

responsiv

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# Responsiv Assist Extended Support

RA00CMG-PD

## Product Description



## Responsiv Assist Extended Support

Responsiv Assist Extended Support provides incident and recovery support for software products that are no longer economically supported by their original vendor (end-of-life and end-of-support). Support includes incident response and recovery of functionality used successfully prior to the incident.

This product does not provide patches, upgrades, or support for features that are locked. We cannot support products that are inaccessible because of certificate expiry or subscription expiry. Hardware devices are excluded.

Responsiv Assist Extended Support is a cost-effective and efficient way to extend the effective life of your applications and installed technology.

*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.

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## Service Overview

Responsiv Assist Extended Support provides incident and recovery support for software products that are no longer economically supported by their original vendor.<sup>1</sup> Extended support can be used to prolong the life and value of your applications and technology investments, or simply to reduce the cost of supporting products that are no longer strategic to your company.

This cost-effective service ensures your applications remain functional even when underlying operating systems, middleware, databases, or applications are no longer economically supported by their original vendor.



### Responsiv Assist Extended Support Saves you Time and Money

Use Responsiv Assist Extended Support to reduce the cost of supporting important off the shelf software that underpins mature applications and access skilled development resources to provide coverage for your application landscape.

#### Legacy Software Support

Responsiv Assist Extended Support provides incident response support for your chosen software. Responsiv provide the skills and experience necessary to return your software installation to a running state as prior to the incident.

Your developers and administrators can raise tickets with our Service Desk at any time 24/7 to request support for incident recovery and investigation into the root causes. Our subject matter experts (SMEs) and developers are available to share their depth of experience and support to accelerate problem identification and resolution.

#### Responsiv Assist Extended Support Bridges the Gap to Software Retirement

Use Responsiv Assist Extended Support to bridge between termination of vendor support and retirement of the software.

Perfect for the end of a product's lifetime, Responsiv Assist empowers you to extend the effective life of your IT infrastructure while keeping costs in check and without hidden fees.

Responsiv Assist Extended Support service is available for the end-of-life stages of a technology. 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 knowledge.

- This service is an emergency incident support service that can be used to request severity 1 or severity 2 responses.
- Responsiv Assist Extended Support does not include any entitlement to patches or new software versions.
- Responsiv Assist Extended Support can be bundled with other Responsiv Assist products to meet your needs.

<sup>1</sup> Support includes incident response and recovery of functionality used successfully prior to the incident.

## Features

Responsiv Assist Extended Support is provided remotely and is recorded in service tickets. Each service request begins with you raising a service request with the Responsiv Service Desk. Please refer to the terms and conditions and support services addendum for details about terms of service and service levels.

<https://responsiv.co.uk/support-hub/terms-and-conditions/>

This product does not provide patches, upgrades, or support for features that are locked. We cannot support products that are inaccessible because of certificate or subscription expiry. Hardware devices are excluded.

## Root Cause Analysis

Perform a root cause investigation to determine how best to permanently fix a problem and to assure that any peripheral weaknesses are identified and added to the solution and risk register. Our support engineers provide 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 Extended Support goes beyond ordinary support. Our team ensures swift recovery:

- **Incident Response on Demand:** Quick action and expert skills to restore your operations.
- **Proactive Problem Solving:** Tap into our vast experience, where we've likely tackled similar challenges and have ready-to-deploy or fast-tracked solutions.
- **Fresh Perspectives:** Gain external insights that unlock creative solutions to complex problems.

## Value without Charge

With Responsiv Assist, your journey to operational excellence is smoother than ever. As an active customer, you gain exclusive access to additional no-charge benefits:

- **Licence Compliance Support:** Extended Support provides you with ILMT management support and skills, giving you peace of mind that your IBM licensing remains compliant.
- **Forward Thinking:** Be secure in the knowledge that you have options for the future of your IT installations; whether that be upgrading your software, or accessing the skills to optimise your existing estate, the Responsiv portfolio can be utilised to deliver your strategic goals.
- **Exclusive Resources:** Dive into a world of blueprints, white papers, and tailored solutions that address common challenges, all designed to fast-track your success.
- **Stay Ahead of the Curve:** Be the first to know about exciting events and opportunities through our timely notifications.

We are continuously reviewing and developing our services to ensure we are bringing value to our customers beyond expectations.

## Service Preparation

During service preparation Responsiv will discuss with you any specific risks or environmental considerations that may impact how we provide the service to you.

