

# IBM Resilient Customer Support Plan



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## Introduction

Your success is priority number one at IBM Resilient. That's why we're proud to have a client satisfaction rate higher than 97 percent. IBM Resilient's Customer Success Engineers (CSEs) are an extension of your IR team, working to help you achieve your cyber resilience goals. We ensure a successful deployment and provide reliable support and ongoing counsel and best practices.

We believe that having your business is both a privilege and a responsibility. We hope to maintain that business by providing you with solutions to your information technology problems. We also recognize that to enable you to concentrate on your core business issues, it is crucial that we provide world class information technology services that complement our information system solutions.

The intent of software support is to provide you with the quality software support and services you need. Our vision is to achieve a level of support excellence that exceeds your expectations and differentiates IBM Resilient in the marketplace by providing:



- ✓ Rapid response to your requests
- ✓ Fast relief to high impact problems
- ✓ Timely problem resolution
- ✓ High quality fixes and information
- ✓ Up-to-date service and installation information

We are committed to achieving the highest level of customer satisfaction in the industry with quality focused programs designed to provide services that enhance and maximize the use of the IBM Resilient Platform. As your solutions partner, we are dedicated to enabling your success.

## Support Keywords Definition

- **Case:** A case records all status and communications after submitting a technical question or issue.
- **Case Status (New Case):** *New Case* means that the request was received but it has not been opened nor assigned to an agent. The New Case status can indicate that the IBM Resilient support team is evaluating it to determine the best agent to assign the case to.
- **Case Status (IBM is Working):** *IBM is Working* is defined as a case assigned to an agent. These cases are the heart of our support workload. They indicate those issues the IBM Resilient support team are working on.
- **Case Status (Awaiting your feedback):** *Awaiting your feedback* means that the assigned agent has a follow-up question for the requester. The agent might need more information about the support issue. Cases that are set to Awaiting your feedback typically remain that way until the requester responds and provides the information the agent needs to continue resolving the request
- **Case Status (Waiting for IBM):** *Waiting for IBM* can be triggered by requesting a call-back, uploading files to the case or updating a case via the Support Community. IBM Resilient support is reviewing the case.
- **Case Status (Closed by IBM):** *Closed by IBM* means that the agent has resolved the issue. The client can reopen the case within 30 days of the case being closed.
- **Case Status (Closed by Client):** *Closed by Client* means that the case was close by the client in the Support Community. The client can reopen the case within 30 days of the case being closed.
- **Case Status (Closed - Archived):** All Closed Cases will display as "Archived" after 30 days of closure. The client cannot reopen the case.
- **Escalation:** An increase in the urgency to resolve an issue that is impacting the business by applying more management focus or resources.
- **Customer Support Engineer (CSE):** The technical expert responsible for case resolution.
- **Resolution:** A resolution in which an issue is free of a product defect and the client agrees the problem is resolved.

- **Software Defect:** The supported software is functioning out of accordance to the documentation or intention.
- **Off-Hours, Holiday, or Weekend Coverage:** IBM Resilient`s after-hours, holiday, or weekend coverage is for clients with Severity-1 issues that occur outside of normal business hours.
- **Business Hours:** Designated hours of operation for local time zone. (Typical local hours from the UK, Australia and the US are 9:00 AM to 5:00 PM, Monday through Friday)
- **Service Level Objective:** A service level objective (**SLO**) is a key measurement to monitor the responsiveness of the support organization and the amount of time required to resolve support cases.
- **Workaround:** A workaround is a temporary way to restore Resilient`s service failures to a usable level.

## Case Severities

A key component of every successful software solution is knowledgeable and responsive Technical Support. We define our severities as:

- **Severity 1 (Urgent) Critical business impact:** An issue that makes the continued use of one or more functions impossible (or severely restricted) and prevents continued production or severely risks critical business operations. Issue might cause loss of data and/or restrict data availability.
- **Severity 2 (High) Significant business impact:** An issue that severely affects or restricts major functionality. The issue is of a time sensitive nature and important to long-term productivity but is not causing an immediate work stoppage. No workaround is available, and operation can continue in a restricted fashion.
- **Severity 3 (Normal) Minimal business impact:** Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation, or configuration; bug affecting a few users. Reasonable workaround available.
- **Severity 4 (Low) Nominal business impact:** Minor problem or question that does not affect the software function. There is no impact to product usage or client's operations.

