

Responsiv Assist Hypercare Support

RA000G3-PD

Product Description



Responsiv Assist Hypercare Support

Responsiv Assist Hypercare Support gives your developers and administrators access to our subject matter experts and developers of a custom application for a period leading up to and after the application is released to a production environment. It provides access to a depth of experience and support that can accelerate problem identification and resolution, improve user acceptance, and reduce the disruption of a failed project launch.

Responsiv Assist Hypercare Support is a cost effective and efficient way to support your own applications and installed technology, and to improve team performance.

This product description describes the key features, functions, and capabilities of the product or service. It is not intended to fully document the product or to provide support.

Audience

This description is for architects and technical specialists to give a high-level, brief description of the product or service. It is intended to be used to inform users of the broad functions and scope of capability. Refer to linked product documentation for details. Responsiv reserve the right to change the specification at any time and without notice.

Obligations

This document is not an offer or contract. Neither Responsiv nor you have any obligations or liability to the other unless our authorised representatives enter into a separate definitive written agreement. Terms included in this document are not binding unless they are included in such a written agreement.

Observations and recommendations in this document are based on our opinions, experience, and knowledge of the product. Responsiv makes no representation as to accuracy or fitness for purpose.

Underlying Software

This description is for a Responsiv product that is implemented using a combination of capabilities delivered by pre-existing products. References to those products and their documentation are required to improve understanding of the capabilities that are available and how to access them using the available tooling. Responsiv makes no claim that our product provides all documented features. If a feature is of particular interest, please seek clarification with Responsiv.

Responsiv provide and support all software embedded in this product.

Table of Contents

RESPONSIV ASSIST HYPERCARE SUPPORT	2
AUDIENCE	2
OBLIGATIONS	2
SERVICE OVERVIEW	4
RESPONSIV ASSIST ADDED VALUE	4
OPERATIONAL EFFICIENCY	4
ROOT CAUSE ANALYSIS.....	5
SERVICE RECOVERY.....	5
MENTORING	5
DEVELOPMENT AND REVIEWS.....	5
ACCESSING THE SERVICE	6
FEATURES	7
VALUE WITHOUT CHARGE	7
REMOTE DEVELOPMENT SERVICES.....	7
REMOTE UPGRADE AND ONGOING SUPPORT.....	7
MENTORING	7
SUPPORTED PRODUCTS	7
OPTIONAL SERVICES	8
DEVELOPER AND ADMINISTRATOR TOOLING	8
SUPPORTED PROTOCOLS	8
SERVICE MANAGEMENT	9
ARCHITECTURE	10
CLOUD LOCATION	10
SECURITY FEATURES.....	10

Service Overview

Responsiv Assist Hypercare Support is a cost-effective way to support projects on the lead up to and immediately after release or during upgrades. These times are when the risk of problems is increased, and will likely require understanding of the application and infrastructure to mitigate and resolve.

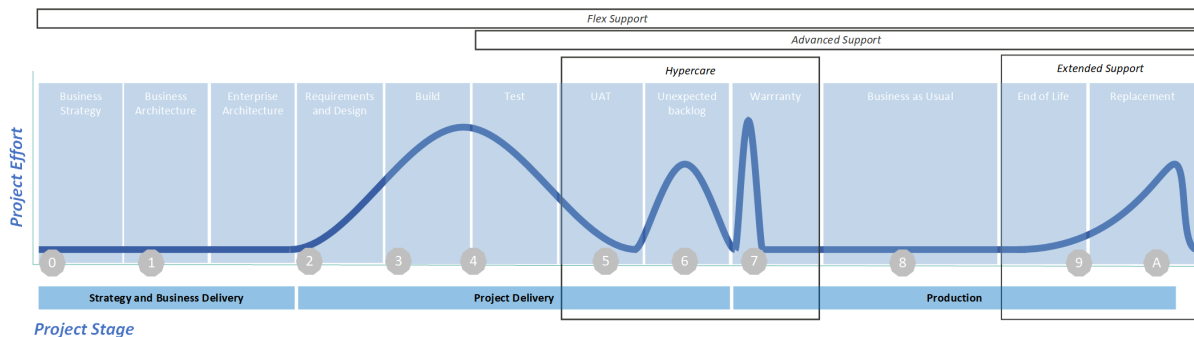


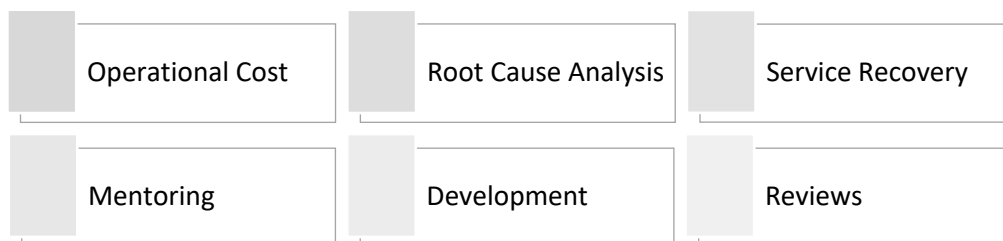
Figure 1; Positioning Responsiv Assist Hypercare Support as part of the project lifecycle

Responsiv Assist Hypercare Support relies on the Responsiv Support team and Consulting organisation to provide full coverage support of the application and platform.

