess any environmental customization, design or architectural influences that might be directly causing or contributing to the issue. This is most likely to occur when the issue cannot be reproduced in a baseline environment.
- The case has been left open for five consecutive business days, while waiting for a response from one of your Support Contacts. Cognos Support will make every effort to contact one of your Support Contacts, but if there is no response within the five days, we will close the case.

Case Escalation

Internally Cognos Support sets industry-leading targets for case resolution. If it appears that a case is not being resolved quickly enough, escalation can occur in one of the following ways:

- **Automated escalation** – Cognos employs automated internal escalation to various resources based on case priority and the length of time the case is open. The table below details the automated escalation.
- **Proactive escalation** – Cognos Support Analysts can escalate a case at any time if they require additional resources. Additionally, our senior Support Analysts and team leaders review cases to ensure that they are progressing towards resolution at a reasonable pace given the case priority level.
- **Customer initiated escalation** – You can request escalation of an open case, at which time we will assess the case to quickly determine the issues and work towards a solution. You can make your request through a Support Analyst, who will engage a Support Manager to work with you through the next steps in the escalation process.

Software Defects and Alternative Solutions

A software defect is a reproducible, persistent error that prevents a program from delivering published functionality, or causes a

malfunction during delivery of the published functionality. If a reported problem is found to be a defect in the Cognos software, it is escalated to Cognos Product Development for assessment and resolution. Cognos’ policy is to correct defects in currently supported versions of our software, for supported customers. Corrections to older versions are at Cognos’ discretion. A correction to a defect may be delivered in an upcoming Maintenance Release, Service Pack or as a Hot Site (see *Product Related Components* in section 2.1). If the fix has architectural impact or high risk then such corrections will be delivered only in a Maintenance Release, Service Pack or New Release.

An alternative solution provides a temporary fix that enables you to complete a task that would not otherwise be possible due to a problem in the software. The Support Analyst’s objective is always to find a satisfactory solution to your issue as soon as possible, and this may include providing an alternative solution, such as a coding technique, that meets your immediate needs.

On-site Support

In certain situations, on-site support may be jointly determined to be necessary in order to make progress on a support case. When determining whether on-site support is necessary, we will consider case priority, the amount of time the case has been unresolved, case reproducibility, complexity of your

TABLE 5: CASE ESCALATION PROCESS

Case Priority	Case Notification to Senior Analyst	Case Collaboration with Senior Analyst	Case Notification to first level Manager	Case Notification to Director of Support	Case Notification to VP of Support
1	2 hours	4 hours	24 hours	48 hours	72 hours
2	48 hours	72 hours	72 hours	5 days	10 days
3	5 days	10 days	as required	as required	as required
4	5 days	as required	as required	as required	as required
5	5 days	as required	as required	as required	as required

environment and the type, number and location of our resources that need to be applied. On-site support is subject to customer approval and charges will apply for the Support Analyst's time and/or travel and living expenses during the engagement.

Multi-Vendor (Third-Party) Coordination

If we determine that a problem you are experiencing results from a defect in software from another vendor or a Cognos Technology Partner (for a list of these partners, visit www.cognos.com/partners/tech/list.html), we will attempt to deal with the vendor or technology partner on your behalf. Cognos belongs to the Technical Support Alliance Network, TSANet (<http://www.tsanet.org>), an association of responsible software and hardware manufacturers who have agreed to work together to resolve their mutual customers' technical issues. We will work with the vendor or technology partner to isolate and resolve the

problem and then report back to you and any other affected customers. If the situation requires, we may seek your agreement to transfer the problem to the technology partner or third-party vendor for resolution.

Note: Cognos makes no assurances regarding problem resolutions related to technology partner or third-party products. You must have a valid Support Contract with the technology partner or third-party vendor in order for us to coordinate problem resolution activities with them.

Complementary Software

Cognos provides a variety of complementary software to be used in conjunction with our products. Open source and commercially available software and its use is subject to its own license terms (typically found in the installation process). Complementary software may be found on the Cognos Supplementary CD, and generally falls into one of two categories: Optional or Required.