## Service Level Objectives

	Severity 1	Severity 2	Severity 3	Severity 4
First Response	1 hr.	2 hrs.	3 hrs.	8 hrs.
Client Updates	5 hrs.	5hrs.	2 days	7 days
Escalation	6 hrs.	6 hrs.	3 days	10 days

**\*Note:** Severity Level 1 cases must be submitted via [telephone](#). Severity 1 target initial response times do not apply to cases submitted via the Support Community.

IBM Resilient must be able to reproduce errors in order to resolve them. Client agrees to cooperate and work closely with Resilient to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Also, subject to Client's approval on a case-by-case basis, Users may be asked to provide remote access to their IBM Resilient platform for troubleshooting purposes.

## Support Resources

Support Community: <https://www.ibm.com/mysupport>

Our customer success portal provides a fast and easy way to search for and access information, and to open, review, and track support cases.

### Email Connector

With IBM Resilient V32 some functionality of the Email Connector was brought in to the IBM Resilient application. Use cases that required the use of the Email Connector to read inbound emails sent to a designated mailbox and parse them into an incident within IBM Resilient might be better handled by the new functionality.

By Q4 2019 support for the Email Connector will cease. We urge customers to move the logic in their JavaScript templates to the new functionality. If you require assistance you can reach out to our professional services team or post a question in the IBM Resilient Community.

## Custom Parsing Script – Email Connector

For in depth customizations of the email connector:

1. Review the documentation in the [Knowledge Center](#).
2. Reach out to our professional services team via your CSM.
3. Ask in our [IBM Resilient Community](#).

IBM Resilient Community - <https://ibm.biz/resilient-community>

Our community provides customers with a means to keep abreast of events and updates relating to IBM Resilient as well as a forum to ask questions of your peers and IBM subject matter experts to share best practices, pitfalls to avoid, and to learn from each other.

IBM Security Learning Academy - <https://www.securitylearningacademy.com/>

This site provides free technical training for IBM Security products. You can explore the course catalog and build your own curriculum by enrolling in courses.

## How to Contact IBM Resilient

Main number: 877-355-2031

Support Community:

<https://www.ibm.com/mysupport>



### Global team support in:

- Australia (Sydney)
- United Kingdom (Reading)
- United States (Cambridge)

## Standard Support Coverage

Standard support hours are the days and time during which support staff is available in our designated global offices. Our standard support hours of operation around the globe are:

United States - Monday – Friday 9 AM – 5 PM UTC – 5

Australia - Monday – Friday 9 AM – 5 PM UTC + 10

United Kingdom - Monday – Friday 9 AM – 5 PM UTC + 0

## Off-Hours, Holiday, or Weekend Coverage

Certain holidays throughout the year fall during what would normally be standard support hours. Support availability for these days (see Appendix for details) follows our off-hours support provision limited to severity 1 production down status. *Severity Level 1 cases must be submitted via telephone.*

Cases created in the Support community and phone-calls to our main support line are addressed the following business day.

## 24/7 On-call Support: Severity-1

For issues that makes the continued use of one or more functions impossible (or severely restricted) and prevents continued production or severely risks critical business operations. Issue may cause loss of data and/or restrict data availability.

**If you are faced with a system outage please dial the Customer Success line at 617-206-3900 or 1-877-355-2031 and choose menu option #1, then menu option #1.**

The person receiving the call asks some basic information (a valid callback number and or email address) and then have the on-call Success Engineer get back to you shortly.

## Escalation Information

IBM Resilient provides the escalation contacts below so that when you need to escalate a concern about support-related issues, you can follow up through the proper channels of both organizations.