If Responsiv was involved with development, we can maintain access to the knowledge, skills, and experience of the original developers after the main development work is complete. Access to support is controlled by “Assist-Credits” that are consumed for each hour or part of an hour worked.

Responsiv Assist Hypercare Support can be used by developers and administrators to request support for any aspect of a business technology environment during the outlined stage of a project (figure 1). Our subject matter experts and developers are available to share their depth of experience and support to accelerate problem identification and resolution, improve user acceptance, and reduce the disruption of project launch.

Responsiv Assist Hypercare Support is a cost effective and efficient way to support your own applications and installed technology, and to improve team performance. This service is an emergency incident support service that can be used to request severity 1 or severity 2 responses.



Responsiv Assist Hypercare Support service is available for the end stages of a technology installation project (figure 1). Our skills include the foundational aspects of technology, including networking, security, problem solving, business analysis, project management, and programming, and gives access to specific product and project knowledge.

Responsiv Assist Added Value

Users with entitlement to Responsiv Assist can access privileged information, including problem solutions and white papers that are not publicly available.

Operational Efficiency

Enterprise technology landscapes are complex, with the number of different skills required and experience assumed growing all the time. This increases the cost and risk of projects and ongoing operations. Recruitment of skills is hard but retaining seldomly used skills is expensive and prone to skills erosion.

One Responsiv Assist hour can be used to access any of the skills and all the experience from Responsiv and our partners at a fraction of the cost of employing dedicated staff.

Root Cause Analysis

Our support engineers work with the Responsiv developers involved with planning and building the project and can provide informed internal, as well as external, highly informed insights and new perspectives on problems that are encountered. We may have already encountered similar problems and have pre-defined ways to work around or solve the problem.

Service Recovery

Responsiv Assist Hypercare Support provides a way to support self-developed applications and access development and infrastructure skills to help recover applications and systems after an incident. We offer an incident response service and active management (See Optional Services).

Mentoring

We can work remotely with specific individuals in your company to support them through their first project launch by providing advice and answering their questions. We structure their learning while delivering value to your business. Thinking about user acceptance, listening, and responding to user concerns can make all the difference in how fully and quickly a new system is accepted and will make a significant difference to the ongoing operational cost and efficiency.

Development and Reviews

Responsiv Assist Hypercare Credits can be used to request additional remote development and review services. Projects that require product knowledge and programming but do not justify a full-time commitment can use Responsiv Assist Hypercare Support to access programmers on an hourly and/or part-time basis. Remote development is requested by raising a ticket that explains what is needed and who in the project will be responsible for the outcome. Development is remote only.

Accessing the Service

The service is hosted in Responsiv datacentres located in the UK and accessible over the public Internet through our website portal (<https://responsiv.co.uk/support-hub/support/>). Authorised users raise tickets and interact with support engineers using the web portal.

Refer to Terms and Conditions.

API Connections

Responsiv Assist can be accessed using Support API to raise service requests. (See Optional Products).

The Responsiv Unity Console Node integrates with this API to report important events with the Responsiv Unity platform. The API can be used to implement managed services (See Responsiv Consulting and Responsiv Assist products for details).

User Connections

All support services can be accessed through the website portal (<https://responsiv.co.uk/support-hub/support/>). Users are registered with the RN0002C Responsiv Cloud Security Service, which intercepts all user traffic to protect the system. A single set of credentials to access Responsiv Cloud, Responsiv Assist, and Responsiv Asset Downloads.

Features

Responsiv Assist Hypercare Support is a remote support service governed by "Assist-Credits". Each credit entitles the user to a fixed number of minutes of support effort. Each ticket raised uses a minimum of one credit. Credits can be used to request any combination of remote services featured here.

Value without Charge

Customers with active Responsiv Assist entitlements have access to protected support assets on the Responsiv website.

1. Access to restricted blueprints, white papers, and solutions to known problems.
2. Eligible for art-of-the-possible briefings by request.
3. Notifications of events.

Remote Development Services

Project based remote development services to support existing projects with experience and skills, or to deliver a defined outcome. Services are charged by the hour and rounded to a full number of days per week, making this a very efficient way to develop solutions and reduce your backlog.

