

Solution Management Services for Application Delivery Management (Large)

Sustain value and protect your investment with Micro Focus Solution Management Services.

Executive Summary

Sustaining the value of your Micro Focus investment and protecting it can be a challenge. Dedicated internal staff must administer, support, maintain, and keep your solution updated. But these efforts remove valuable people and resources from your business. Micro Focus Solution Management Services (SMS) for Application Delivery Management (ADM) helps you focus on your core mission by leveraging our expertise and global delivery capabilities. We manage your Micro Focus solutions from end to end, shifting IT costs from operations and driving value back to the business. Redirect your resources to optimize your solutions, driving their adoption, and continuously deriving business value from them.

Service Summary

SMS for ADM manages your Micro Focus software platform with reactive support, request management, and environment maintenance, which includes:

- **Reactive services** with a single point of contact for incident and problem management across the entire solution.
- **Operational services** for ongoing maintenance and operations, including system administration, proactive monitoring, health checks,

device and patch management, application restarts, license key administration, and recurring reports.

- **Technical account management** for proactive guidance with an investigate-assess-recommend approach.
- **Enhancements** that continuously improve your solution through new configurations, upgrades, and integrations that increase value and adoption.

Implement this service for one Micro Focus product as software-as-a-service (SaaS) or on your organization's premises.

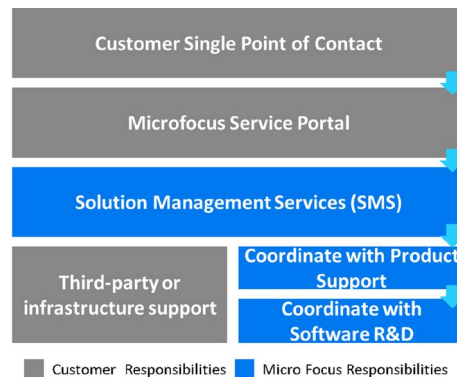


Figure 1. SMS provides incident resolution and frequency-based periodic monitoring of the solution.

Service Description

The Micro Focus team delivers SMS for ADM via four categories of services: reactive services, operational services, technical account management, and enhancements, which include:

- Resolution for incidents reported on the Micro Focus Service Portal.
- Periodic availability monitoring.
- Resolution for incidents identified during periodic monitoring.
- Support of up to 15 incidents per month.
- One instance of production support.
- Standard enhancements (per the catalog), which usually lead to minor changes (maximum of 40 hours to implement).
- One upgrade of the target site for the production environment, with up to 80 hours to implement.
- On-call, after-hours support for Severity 1 issues (an on-call number will be provided at service kick-off).

Included Products

Micro Focus products included in the SMS for ADM service are:

- ALM/Quality Center
- ALM Octane
- UFT One (includes UFT Developer)

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- UFT Mobile
- PPM
- LoadRunner Enterprise or LoadRunner Professional (includes LoadRunner Developer)

For this service you may select 1 product to be covered.

Service Hours

The available window for purchasing this service is Monday through Friday from 2:00–11:00 p.m. Indian Standard Time.

Service Categories

Reactive Services

Reactive services are for issues and problems with your solution implementation. These services include custom solution elements, such as customer-specific integrations, customizations, and configuration settings. Reactive services include:

- Single point of contact for resolving incidents you submit to our Micro Focus SMS team—up to 15 incidents per month on one production instance of your selected product.
- Escalation management to solve complex software problems.

Professional Services works with you to outline options and determine a suitable approach.

Operational Services

Qualified and experienced personnel perform required activities to maintain and operate the solution. Representative operational tasks range from partial to complete responsibility and include:

- System administration.
- User management and user security administration.
- Periodic monitoring to verify system availability.

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Service Size

Micro Focus offers SMS for ADM in small, medium, and large sizes. The large service includes the following thresholds:

Product	Threshold	Large Size Maximum
ALM/ Quality Center	Users	200 Users
	Integrations (Micro Focus or support matrix only)	4
	No. of Projects	200
ALM Octane	Users	200 Users
	Integrations (Micro Focus or support matrix only)	4
	No. of Workspaces	60
PPM	Users	200 Users
	Integrations (Micro Focus or support matrix only)	4
	No. of Projects	200
LoadRunner Enterprise (and Professional where applicable)	Users	10,000 Users
	Integrations (Micro Focus or support matrix only)	4
	No. of Projects	200
UFT One	No. of Clients	50
	Integrations (Micro Focus or support matrix only)	4
UFT Mobile	No. of Devices	50
	Integrations (Micro Focus or support matrix only)	4

