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|  | **QUANT-CLOUD Software Technology Department** | **Date** |
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| **SCADA System Life Cycle Support Policy** | | |

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# Life Cycle Service Support Policy

## **Purpose**

We are committed to maximally supporting and extending the life of customers using SCADA system, and are confident to provide customers with clear ways to support SCADA system.

## **Life Cycle Strategies**

The life cycle of the SCADA system can be divided into three phases: active phase, classic phase, and elimination phase. Each stage has different services and support.

The SCADA system was in an active period when it was just put into use. At this stage, the system adapts to the market's technical requirements; customers can obtain new functions and conveniences of the application system from this stage. Mingyang Smart Energy provides technical support services and maintenance at this stage and committees to further optimizing applications or repair procedures to meet customers' usage habits. It can also help customers upgrade their systems with minimal impact. We aim to improve system availability at this stage and minimize the impact on customers. This stage starts after the signing of the technical contract and commercial contract and lasts for about ( ) years.

After a series of usability upgrades, the SCADA system will enter the classic period. This stage means that the SCADA system function and the application of the technology have been popularized. The R&D department will stop the application upgrade of new technologies in the current version of the system and the optimization and upgrade requirements of customers. Mingyang Smart Energy will provide technical guidance support services and maintenance at this stage. We aim at this stage to allow users to use the system stably and give full play to the system's full application functions. This stage lasts for about ( ) years.

After the evolution and operation of the previous stages, the system enters the third phase of elimination. The elimination phase indicates that the current SCADA system is gradually not adapting to the needs of the times, affecting its interaction with other systems and unable to expand new applications. It also means that the product department has decided to no longer support the system's technology, or there is no commercial feasibility. Entering this stage, Mingyang Smart Energy product department will inform users of the latest SCADA system version and new system functions. This stage will last ( ) years. At this stage, Mingyang Smart Energy aims to let users see the latest technology and current market trends, and welcomes users to give suggestions and negotiate cooperation on the new system.