<i>Security</i>	Do you require specific security clearances or evidence of security vetting.
<i>Business Impact</i>	Business impact of systems being unavailable.
<i>Service Complexity</i>	Diagram of the systems and their relationships with other systems.
<i>Contact Details</i>	Contact information and briefing of how to raise tickets with us.
<i>Entitled Software</i>	We will help you to download any software versions, patches, service-packs to which you have entitlement. This needs to be completed before your vendor agreements expire.  You should also use your entitlement to download ILMT.  By downloading these entitled fixes prior to your departure from the original vendor you gain extra security and longevity of your installation.
<i>Licensing Concerns</i>	Extended Support is available for software that is properly licensed under an original vendor's perpetual licence. The licence will specify the entitled capacity, and you remain responsible for assuring that the capacity is not exceeded. See Licence Compliance.  We will discuss the need to maintain records of software use using ILMT or equivalent.
<i>Service Portal</i>	This service is enabled by configuring the Responsiv Service Desk to accept service requests from customer authorised users, registering those users in the Responsiv Cloud Security Service.

## Licence Compliance

IBM software capacity and use is monitored to assure IBM that the licensed capacity is not exceeded. This responsibility does not stop when you move to an extended support arrangement, and you remain subject to IBM audit.

Responsiv will discuss licensing with you as part of the service preparation call.

Responsiv offers ILMT as a service. We will (1) review the environment and provide a quote for installation and management of your ILMT service. (2) install the ILMT server and configure agents, (3) configure the ILMT database to categorise servers and installations as production or development, and (4) provide a remote management service to run reports monthly and maintain the installation.

We can also offer a SaaS solution to the licence tracking challenge.

### IBM Licence Management Tool (ILMT)

ILMT is an important part of any IT landscape that has IBM software deployed to virtual environments. ILMT gathers information that should be recorded each month to help the customer and IBM ensure that the customer's entitlement is not exceeded.

IBM Contracts state very clearly that ILMT is the ONLY self-hosted licence tracking tool<sup>3</sup> recognised by IBM, and that they will presume that you are using the entire capacity of a virtualised environment to operate their software if it is not installed and producing the required reports. A SaaS solution is also available.

<sup>3</sup> A container version is also available

## Accessing the Service

Responsiv Assist Extended Support is accessible over the public Internet using our website portal. Using the portal, authorised users can raise service request tickets and interact with support engineers, which is available 24/7. The Responsiv Assist Service Desk is used to control, record, and measure our interactions with you.

<https://responsiv.co.uk/support-hub/support/>

Support is provided over the phone and recorded in service tickets. Each service request begins with you raising a service request with the Responsiv Service Desk. Please refer to the terms and conditions and support services addendum for details about terms of service and service levels.

Users are registered with the RN0002C Responsiv Cloud Security Service, which intercepts all user traffic to protect the system. A single set of credentials is used to access Responsiv Cloud, Responsiv Assist, and Responsiv Asset Downloads.

<https://responsiv.co.uk/support-hub/terms-and-conditions/>

<https://responsiv.co.uk/wp-content/uploads/2023/11/TC-RL000F6-Aug2023-Responsiv-Support-Services-Addendum-v1-0.pdf>

<https://responsiv.co.uk/wp-content/uploads/2023/09/TC-RL0004Q-Aug2023-Terms-and-Conditions-for-Responsiv-Consulting-and-Support-Services-v7-0.pdf>

## API Connections (Responsiv Assist Advanced Support)

Responsiv Assist can be accessed using a Support API to raise service requests. The Responsiv Unity Console Node and Responsiv Unity enabled third party products can be directly integrated to our Service Desk to report important events and implement a lightweight managed service.

## 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 24/7; 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 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 through the Responsiv Assist Service Desk.

<https://responsiv.co.uk/support-hub/support/>.

The service level agreement (SLA) for Responsiv Assist ticket response (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.

### Format and Charging Measures

This product is available in the following formats:

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

Entitlements use a combination of charging measures that are appropriate to the intended purpose.

## Supported Products

Responsiv Assist Extended Support provides incident only response support for products no longer covered by vendor support and subscription (S&S). Because Responsiv cannot modify the software, and often does not have access to view the source code, this product does not provide patches and cannot support or access components that are protected or encrypted.

Responsiv can support many different technologies and products from multiple 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.

This product is for Licensees using out of support or unsupported versions of software or hardware devices listed below. Responsiv will support each device/software installation for the term specified in the entitlement to the extent that we are able. This includes responding to incidents, supporting, and leading recovery operations.

### Supported Products (IBM, Red Hat, Responsiv)

This list is for illustration and reference; it is not exhaustive. Please contact Responsiv for specific product support.