SERVICE-LEVEL OBJECTIVES

Reactive services include the following service-level objective (SLO) estimated response times for incident requests:

Severity	Severity Definition	Estimated Response Time within Service Window
Severity 1— Critical	Completely unusable or inaccessible. The impact disrupts work or entirely prevents a business-critical action.	30 minutes
Severity 2— High	Operational but highly degraded. There is a significant impact on usage for some end users.	2 hours
Severity 3— Medium	Operational but experiencing issues that have minor impacts on end users.	4 hours
Severity 4— Low	Minor issues	8 hours

Severity 2,3, and 4 SLOs apply to the service windows above. Micro Focus provides up to eight hours of on-call after-hours support for Severity 1 issues for the service duration, and you can apply them outside the service window.

- Resolution for incidents identified during periodic monitoring.
- Report generation for out of the box.
- Routine tasks to operate the solution (for example, manual steps required in IT management automation).
- Maintenance of solution documentation.

Technical Account Management

The Technical Account Manager is your single point of contact to ensure service quality. This dedicated specialist:

- Communicates with you via email for any service-related issue.
- Conducts work prioritization meetings.
- Participates in regular status meetings and communications.
- Contributes to monthly and quarterly service-level reports.
- Facilitates transition and handoff.

Enhancement Services

SMS for ADM provides up to 40 hours of standard enhancements, which usually lead to minor changes.. The SMS team collaborates with you to provide services that enhance your solution, including requirements, design, low-complexity enhancement testing, and documentation changes. These services may include:

- Adjusting process and workflow.
- Modifying reports.
- Adding fields and validations to screens.
- Changing low-complexity dashboards.
- Providing additional data validation in an interface.
- Extending the monitoring environment or enhancing existing monitors.
- Implementation of approved changes such as defect fixes, patches, or enhancements.

Enhancement services empower you to quickly respond to the stream of anticipated enhancement requests, which in turn improve end-user satisfaction. Low-complexity

enhancements take less than or are equal to 40 hours to implement. Large-scale enhancements require a separate project and are also not product enhancements.

ENHANCEMENT OPTIONS

Below is a list of “Standard Enhancements” sorted by product and applicable implementation type, which you can request through this service.

Product	Enhancement or Task	On SaaS	On Premise
LoadRunner	Create Scripts	Yes	Yes
	Automation Framework Support	Yes	Yes
	Integration Support	Yes	Yes
UFT One	Create Script	No	Yes
	Automation Framework Support	No	Yes
	Integration Support	No	Yes
UFT Mobile	UFT Mobile General Configuration	Yes	Yes
	Certification (SSL) installation	No	Yes
	Add and configure device (physical device must be added by customer)	Yes	Yes
ALM Octane	Certification (SSL) installation	No	Yes
	Customize a workflow and rules	Yes	Yes
	Customize a form, list or other entity	Yes	Yes
	ALM Octane general configuration	Yes	Yes
	DevOps entity configuration inside ALM Octane	Yes	Yes
ALM	Auto Email/Alerts configuration	Yes	Yes
	Certification (SSL) installation	No	Yes
	Customizing the look of the module by adding and removing buttons / fields through Workflow	Yes	Yes
	Designing the BRD report for MS Word using Template Creator	Yes	Yes
	Workflow customization for creating multiple requirements on clicking of a button	Yes	Yes
	Workflow customization for moving requirements from one folder to another on clicking button	Yes	Yes
	Workflow customization for restricting user from drag and drop to particular requirement folder	Yes	Yes
	Writing Macros as a part of Post processing to generate report in Excel	Yes	Yes
Writing Queries to generate report in specific pattern for different modules of ALM.	Yes	Yes	

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Product	Enhancement or Task	On SaaS	On Premise
PPM	PPM service patch /hotfix deployments	Yes	Yes
	Application and Infrastructure monitoring	No	Yes
	Server restarts	No	Yes
	PROD deployment	No	Yes
	Instance refresh	Yes	Yes
	License monitoring	Yes	Yes
	Configuration changes	Yes	Yes
	Dev deployment of release	Yes	Yes
	Test Deployment of release	Yes	Yes
	Change management	Yes	Yes
	Documentation	Yes	Yes
	Performance issue	No	Yes
	New Changes/ Functionalities/ Developments/ User stories	Yes	Yes
	New enhancements	Yes	Yes

Micro Focus product within the customer organization.

