

Responsiv Assist Flex Support

RA00094-PD

Product Description



Responsiv Assist Flex Support

Responsiv Assist Flex Support gives developers and administrators access to subject matter experts and a depth of experience and support that can accelerate project delivery, improve solution designs, and recover systems and data. Flex 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 authorized 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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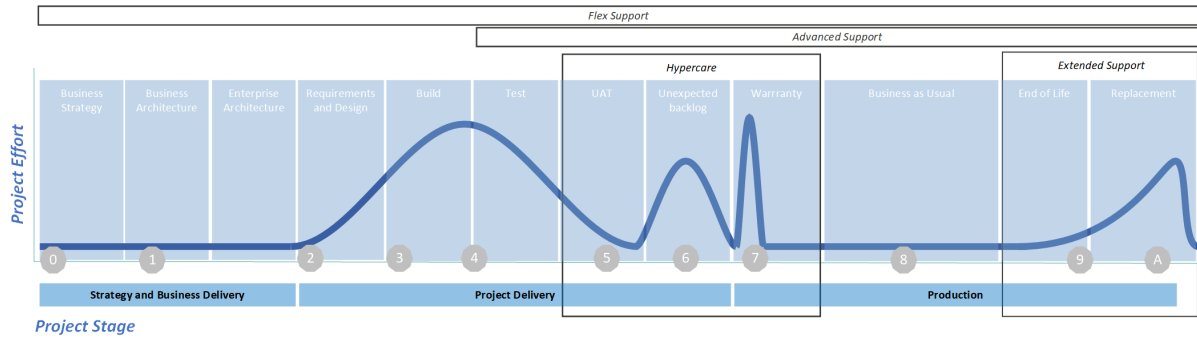
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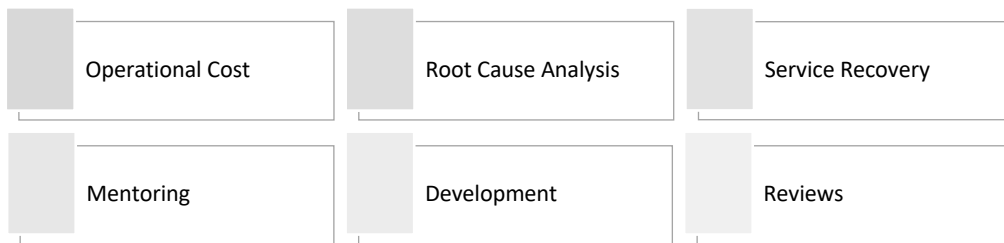
Service Overview

Responsiv Assist Flex Support can be used by developers and administrators to request support for aspects of a business technology environment. Access to support is available during UK business hours and controlled by "Assist-Credits" that are consumed for each hour or part of an hour worked.

Responsiv Assist Flex Support can be used at any time from strategy and project initiation through to replacement.



This service is not an emergency incident support service and cannot be used to request severity 1 or severity 2 responses. Please refer to RT000BT Responsiv Assist Extended Support, RT0004U Responsiv Assist Advanced Support, and RT00028/RT00039 Responsiv Assist Incident Support.



Responsiv Assist Flex Support service is available for all aspects of a technology installation. Our skills include the foundational aspects of technology use in today's world, including networking, security, problem solving, business analysis, project management, and programming. Access to specific product 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, the number of different skills required, and experience assumed, is 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 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 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.

Service Recovery

Responsiv Assist Flex 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 full development lifecycle by providing advice and answering their questions. We help to structure their learning while delivering value to your

business. Thinking about scalability and resilience of the eventual solution will make a significant difference to the operational cost and efficiency.

Training Courses

Use your Responsiv Assist Flex Credits to purchase third-party training courses, including training from IBM, Microsoft, AWS, Red Hat, Google, Cisco, and more. These may be self-paced or classroom sessions.

If you don't yet know which course you would like to access, our experts will support you in finding the best course for your needs.

Development and Reviews

Responsiv Assist Flex 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 flex support to access programmers on an hourly basis and part time. 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.

