

**产品支持生命周期指南**

**Product Support Life Cycle Guidelines**

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*<The text in <> is Guidelines for filling section. Please delete the Guideline after filling the details in the section.>*

文档概述Document Overview

目的Purpose

本文档旨在为SunGard China执行项目支持提供指南。从本质上说，该文档应该由产品支持项目使用，以定义产品支持项目的不同生命周期阶段。

This document provides the guidelines for executing product support projects at SunGard China. Essentially this document should be used by product support projects to define the various lifecycle stages of a product support project.

产品支持项目包括1、2、3级的支持需求。第1级和第2级的支持包括接收用户的事故报告和请求，分析这些报告和请求，然后为用户提供解决方案或者将其升级到其他的IT团队（第3级）。第3级支持属于维护项目类型，包括小的工作包、更改请求（CR）、增强工作、排除故障和产品发布。

A product support project involves L1, L2, L3 support requirements. L1 and L2 support involves receiving Incidents and Requests from end users, analyzing these and either responding to the end user with a solution or escalating it to other IT teams (L3). L3 support falls under maintenance project type and involves small work packets, change request(CR), enhancements, bug fixing and ongoing releases.

适用范围Scope

本文档适用于SGC的所有产品支持项目。

This document is applicable to all Product Support projects executed out of SunGard China

目标读者Intended Audience

本文档旨在为与产品支持项目相关的团队提供参考。

This document is meant to be a reference document for the team associated with product support projects

缩写和定义Acronyms and Definitions

|  |  |
| --- | --- |
| 缩写/术语Acronym/Term | 定义  Definition |
| CR | 变更请求  Change Request |
|  |  |

产品支持Product Support

产品生命周期政策是设计用来帮助对SunGard产品用户提供在产品生命期间的现有资源技术支持和对现有支持选项计划变更的提前通知。该文档略述了产品生命周期的4 个不同支持阶段。

这些信息是用来帮助用户在熟悉了解我们的产品生命周期支持计划的基础上来完善产品计划，包括迁移和过度政策。

The Product Support Life Cycle is designed to help communicate to SunGard product users on the technical support resources available during a product’s life span and to provide advanced notification of planned changes to available support options. This document outlines the various product support phases.

This information is intended to help in developing the product plans including migration and transition strategies with the knowledge and understanding of the Product Life Cycle Support plans.

生命周期阶段Life Cycle Phases

产品支持生命周期的支持包括4个阶段：

Product support life cycle Support has 4 phases:

* 普通实用性General Availability
* 扩展支持Extended Support
* 成熟支持Mature Support
* 退休Retired

|  |  |  |  |
| --- | --- | --- | --- |
| **General Availability**   * Phone Support * Email/Fax * Online Support Center * Patches/Hot Fix * New Environment Certification | **Extended Support**   * Phone Support * Email/Fax * Online support center * Patches/Hot fix * No certification | **Mature Support**   * Phone Support * Email/Fax * Online support center * No Patches/Hot fix * No certification * Fixed Duration | **Retired**   * No longer available for purchase * Online support center * No patches/Hot fix * No certification |

普通实用性阶段General Availability Phase

一旦产品被发布就进入了普遍实用性阶段。普遍实用性产品是正在运行的产品并被全面支持的。支持包括所有的支持选项和现有程序（比如一级和二级支持，高级支持，开发者支持等等）

A product is in General Availability phase as soon as it is released to ship. General Availability products are the currently shipping products. General Availability products are fully supported. Support includes all the support options and programs currently available (e.g., Primary and Secondary Support, Premium Support, Developer Support, etc.).

支持包括：Support includes:

* 仅仅只是XX国家从周一到周五上午X 点钟到下午X点钟之间电话支持（国际用户要和本地销售商联系）Phone support between XX AM and XX PM Monday through Friday – XX Country only. (International users need to contact their local distributors)
* 全年无休（7\*24）的传真和电邮请求24x7 fax and email request
* 在线可访问支持中心——知识库，支持环境，下载，论坛等等Online Support Center access – knowledge base, supported environment, downloads and discussion forums
* 如果质保了提供软件补丁和快修Software patches and hot fixes when warranted
* 新环境保证——如果一个操作系统，数据库或者网络服务器的全新版本在SunGard产品普遍实用性阶段发布了，SunGard会在新的环境里面测试普通实用性，并在它的在线支持中心上提供测试结果信息。New environment certification – when a major new release of an operating system, database, or web server is released during the General Availability phase of an SunGard product, SunGard will test this new environment with the General Availability release and provide test result information on its Online Support Center.