Responsiv Assist Hypercare credits can be used to request remote development and review services. Projects that require product knowledge and programming but do not justify a full-time commitment can use Responsiv Assist Hypercare Support to access programmers on an hourly or part-time basis.

Remote development is requested by raising a ticket that explains what is needed and who in the project will be responsible for the outcome. Development is remote only.

Credits can be used to review and refine designs, architectures, test plans, perform testing, support presentations, and to provide subject and product expertise.

When your project is fragmented or has lots of dependencies or delays, or perhaps is a part-time engagement, Responsiv Assist allows you to deliver the project in hourly segments.

Service Recovery

Responsiv Assist Hypercare Support provides a way to recover self-developed applications and access development and infrastructure skills to help remediate problems after an incident. We also offer an incident response service and active management (See Optional Services).

Our call centre staff work across multiple customers and can provide external, highly informed insights and new perspectives on problems that are encountered. We may have already encountered similar problems and have pre-defined ways to work around or solve the problem.

Root Cause Analysis

Perform a root cause investigation to determine how best to permanently fix the problem and to assure that any peripheral weaknesses are identified and added to the solution and risk register.

Remote Upgrade and Ongoing Support

Remote support to add skills and experience to accelerate recovery and understanding of a system failure or near miss.

Responsiv Assist Hypercare Support is a gateway to skills and technical resources that can be used hourly on-demand. It can be used to perform or support root cause analysis, problem understanding and recovery, and development of work arounds to regain service while a permanent solution is developed.

Mentoring

Developer and Administrator Support for problem resolution, code reviews, development, design, software installation, planning deployments, developing cloud strategies, responding to problems, and all aspects of design and architecture.

Developers and Administrators can ask questions, or work through problems or designs.

Project Support provides remote project management, development, and other activity (document review, asset creation) to progress projects to successful conclusions. Our value is often in the discipline we bring to project delivery, and use of our analysis and delivery methods.

Supported Products

Responsiv Assist Hypercare complements and extends vendor support and subscription to include developed or upgraded applications. It provides a service to answer questions and access infrequently used skills and experience in a cost effective and efficient way.

Responsiv can support a multitude of different technologies and products from many different vendors. The list below illustrates the breadth of our technology and product support, which includes Developer, Infrastructure, Design, Architecture, Troubleshooting, Incident recovery, and administrative support.

Responsiv Assist Hypercare Assist-Credits can be used to access all the benefits of Responsiv Assist Flex Support.

Optional Services

RT0004U Responsiv Assist Advanced Support

Responsiv Assist Advanced Support has three elements (1) connection to the Responsiv Support API, (2) Upgrade and Patching Support, (3) Incident Response.

These three components combine to provide a lightweight managed service for specific parts of a user's environment.

RT000BT Responsiv Assist Extended Support

Responsiv Assist Extended Support is for products that are no longer supported through the original vendor, either because of a commercial decision, or because the product is end of life, or support is no longer offered.

RT00028 Responsiv Assist Incident Support for IBM DataPower

Responsiv Assist Incident Support for IBM DataPower (Physical) provides Incident Only response for the software components of one, named, instance of IBM Physical DataPower for the term of the subscription. In the event of a device problem we will make reasonable efforts to help you team to identify, remediate, and recover the service. Responsiv has limited access to the DataPower software, cannot access protected parts of the device, or provide patches. This incident response does not include replacement or support for the hardware device.

RT00039 Responsiv Assist Incident Support for IBM Virtual DataPower

This product is for Licensees using out of support or unsupported versions of virtual IBM DataPower devices to host their APIs with or without integration with API Connect. Responsiv will support each device for the term specified to the extent that we are able. This includes responding to incidents, supporting and leading recovery operations, and assisting with migration to a newer version.

Developer and Administrator Tooling

N/A

Supported Protocols

N/A

Service Management

Responsiv manages the Responsiv Assist service to ensure it is available and functional, including active health monitoring, patching, upgrades, and general maintenance. The service is available to raise an incident ticket 7x24; tickets are responded to within the UK working hours and in accordance with the Service Level Agreement (SLA).

ITIL-based

The Responsiv Assist service desk is run based on the IT Infrastructure Library (ITIL) framework, which outlines best practices for delivering IT services.

Service Preparation

This service is prepared by configuring the Responsiv Service Desk to accept service requests from customer authorised users, registering those users in the Responsiv security systems.

Service Level Agreement

This service is supported by Responsiv from our UK offices.

The service includes product/platform support only and is triggered by automated monitoring built into the platform or manually accessed from our website <https://responsiv.co.uk/support-hub/support/>.