Order to Contact	Title	Contact Name	Phone
1	Customer Success Engineer	Customer Success Engineer	877-355-2031
2	WW Support Manager	Redgy Saint-Germain	+1-508-521-5056 (mobile)
3 NA/AP	Manager, Customer Success	Tim Ellis	+1-703-489-9324 (mobile)

## Case Handling

How to open a case with IBM Resilient?

If you are experiencing an issue with the IBM Resilient platform it is important that you notify a customer success engineer immediately. You can open a case with IBM Resilient by using one of the following methods:

- Creating a case within our Support Community: [www.ibm.com/mysupport](http://www.ibm.com/mysupport)

- Via telephone for Severity-1 only

In order for our customer success engineers to better assist you, you are expected to provide certain pertinent information when opening a support case:

- Priority of the case
- What type of environment (Production or Dev)?
- Any third-party products installed
- Version, build number
- Screenshots and/or logs
- Was it working prior? What has changed? New patches?
- What error messages are received?
- When and how often does the problem occur?
- How many users are affected?

## **Versions Support Policy**

Resilient supports up to two dot releases (N-1). As a precautionary measure we urge all customers to upgrade to the latest version of Resilient within 90 days of the release. If you are experiencing an issue with a supported version of Resilient please open a support case at <https://www.ibm.com/mysupport>.

## Appendix A – Regional Holidays for 2020 & 2021

United States (<https://www.federalreserve.gov/aboutthefed/k8.htm>)

Holiday	2020	2021
New Year's Day	1 January 2020	1 January 2021
Birthday of Martin Luther King, Jr.	20 January 2020	18 January 2021
Memorial Day	25 May 2020	31 May 2021
Independence Day	3 July 2020	5 July 2021
Labor Day	7 September 2020	6 September 2021
Columbus Day	12 October 2020	11 October 2021
Veterans Day	11 November 2020	11 November 2021
Thanksgiving Day	26 November 2020	25 November 2021
Christmas Day	25 December 2020	24 December 2021

United Kingdom (<https://www.gov.uk/bank-holidays>)

Holiday	2020	2021
New Year's Day	1 January 2020	1 January 2021
Good Friday	10 April 2020	2 April 2021
Easter Monday	13 April 2020	5 April 2021
Early May Bank Holiday (VE day)	8 May 2020	3 May 2021
Spring bank holiday	25 May 2020	31 May 2021
Summer bank holiday	31 August 2020	30 August 2021
Christmas Day	25 December 2020	27 December 2021
Boxing Day (substitute day)	28 December 2020	28 December 2021

Australia – (NSW - <https://www.nsw.gov.au/about-new-south-wales/public-holidays/>)

Holiday	2020	2021
New Year's Day	1 January 2020	1 January 2021
<sup>2</sup> Australia Day	27 January 2020	26 January 2021
Good Friday	10 April 2020	2 April 2021
Easter Saturday (the Saturday following Good Friday)	11 April 2020	3 April 2021
Easter Sunday	12 April 2020	4 April 2021
Easter Monday	13 April 2020	5 April 2021
Anzac Day	25 April 2020	25 April 2021
Queen's Birthday	8 June 2020	14 June 2021

<sup>1</sup> Bank Holiday	3 August 2020	2 August 2021
Labour Day	5 October 2020	4 October 2021
Christmas Day	25 December 2020	25 December 2021
Boxing Day	26 December 2020	26 December 2021
<sup>3</sup> Additional Day	28 December 2020	28 December 2021

1 Applies to banks and certain financial institutions, see the [Retail Trading Act 2008\(external link\)](#).

2 From 31.12.11 when Australia Day (26 January) falls on a Saturday or a Sunday, there will be no public holiday on that day, as the following Monday will be declared a public holiday.

3 From 31.12.11 the Holiday Act provides for an extra public holiday to be added when New Year's Day, Christmas Day, or Boxing Day falls on a weekend.