Product Family	Parts (Not aligned to product family on the left)
<b>IBM Cloud Pak for Integration</b>	
IBM MQ Express, IBM MQ Standard, IBM MQ Advanced	D0ETIZX, D08EJZX, D08EYZX, D0ETRZX, D0IMALL, D22VPLL, D22VSLL, D56P3LL, D1Q6BLL, D03S0LL, D55V1LL, D1X9GLL, D27V2LL, D1X9ULL, D1X9QLL, D1B0NLL, D1N8MLL, D1N8JLL, D1LLSLL, D0AU1ZX, D1WVHLL, D0H8CLL, D05M2ZX, D0LG3LL, D0LPLL, D29MZLL, D0Z2ILL, D0Z1ILL
IBM App Connect Enterprise, IBM App Connect Professional	DataPower Support available with Responsiv Assist codes RK00028 and RK00039
IBM API Connect Enterprise, IBM API Connect Professional	
IBM WebSphere	
DataPower (Virtual), DataPower (Physical)	
<b>IBM Cloud Pak for Security</b>	
IBM Security Access Manager	D0P08LL, D0G80LL, D0IM9LL, D29BCLL, D29B3LL, D29B9LL, D1B0QLL, D1B0SLL, D1B0ZLL, D56CILL, D052HZX, D0VL9LL, D1GZULL, D1E0PLL, D1GPSLL, D0THQLL, D1E0ULL, D1E02LL, D0THSLL, D1NEBLL, D1NE7LL
IBM Security Identity Manager	
IBM Guardium	
<b>IBM Cloud Pak for Automation</b>	
IBM Business Automation Workflow	D277ALL, D1NE3LL, D1X5VLL, D06DJLL, D522PLL, D51JXLL, D0ZDZLL, D1DXWLL, D55WJLL, D56LRL, D572PLL, D299MLL, D1AZPLL, D0VLBL, D0A2GZX
IBM ODM Server Express, IBM ODM Server	
<b>IBM Cloud Pak for Data</b>	
IBM Db2 and associated products	
IBM DataStage	
<b>IBM (Other)</b>	
IBM AIX Operating System	
IBM Z-OS, IBM iOS	By arrangement
<b>Responsiv Cloud</b>	
Responsiv Cloud Platforms	
<b>Responsiv Unity</b>	
Responsiv Unity Nodes	
<b>Red Hat</b>	
Red Hat Enterprise Linux	
Red Hat Ansible Scripting	
OpenShift	By arrangement
Centos O/S	

### IBM and Red Hat Products

Responsiv develop and support most IBM middleware products, including DataPower, WebSphere, Db2, and Security products. We provide guidance on installation and development for Red Hat products, including operating systems.

The list of IBM product entitlements is attached to allow searches for part numbers. If the part number of interest is not included, please contact Responsiv.

As a Gold IBM Partner, Responsiv is well placed to escalate issues within IBM, and has direct access to IBM technical resources and SMEs.

## Optional Services

### Responsiv Assist Portfolio

Responsiv offers "Responsiv Assist" products to support your operations and development staff throughout the project lifecycle.

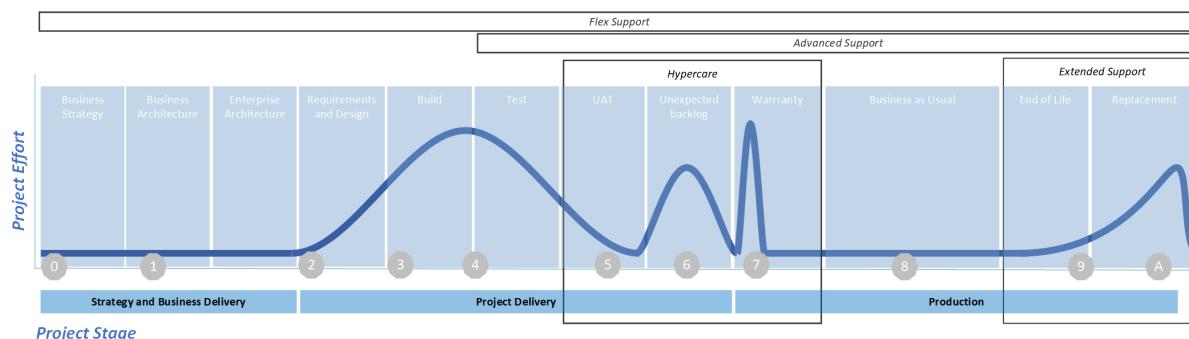


Figure 1; Responsiv Assist Extended Support as part of the project lifecycle.

### RT00094 Responsiv Assist FLEX SUPPORT

Responsiv Assist Flex Support can be used for many purposes. Developers can request programming and debugging help, Administrators can check their deployment planning and ask for help with root cause and product specific advice. Your staff will be entitled to request support for development, design, installation, or incident support (not incident response) for any of the "supported products" listed in the agreement.

Alternatively, projects can be supported with documentation and code reviews and product specialist briefings. All Licensees with active Responsiv Assist agreements have access to the knowledge base and can request art of the possible and product briefings at any time. Credits are valid from purchase and expire at the end of the term.

One Responsiv Assist hour (one credit) 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.