The service level agreement (SLA) for Responsiv Cloud services (RL000F6 v1.0 Responsiv Support Services Addendum) can be found here: <https://responsiv.co.uk/wp-content/uploads/2023/11/TC-RL000F6-Aug2023-Responsiv-Support-Services-Addendum-v1-0.pdf>. The SLA defines support available for the platform including support hours of availability, response times, severity level, Service Down definition, the claim process and other support information. Responsiv provides the Customer with the following availability service level agreement. Responsiv will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below.

Format and Charging Measures

This product is available in the following formats:

- Remote Development Service
- Remote Support Service
- Cloud Support extension
- Hourly Charging

This product supports charging by Assist-Credits. Entitlements use a combination of charging measures that are appropriate to the intended purpose.

Architecture

The Responsiv Assist Hypercare Support service consists of a service desk that audits and controls all requests for service. The service is accessed through a service portal or secure API. Customer has one or more active Responsiv Assist entitlements that define the terms of service. Service requests are serviced by support analysts and subject matter experts that have access to product vendors and third level support.

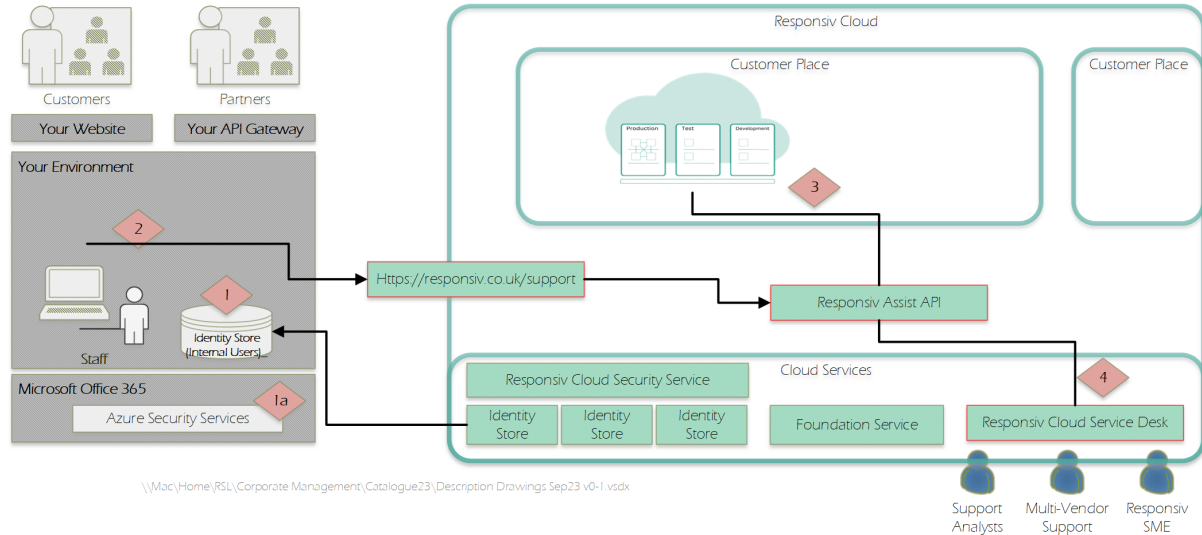


Figure 2; Responsiv Assist architecture.

Responsiv Assist is a remote support service delivered from our service desk [4]. The service desk is controlled by an ITIL compliant software system that manages and audits service requests and incident tickets. Responsiv does not consider a request to have been made until it is recorded in the service system.

Responsiv Cloud Platforms integrate to the service desk [3] through secure APIs. The same APIs are used to integrate Responsiv Unity (self-hosted) platforms that are protected by Responsiv Assist Advanced Support.

Users manually register service requests [2] using the service portal hosted on the Responsiv website.

Access to API and manual interfaces is protected by the Responsiv Cloud Security Service, which can be federated [1], [1a] with external identity stores to securely managed user identities and permissions.

Cloud Location

This is a UK based cloud service hosted in the Responsiv Cloud. Facilities are Tier-3 datacentres with 24x7 security, multiple power providers including onsite diesel backup.

Security Features

Security is provided by the Responsiv Cloud Security Service. This means that your SSO credentials can be used to download software, and to access this and other authorised cloud services.

Responsiv Cloud Security Service allows you to create Responsiv users by registering your staff in the service, or to connect the service to your existing user directories and nominating groups (roles) to have specific access to Responsiv services. If you prefer, a federated trust can be established between Responsiv and your existing security provider. Federated trust allows us to trust your certificates, and for your staff to login once, for example to their desktop or intranet, and to access Responsiv services without further challenge.

Connections established and managed by the Service Customer Content are encrypted when transmitted by the Service on any public networks.