Production Support Peace of Mind

Responsiv Assist Upgrade Support assigns a person to be available during a specified period, for example during an upgrade, or a project when the skills will prevent a hold-up of the application release. We assist with deployment of new functionality to production environments, including deployment of changes as part of an issue resolution and/or a project/small change implementation.

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.

Cloud Users

Cloud users can configure federated trust relationships between the Responsiv Cloud Security Service and their internal identity stores and certificate authorities. The result is that suitably authorised users will be able to use their existing credentials to access Responsiv Assist without being challenged for security credentials.

Responsiv Assist Flex Support can be used to extend cloud platform support to include applications running on those platforms. In this case, service requests can be raised directly from the cloud platform.

Features

Responsiv Assist Flex 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 Support

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

Responsiv Assist Flex Support is a gateway to skills and technical resources that can be used hourly on-demand. The possibilities are endless but there are some examples.

Remote Upgrade Support

We will require time to become familiar with the intended installation and the requirements as well as the physical design.

- Installation plan (whole plan)
- Installation runbook (on the day detailed plan and rollback actions)
- Installation physical model
- Installation rollback plan and data handling procedures
- Your installation instructions to us

Root Cause Analysis

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.

Service Recovery

Responsiv Assist Flex 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).

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 to reduce your backlog.

Responsiv Assist Flex 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 flex support to access programmers on an hourly basis and part time. 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 develop designs, architectures, test plans, perform testing, support presentations, provide subject and product expertise.

Responsiv Assist Flex Credits can also be used to perform research into a subject and develop pilot projects.

- Develop custom applications
- Support your move to cloud
- Mentor your team

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

Mentoring

Developer Support can be used to help problem resolution, code reviews, development, design, software installation, and all aspects of design and architecture. Developers can ask questions, or work through problems or designs (pair programming) with our developers.

- Design preparation and documentation.
- Provision of code snippets and explanations.
- Accelerate capable developers in their use and experience of the supported products.

Administrator Support can be used for planning deployments, developing cloud strategies, responding to problems, and documentation review.

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.

Project managing your first software development or integration project can be daunting. Designing an integration solution that is sustainable and cost effective is not simple. The aim of the service is to reduce project delays due to lack of expertise in the supported products.

- Accelerate and justify important design decisions.
- Build to the strengths of each product and avoid surprises.

Mentoring Sessions provide up to three people the opportunity to ask questions and have customised training, or to talk through challenges or ideas. This is often used by senior people to clarify their thinking and discuss ideas before committing them to the plan.

Training Courses

Purchase third-party training courses using your Responsiv Assist Flex Credits. In the instance you do not have enough credits to cover the full cost of the course, you can use your credits to subsidise the full price.

There is no limit to the training courses you can purchase from our verified vendors. Responsiv can support in sourcing the best course for your needs based on our expertise in a variety of products and technologies. If you already have a course in mind, just provide us with the link/reference and we'll do the rest!

Self-paced training has the benefits of allowing you to learn at a pace that suits you.

Classroom sessions provide an immersive and interactive environment where you can benefit from the experiences of other students.

Document Reviews

Projects develop documentation, including designs, architectures, and decisions. These documents can be sent to Responsiv for review. We perform several different types of review.

SME Review

A Subject Matter Expert (SME) review provides a different, informed perspective on a document from a person or persons that have not been involved in the creation or discussions leading to the document being created.

- SME reviews raise provocative questions to test coverage of thinking.
- Avoid group think to ask the difficult or "obvious" questions.
- Provide an external perspective, perhaps including alternative approaches.

Use SME reviews to improve confidence that the document or set of documents has the right scope, coverage, and depth of thinking required.

We will read through the information presented and compare the review document to our experience. Our report will introduce the activity and provide a brief background, list key findings and observations, and include appendixes of all findings. Depending on your request, we will produce a short presentation or written report on our findings. Please note that this is an opinion.