Use Flex Support for

- Access to additional development and support capacity
- Extending the breadth of skills available to developers and support staff
- Hourly billing for mentoring and trusted advice

<https://responsiv.co.uk/ra00094-pd-responsiv-assist-flex-support/>

### RT000G3 Responsiv Assist HYPERCARE SUPPORT

Responsiv Assist Hypercare Support delivers flexible support to projects as they enter production, perform important upgrades, or need access to specialist skills on call for use on a part-time basis. Hypercare Support is purchased for a specific project to avoid having developers hanging around "just in case" after a project goes live.

Use Hypercare Support for

- Creating a warranty period for newly developed software when it moves to production
- Cost efficiently maintaining access to skilled and experienced developers who know your new software
- Last minute changes to applications

<https://responsiv.co.uk/ra000g3-pd-responsiv-assist-hypercare-support/>

### RT0004U Responsiv Assist ADVANCED SUPPORT

Responsiv Assist Advanced Support is a light weight managed service that can be added to any Responsiv Unity enabled software installation. The product delivers (1) Active monitoring of your in-scope Responsiv Unity enabled software, (2) Remote upgrades and patching (including coordination), (3) Incident response and on-demand remote developer and administrator support (using the Responsiv Support Portal). Software must be entitled to support and subscription. Responsiv Unity enabled means that it is entirely Responsiv Unity software or monitored by a Responsiv Unity Management Kit.

Use Advanced Support for

- Low touch managed service with direct integration to the Responsiv Service Desk

- Patches and upgrades for supported software
- Flex Support

<https://responsiv.co.uk/rt0004u-pd-responsiv-assist-advanced-support/>

#### **RK00028 Responsiv Assist Incident Support for IBM DataPower (Physical)**

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.

Use Incident Support for IBM DataPower (Physical) for

- Extending the life of legacy or non-strategic DataPower devices (physical)
- Compliance and regulatory satisfaction (Cyber Essentials, SOX)
- Reducing the cost of support

#### **RK00039 Responsiv Assist Incident Support for IBM DataPower (Virtual)**

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.

Use Incident Support for IBM DataPower (Virtual) for

- Extending the life of legacy or non-strategic DataPower devices (virtual)
- Compliance and regulatory satisfaction (Cyber Essentials, SOX)
- Reducing the cost of support

## Architecture

The Responsiv Assist Extended 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.

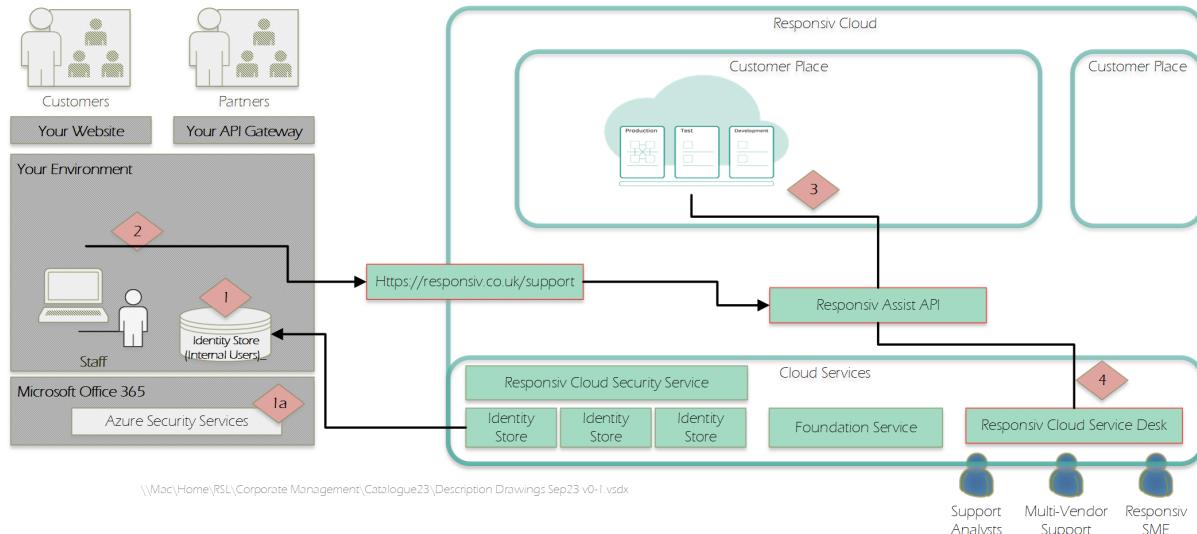


Figure 2; Responsiv Assist architecture.

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 manage user identities and permissions.

## Accreditations

Responsiv has accreditations as a Partner and as an Independent Software Vendor, including ISO27001 and Cyber Essentials.

<https://responsiv.co.uk/responsiv-is-iso-27001-2022-certified/>

We believe these partnerships and certifications showcase our dedication to providing our customers with high quality, expert, service and security.

