

Now that EMI 1 has been released, the planned support and maintenance work on the new versions must start.

To make sure that everybody is aware of what we are expected to do, I have summarized here the main points of the support and maintenance activity. You will find this text also in the management communications page at EmiPEBReports.

1. The support and maintenance activity is based on Service Level Agreements that are signed with users
2. Requests are submitted via GUSS and get to EMI only if they require modifications to the software we provide, either to fix a bug or to implement a requirement
3. Requests escalated to EMI are distributed to the EMI Support Units and have to be handled by the Product Teams
4. According to the SLA, every request that is assigned to an EMI Support Unit must be Acknowledged (Accepted or Rejected) within a specific time shown in the table below. This is not the time by when a bug should be fixed or new functionality implemented, but the time by when the users must be told that their issue has been assigned to someone to work on it. Priority of the change is not yet necessarily defined at this point
5. If a GGUS request results in the need to modify code, an entry is created into the existing "change management systems", that is the bug or requirement trackers.
6. The priority of a change, either bug fix or new functionality, is assigned by the EMT or escalated for discussion to the PTB depending on the complexity and impact of the change and it is scheduled to be added to one of the regular updates we release depending on its priority.

GGUS severity	Acknowledgment
Top Priority	4 hours (During office hours)
Very Urgent	2 working days
Urgent	5 working days
Less Urgent	15 working days

More information on the support procedures can be found in TSA15

-- AlbertoDiMeglio - 16-May-2011

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