Architecture and Design Reviews

Architecture and Design Reviews (RDR) compare your stated requirements with the designs presented. They ask three simple questions:

1. If a solution were to be developed to exactly match this design, would it satisfy the requirements and standards?
2. Is it possible and realistic to build and test the design?

3. Is the resulting solution sustainable; will it be robust, cost effective, easy to change, and capable of scaling.

Use RDR reviews to check alignment and suitability of designs. Avoid group think and use subject matter experts to check the working. Responsiv Assist can also be used to develop requirements, architectures, and designs.

We will read through the information presented and compare the review document to requirements and our experience. Our report will introduce the activity and provide a brief background, list key findings and observations, and include appendixes of all findings. Depending on your request, we will produce a short presentation or written report on our findings.

Group Participation Review

Group Participation Reviews are reviews run and led by the project team. Responsiv provide an SME to participate in the review. Our SME will ask questions and be available to answer questions rising form discussion, or to feed them back to Responsiv to be answered.

Insurance

A Responsiv Assist subscription provides access to skills during service hours, in the event of a problem, to plan and support product upgrades, and new installations. Any time that deep skills and capacity can make the difference Responsiv Assist is the answer.

Hypercare

Hypercare is provided to assure a successful deployment of a new or upgraded product or application. The agreement creates a team that already understand the environment to be supported and the nature of the changes. They can more quickly resolve problems because of their knowledge and experience combined with preparation.

This service is intended to follow a Responsiv Consulting engagement to continue access to the original developers after the development team has disbanded. It is a highly cost-effective way to retain the specific experience needed to resolve early problems.

RN0002C Responsiv Cloud Security Service

Responsiv Cloud Security Service is described in "RN0002C Responsiv Cloud Security Service". It provides attribute-based access control (ABAC), which uses information about the subject rather than predefined roles to determine authorisation. Role-based access control (RBAC), which uses predesignated roles to determine access to resources. User-based access control (UBAC), which assigns permissions to individual users, and Context and Time-based access control (CBAC).

Supported Products

Responsiv Assist complements and extends vendor support and subscription. It provides a service to answer questions and access infrequently used skills and experience in a cost effective and efficient way. Responsiv can provide support for 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.

Support is limited to what is reasonable. Responsiv cannot support products that are unknown to our support staff, or that are protected (encrypted or otherwise secured), or when source code is required but not available.

Responsiv Products (Including Responsiv Unity, Responsiv Cloud)

All Responsiv products and services, including cloud and self-hosted installations are supported by this product. Products must be covered by a valid and current entitlement for support and subscription. Products that are beyond end of life, or that have a valid entitlement (perpetual license) but not included in original vendor support agreement can gain support using the Responsiv Assist Extended Support entitlement.

Opensource Products

Responsiv provide guidance on installation and development for many opensource products, including databases, security products, operating systems, and application servers.

IBM and Red Hat Products

Responsiv support most of the 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 below is attached to allow searches for part numbers. If the part number of interest is not included, please contact Responsiv.

Cloud User-Application Support

Responsiv Cloud Platforms are supported and fully managed. Support can be extended to “float” across all the applications you deploy to the platform. The result is that we will handle problems with the platform and work with you to recover, repair, or work around problems in your applications.

Responsiv Assist Flex Support allows customers to make service requests asking for help with development, designs, problem resolution, and other mentoring and support subjects. You may request support with recovering from an incident, however this service does not offer and is not strictly suitable for incident response. (See Responsiv Assist Advanced Support).

This service allows Responsiv support to extend from the platform to include user applications and other aspects of your installation.

Supported Products (IBM, Red Hat, Responsiv, Open Source, Technology)

This list is for illustration and reference. It is not exhaustive. Please contact Responsiv for specific support.