TABLE 6: SUPPORT FOR COMPLEMENTARY SOFTWARE

Complementary Software Type	Description	Examples	Cognos Support Policy
Open Source (optional)	Includes open source software that Cognos redistributes according to the license terms specified by the relevant Open Source organization, and which is provided for convenience but is not a necessary component of Cognos products and can be substituted.	Apache Tomcat Java Servlet	Supported as per the Cognos Support Contract, only when used in conjunction with Cognos products.
Commercial Third-Party (optional)	Includes third-party commercially available software for which Cognos has negotiated limited redistribution rights, and which is provided for convenience but is not a necessary component of Cognos products and can be substituted.	Commercial directory server (LDAP).	Supported as per the Cognos Support Contract, only when used in conjunction with Cognos products.
Commercial Third-Party (required)	Includes third-party commercially available software for which Cognos has negotiated limited redistribution rights, and which is a necessary component of certain Cognos products.	ObjectStore database from Progress	Supported as per the Cognos Support Contract, only when used in conjunction with Cognos products.

Note: If you wish to use the optional or required complementary software independently of Cognos products, or use capabilities not required for use with Cognos products, you must separately license the software and purchase support from the original third-party vendor.

3 ALLIANCE SUPPORT PLAN COMPONENTS

The Alliance support plan is a premium support service that supplements the Standard support plan by adding personalized, proactive service management and priority response times. Customers wishing to upgrade to this service can purchase individual ‘units’ of Alliance for a defined Support Group (see *Cognos Support Model* in section 1.2). An Alliance unit does not automatically cover all physical locations of Cognos installations or all defined Support Groups. A customer who requires Alliance support services for multiple Support Groups will need to purchase more than one unit of the Alliance support plan.

Alliance customers can also choose to add-on Global Support and thus allow their globally dispersed Support Contacts to contact a support center in their region, regardless of the region where the support plan was purchased (see *Global Support* in section 4.2).

3.1 SERVICE MANAGEMENT

The Alliance support plan includes all of the services of the Standard support plan plus:

- Four Alliance Support Contacts, one Primary and three Secondary Support Contacts who can access Alliance support services
- A Cognos Primary Alliance Contact (PAC), a named Support Analyst, to help manage your support services and cases
- Access to a senior Alliance technical support team
- Proactive services such as case status reporting and problem alerts
- Site visits (maximum of two per year) to better understand your support needs and your environment
- Shorter initial response times (based on case priority)
- Twelve Extended Coverage Service cases per year.

Support Contact Entitlement

Alliance support plan customers are entitled to four Alliance Support Contacts for each unit of Alliance they purchase. These are in addition to the Support Contacts they are entitled to under the Standard support plan. Alliance Support Contacts must be members of the Support Group the Alliance unit was purchased for (see *Cognos Support Model* in section 1.2).

Cognos Primary Alliance Contact (PAC)

Alliance support plan customers enjoy a personalized level of service coordinated and delivered by a Cognos Primary Alliance Contact (PAC). A PAC is a named senior Support Analyst who serves as your representative in Cognos Support and navigates the organization on your behalf. Your PAC works with you to ensure that all of your cases are adequately prioritized, that the proper resources are assigned, and that there is constant communication between Cognos Support and you. In addition to delivering or coordinating all of the services included in the Alliance support plan, your PAC can also escalate an issue if necessary.



Alliance Technical Support Team

Alliance support cases are automatically routed (by product) to a team of senior Alliance Support Analysts who work closely with your PAC and are knowledgeable about your specific systems environment and business needs. With priority response and an assigned Alliance technical support team, your issues are in the best hands for quick resolution.

Case Status Reports

Case status reporting provides regular summaries for all outstanding cases. This service is provided automatically to Alliance Support Contacts and ensures that the status of all cases is clear. Case status reports include a description of the case, when it was logged, date of last activity, the status of the case and the customer and Cognos contacts that have worked on the issue.

All case status reports are sent by your PAC and include information on cases logged with Cognos from all of your locations.

Problem Alerts

This proactive problem avoidance service provides you with regular notification of high impact issues that could affect your Cognos environment. Cognos sends a summary of high impact problems to Support Contacts and identifies any available solutions or, if no solution is available, how the issue is being handled. .

Site Visits

Alliance support plan customers are entitled to a site visit for each Alliance unit purchased (up to a maximum of two site visits per year). These mutually agreed to visits will be conducted by your PAC at your Support Group's physical location or, if you have purchased Global Support, your chosen "Primary site" location. The following are activities that could be included in a site visit:

- Familiarization with your operations
- A review of your systems and applications
- Building an environment profile
- A review of any outstanding issues
- Setting expectations on policies and procedures.



4 OPTIONAL SUPPORT COMPONENTS

Whether you choose Standard or Alliance as your support plan, you can extend your service by purchasing some of the options below that meet your particular business needs.