扩展支持阶段Extended Support Phase

扩展支持阶段通常指之前在普遍实用性阶段的产品，在该产品的主流版本变得很普遍的后3个月。一旦产品进入了可扩展支持，用户可以期望以下的支持：

The Extended Support phase usually starts for a product previously in the General Availability phase. Once a product enters Extended Support, a user can expect the following support:

* 仅仅只是XX国家从周一到周五上午X 点钟到下午X点钟之间电话支持（国际用户要和本地销售商联系）Phone support between XXAM and XXPM) Monday through Friday – XX Country only. (International users need to contact their local distributors)
* 全年无休（7\*24）的传真和电邮请求24x7 fax and email request
* 在线可访问支持中心——知识库，支持环境，下载，论坛等等Online Support Center access – knowledge base, supported environment, downloads and discussion forums
* 如果质保了提供软件补丁和快修Software patches and hot fixes when warranted

SunGard在扩展支持阶段并不保证产品的新环境运行情况。如果现有用户在考虑移植他的运行环境，那么他们同样应该考虑合适的SunGard产品的移植性。使用扩展支持阶段产品的用户被鼓励开始计划移植到普遍实用性产品。

SunGard may not certify new environments for products in this Extended Support phase. If an existing customer plans for migration of their existing product then they should also consider SunGard’s available products for migration as appropriate. Customers with products in the Extended Support phase are encouraged to start planning their migration to a General Availability product.

成熟支持阶段Mature Support Phase

扩展支持阶段结束后就是成熟支持阶段的开始。作为一个基本原则，当一个新产品的主要版本存在的时候，扩展支持阶段就进入到了成熟支持阶段。这个普遍原则并不适用于所有产品。另外，产品并不需要经常升级，即使没有新的版本发布也可能进入了成熟支持阶段。

一旦产品进入了成熟支持，用户可以期望以下的支持：

The Mature Support phase starts when the Extended Support Phase ends. As a rule, an Extended Support phase product moves to the Mature Support phase when a new major release of the product becomes available. This general rule does not apply to all products. In particular, products that do not have frequent updates may enter the Mature Support phase even when no new version has been released.

Once a product enters Mature Support, a user can expect the following support:

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* 全年无休（7\*24）的传真和电邮请求24x7 fax and email request
* 在线可访问支持中心——知识库，支持环境，下载，论坛等等Online Support Center access – knowledge base, supported environment, downloads and discussion forums

退休阶段Retired Phase

在成熟支持阶段或者某个发布时间后，产品将会退休或者说进入退休阶段。

一旦产品进入退休阶段，用户仅仅只能通过在线支持中心获取非常有限的支持：

After specific period in the Mature Support phase or at the time previously announced, a product will be retired and enter the Retired phase.

Once a product enters the Retired phase, the product will no longer be available for purchase and users will only have access to very limited support in the form of the Online Support Center:

* 在线可访问支持中心——知识库，支持环境，下载，论坛等等Online Support Center access – knowledge base, supported environment, downloads and discussion forums

尽管用户仍然可以获取在线信息，但是这些信息不会被升级或者更新。用户可以浏览已经

存在的文档。通过在线支持中心寄出的电邮请求也不会被答复。

Although the online information will remain available to users, this information will not be updated or kept up to date. Users will be able to browse existing documents. Email requests posted through the Online Support Center will not be answered.

用户将不能通过直接的电话，传真或者电邮请求来获取技术支持。没有可用的新补丁或者

快修，SunGard 也不会保证新的运行环境。典型的是，退休阶段的老产品在新的环境下都不能良好的工作。SunGard 将不会试图确定一个退休产品能否在新的环境工作或者确保它能在新环境里面工作。

Users will no longer have access to technical support through direct phone, fax, or email request. No new patches or hot fixes will be available and SunGard will not certify any new environment. Typically, older products in the Retired phase will not work correctly under new environments. SunGard will not attempt to determine whether a Retired product will work in a new environment or to actually make it work in a new environment.

文档控制

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