Product Family	Parts (Not aligned to product family on the left)
IBM Cloud Pak for Integration	
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, D0LIPLL, D29MZLL, D0Z2ILL, D0Z1ILL,
IBM App Connect Enterprise, IBM App Connect Professional	
IBM API Connect ENTERPRISE; IBM API Connect Professional	
IBM WebSphere	
IBM DataPower	
IBM Cloud Pak for Security	
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	
IBM Cloud Pak for Automation	
IBM Business Automation Workflow	D277ALL, D1NE3LL, D1X5VLL, D06DJLL, D522PLL, D51JXLL, D0ZDZLL, D1DXWLL, D55WJLL, D56LRLL, D572PLL, D299MLL, D1AZPLL, D0VLBLL, D0A2GZX
IBM ODM Server Express, IBM ODM Server	
IBM Cloud Pak for Data	
IBM DB2 and associated products	
IBM DataStage	
IBM (Other)	
IBM AIX Operating System	By arrangement only
IBM Z-OS	By arrangement only
IBM Blueworks Live	D01MWZX, D0PQILL, D0PQJLL, D1SSGLL
Responsiv Cloud	
Responsiv Cloud Automation Platform	Responsiv Unity Integration Node
Responsiv Cloud Integration Platform	Responsiv Unity Process Node
Responsiv Cloud Data Platform	Responsiv Unity Data Node
Responsiv Cloud API Platform	Responsiv Unity Console Node
Responsiv Cloud Robot Service	Responsiv Unity API Bundle
Responsiv Cloud Security Service	Responsiv Unity Rules Node
Responsiv Cloud Rules Platform	
Red Hat	
Red Hat Enterprise Linux	
Centos O/S	
Shell Scripting	
Ansible scripting	
Other	
Java, JavaScript, C, C++, Python Development	
Databases (DB2, Postgres, Mongo, SQL Server)	
Jura, Jenkins, and other CI/CD products	
Opensource	
Key cloak	
Kong	

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 and flex support.

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 Flex 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.

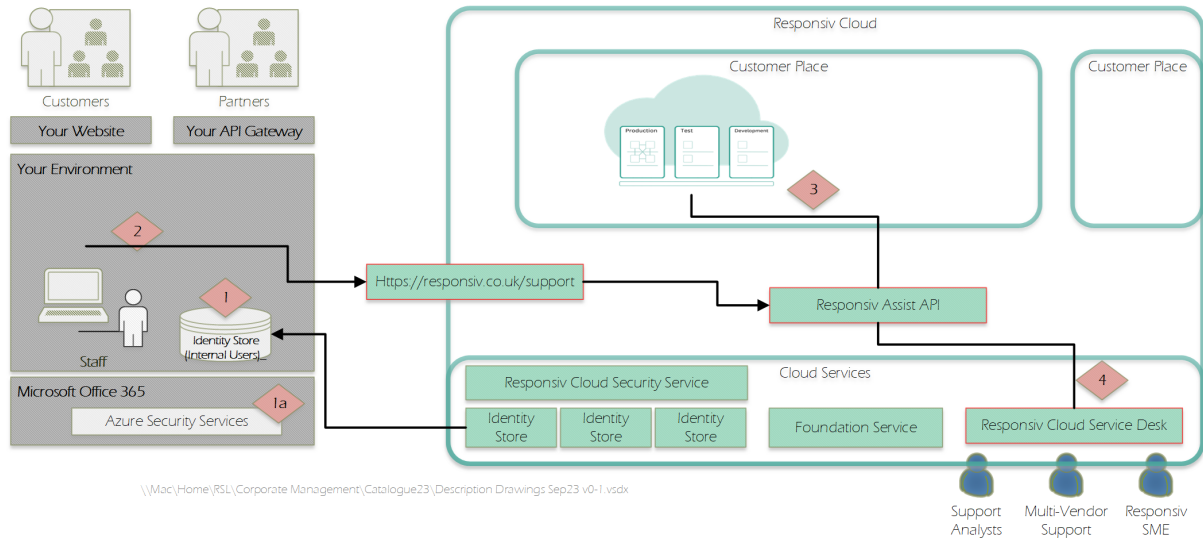


Figure 1; Responsiv Assist architecture.

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

Integration to Responsiv Cloud Security Service

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.