4.1 EXTENDED COVERAGE SERVICE

Generally, Cognos support centers provide support to customers from 08:30 to 17:30 (local time), Monday to Friday, excluding public holidays. If you have critical applications and require support outside of these hours, you should purchase Extended Coverage Service (ECS).

ECS is available in packs of 12 cases and each ECS case entitles you to log and receive support for an issue that has a major impact on your business, arising outside of the hours detailed above. Purchasing ECS case packs in advance ensures access to our skilled Support Analysts 24 hours a day, 7 days a week. Customers without a valid ECS case pack, who wish to log a priority 1 or 2 case after hours, will need to purchase an ECS pack before their case is logged.

A support case qualifies as an ECS case if:

- It is logged between 17:30 and 08:30, Monday to Friday, local time, or any time on a weekend or public holiday.
- It relates to a Priority 1 or Priority 2 issue (see *Priority Setting and Response Times* in section 2.4). You cannot use this service for issues that are Priority 3, 4, or 5 or for cases logged via the Web site.

The Alliance support plan includes 12 ECS cases per year. Both Standard and Alliance support customers can purchase ECS in packs of 12 cases, or an unlimited case plan, renewable annually.

Notes: ECS cases must be logged by phone. Local time is determined by the country code or area code registered with Cognos Support for each Support Contact. The term for each ECS pack is one year from the date of purchase. Any unused ECS cases expire after one year and cannot be carried forward. If you have purchased more than one pack of ECS cases at different times during the year, they will be used in the order they were purchased (from the oldest to most recent purchase).

4.2 GLOBAL SUPPORT

Cognos provides you with support in the region where your software licenses and support were purchased (see *Cognos Support Model* in section 1.2). Your Support Contacts must reside in, and access support from, one of the support centers in this region.

Global Support is a valuable add-on for multinational customers with a shared server infrastructure and Cognos applications supported in different regions. Global Support allows Support Contacts to access a support center in their local region, regardless of the region where support was purchased. For example, if a support plan was purchased in the United States but applications that use the same server infrastructure are developed and supported in Sweden and Britain, Global Support would allow Support Contacts to be designated in Sweden and Britain, as well as the United States, and each would have access to support centers within their region.

Global Support offers the following advantages:

- Delivery of support in multiple languages and time zones.
- One support contract and one annual support renewal—providing organizations with centralized purchasing (i.e. a single negotiation rather than individual contracts being negotiated worldwide), saving you both time and money
- The option of centralized or local product release shipments, providing greater control over the roll-out of new versions of Cognos products.

As a Global Support customer you can register Support Contacts with any support center, regardless of where the support was purchased, up to your contact entitlement limit (see *Support Contact Entitlement* in section 2.4). However, if support is required outside of normal business hours, customers may require an Extended Coverage Service case pack (see *Extended Coverage Service* in section 4.1).

Global Support is available with both Standard and Alliance support plans. For Alliance customers, site visits and a named Cognos Primary Alliance Contact (PAC) will be available only to one site, to be designated as your Primary Site at the time of purchasing Global Support.

See section 1.3 to determine the appropriate regional Cognos support center for each of your Support Contacts, its hours of service, and the languages supported.

4.3 ADDITIONAL SUPPORT CONTACTS

The number of Support Contacts you are entitled to is determined by the number of supported users (see *Support Contact Entitlement* in section 2.4). However, you can purchase additional Support Contacts if required. Purchased contacts are added to your contract, and are renewable annually.

Our Alliance support plan customers who wish to increase coverage within an existing Support Group can purchase additional Alliance Support Contacts. However, if these additional Alliance Support Contacts reside outside of the region where support was purchased or are members of another Support Group, then an additional Alliance unit must be purchased (see *Alliance Support Plan* in section 3).



5 SUPPORT RENEWAL

In order to obtain the services described in this guide, you must have a current Support Contract with Cognos. Before the end of your current Support Contract, we will automatically send you a Support Renewal order confirmation, along with information about any changes to the plan or new options being offered at that time.

If a support contract lapses before we receive confirmation of your acceptance of the Support Renewal, you will be charged a reinstatement fee in accordance with the Cognos policies in place at that time. Cognos may, at its sole discretion, extend to any customer with lapsed support a 30-day grace period, provided that confirmation of acceptance of the Support Renewal has been received verbally and the delay is deemed to be a result of process.

If you wish to discuss any aspect of your Support Plan, contact your local Cognos Support Renewal representative, who can help you select the level of support best suited to your current business needs. To locate your nearest Support Renewal representative, go to <http://support.cognos.com/en/support/about/renewal.html>.





<http://support.cognos.com>

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