General Requirements

During the service, you must:

- Assign a Service Sponsor who acts as an escalation point for any issue and can assist with issue resolution.
- Assign managers and other personnel to work with Micro Focus throughout the duration of the service.
- Review the service status and provide feedback on priorities, issues, and decisions related to the delivery.
- Provide remote access to supported environments.
- Enable automated monitoring for the supported solution.
- Perform backups before the SMS makes changes and back up the target systems and the team's work.
- Provide support for planned and emergency changes, as part of your established change management process.
- Approve any changes planned for the environment.

You are responsible for any security or compliance costs that Micro Focus may incur. These costs are charged separately from the service.

Duration

Micro Focus delivers the service as a single, continuous event and does not include multiple engagements or longer phases. SMS for ADM is a six-month, fixed-price service.

Terms

Micro Focus Customer Terms—Professional Services. The services described in this data sheet ("Services") are subject to the *Micro Focus Customer Terms—Professional Services* posted at www.microfocus.com/en-us/legal/end-user-agreement-terms

UPGRADE SERVICE

Up to one upgrade of the target site (80 hours max) for the service duration in a production environment is included for this service.

Service Limitations

The service is limited by the thresholds set in the Service Size section above. It also does not include:

- Software development and enhancement or resolving defects arising from either.
- Resolving any performance issues or defects in the target application, product, or interface.
- Fixing known product defects.
- Monitoring the ticketing system for incident reporting.

Customer Responsibility

Before Service Delivery

Please ensure that you provide all of the prerequisites described above before service delivery begins. When you're ready to schedule delivery, you must provide four weeks' notice to Micro Focus.

During this time, we assign a Technical Account Manager and prepare to deliver SMS for ADM. Please note that we conduct the service offsite and will require remote access to your organization's systems via a VPN. Remote access does not include screen sharing.

You will also facilitate or participate in the following activities:

- Provide the SMS team with remote access to your environment.
- Participate in the knowledge transfer between the implementation team and your staff.
- Provide pre-existing solution documentation and recommend required updates for supportability and maintenance.
- Introduce the Technical Account Manager to your team and organization.
- Help identify and determine incidents, requests, change processes, systems, and operating models to commence the service.
- Provide access to subject matter experts and administrator(s) responsible for the

(the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning set forth in the Terms.

Rescheduling. Customer may reschedule Services by providing written notice ten (10) or more business days in advance of the scheduled delivery but only if the revised schedule results in completion of delivery within one year from the purchase date. If Customer notifies Micro Focus of rescheduling less than ten (10) business days prior to the offering start date, the obligations of Micro Focus to deliver the Services are considered fulfilled and the rights of Customer to receipt of the Services will expire.

Change in Scope. Changes in scope to the Services are not allowed. Customer may request additional or different services, if available and at additional cost, through a mutually executed statement of work.

Services; Acceptance. Services do not include hardware maintenance and repair, software maintenance, or other standard support services provided by Micro Focus; software as a service; managed print services; or outsourcing services. Deliverables are deemed accepted upon delivery. Any acceptance criteria or procedures set forth in this data sheet apply only to the Services specified herein and do not apply to any other products or services Micro Focus may supply or has supplied to Customer, regardless of whether such products or services be used in connection with the Services.

Authorization to Install Software. During the provision of Services, Micro Focus may be required to install copies of third-party or Micro Focus-branded software and may be required to accept license terms accompanying such software ("Shrink-wrap Terms") on behalf of Customer. Shrink-wrap Terms may be in electronic format, embedded in the software, or contained within software documentation. Customer hereby acknowledges its responsibility to review Shrink-wrap Terms at or prior to installation and hereby authorizes Micro Focus to accept all Shrink-wrap Terms on Customer's behalf.

Existing License & Support Agreements.

Services may be in support of a Customer license to software under a separate agreement and, in such case, the separate agreement shall govern all use by Customer of such software and these terms shall relate solely to the Services. These terms are not intended to modify, amend or in any way affect the licensing, warranty, or other provisions applicable to software products separately licensed by Customer from Micro Focus or any other party unless expressly provided for in the applicable data sheet.

Payment; Validity. The Services will be pre-billed. Pricing for the offering may vary by country. Customer must schedule delivery to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, Micro Focus's obligations to deliver the Services are considered fulfilled and Customer's rights of receipt of the Services will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

The Professional Services Difference

Micro Focus Professional Services delivers unmatched capabilities through a comprehensive set of consulting services. These services help drive innovation through streamlined and efficient solution delivery. We provide:

- Proven software-solution implementation expertise.
- More than 20 years of experience helping large, complex, global organizations realize value from their Micro Focus software investments.
- Rich intellectual property and unparalleled reach into product engineering.
- Technology-agnostic implementation approach with no vendor lock-in.
- Education and support services to ensure successful adoption.

SKU PS-AB029

Contact us at:
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