



[www.cenzic.com](http://www.cenzic.com) | (866) 4-WEBSEC (866-493-2732)

## Cenzic Support Guidelines



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## Standard Cenzic Support Overview

Purchasing Cenzic's Support product offerings and remaining current under such offerings entitles the customer to the following services for a one-year renewable term.

### Software Maintenance

- Bug fixes and patches for the software licensed at Cenzic's discretion
- Minor updates in accordance with Cenzic's development cycle
- Major / full revision updates for the software licensed
- Updates for the policy library (if separately purchased)

### Customer Support

- Phone and email support (5 AM – 5 PM Pacific)
- Internal and customer-driven escalation process

Also available as paid services:

- On-site support
- Development support
- 24 X 7 support
- Dedicated Support Engineer

## Customer Support Guidelines

### Roles of Cenzic's Customer Support Team

- Assistance with product installation and use
- Reporting and tracking product defects
- Enforcement of escalation processes
- Maintaining Support Knowledge Base and FAQs
- Documenting feature requests

## Methods of Contact

- **Phone:** 866-4-WebSec (866-493-2732)  
Outside the USA or Canada: +1 (408) 429-7501  
Hours: Monday – Friday (excluding holidays) 5 AM – 5 PM Pacific
- **Email:** [support@cenizc.com](mailto:support@cenizc.com)
- **Customer Support Portal:** <http://www.cenzic.com/support/portal/>  
Contact support if you don't have access rights
- 24 X 7 support available at a separate price point

## Customer Key Contact List (2 contacts with standard support)

<b>Name</b>	<b>Role</b>	<b>Phone</b>	<b>Cell</b>	<b>Email</b>

## Customer Support Process

### Contacting Support

Requests for assistance should originate from the customer's named contacts and should include the following:

1. Operating environment information
  - a. Hardware
    - i. Hardware platform type, version, and revision level
    - ii. Memory (total and utilized)
    - iii. Hard disk space (total and utilized)
  - b. Software
    - i. Operating system, version, and patch level
    - ii. Web browser, version
    - iii. Application deployment method
    - iv. Databases and other applications running on the system in question

2. Description of problem
3. List of the steps to reproduce the issue in your environment
4. Customer's assessment of the case priority, and defect severity if applicable (see below)
5. Request time frame and other deadlines associated with the resolution of the request.

## **Support Case Tracking and Prioritization**

### **Support Case Priority Definitions / Examples**

#### Priority 1

A case is deemed Priority 1 when it involves the impairment of the software to the extent that it is unusable and no acceptable alternative solution or work-around is available. Examples include:

- Critical impasse to deployment of product.
- Application failure (application hangs, crashes, or otherwise fails to function),
- Data loss (data is missing or is deleted within the application when it was not intended), and/or
- Data corruption or incorrect calculation or display of data within the application.

#### Priority 2

A case is considered Priority 2 when it involves the impairment of a major feature of the product without preventing the use of the product altogether. Examples of a Priority 2 case include:

- Use of a product feature is impossible,
- Feature behavior is incorrect, and/or
- Incorrect or inappropriate error message impair function.

#### Priority 3

Cases not fitting the descriptions above are considered Priority 3. Some examples include:

- Functionality inconsistencies not significantly impairing use of the product,
- User interface problems (repaint problems or inconsistency, incorrect window control behavior, etc.),
- General use (how-to) questions, and/or
- Feature requests.

## Support Case Escalation Matrix

Priority	Support Response Time
1	<ul style="list-style-type: none"> <li>▪ <b>Same business day:</b> Document case and escalate to Engineering as needed. Response within 4 hours.</li> <li>▪ Daily: Notify customer of progress and action plan to resolve problem.</li> </ul>
2	<ul style="list-style-type: none"> <li>▪ <b>1 business day:</b> Document case and escalate to Engineering as needed. Response within 24 hours.</li> <li>▪ Daily: Notify customer of progress and action plan to resolve defect.</li> </ul>
3	<ul style="list-style-type: none"> <li>▪ <b>2 business days:</b> Document case and escalate to Engineering as needed. Response within 48 hours. Feature requests are prioritized through the normal release process.</li> </ul>

### Escalation

Cenzic's escalation process is an enterprise-wide commitment to ensure the timely and complete resolution of customer issues. The process relies on the assessment by Cenzic Customer Support staff members of the case priority and defect severity based on input from the customer on the urgency of problem.

### Automatic Escalation

Upon receipt of an incoming problem report, Cenzic Customer Support will notify the customer of the assigned case number. At this time, the customer will be informed of the assigned priority of their case and may be requested to supply additional information to assist Cenzic in the investigation and resolution of the problem. Reproducible product defects will also be assigned a defect number and severity. The case priority will determine the escalation path for each as specified in their respective escalation matrices. It is important to note that adequate progress in resolving product defects is largely dependent on Cenzic's ability to reproduce the problem in question; complex and/or highly proprietary operating environments may make this difficult to accomplish, and as a consequence, may delay resolution.

### **Customer-Requested Escalation**

At any point during the customer call flow and problem investigation process, the customer's named support contacts may request that their Support Case be escalated for more urgent review and resolution. This escalation should be accompanied by a description of the circumstances associated with the product issue and any relevant deadlines or process milestones that would help guide the timing of Cenzic's response.

### **Data Security Practices**

At points during investigation process, information such as debug logs, screen captures, HTTP logs, database files, password information might need to be passed between the support contact and the customer. All efforts will be made to ensure that secure communication practices are employed.

Cenzic Customer Support will not transmit passwords, vulnerability details, and other sensitive data to customers via email. Customers will also have the option to request the use of secure FTP file transfers, encrypted emails, and phone conferences for securing communications. Customers may also define the exact nature of the sensitive data, and can choose a mutually acceptable medium of transfer.

### **Limitations**

- A. Breach of the related software license voids entitlement to product support.
- B. At Cenzic's discretion, revisions of software may be retired, reducing our support commitment to a "best effort" basis without support case or product defect escalation.
- C. Cenzic assumes no responsibility for and is not obligated to offer support for:
  - 1. Product deployed on systems that do not meet our minimum recommended specifications.
  - 2. Product used in testing production systems or the consequences thereof (our product is intended for use in Quality Assurance / R&D laboratory testing environments).
  - 3. Product used to maliciously attack systems or the consequences thereof.
  - 4. Product modified, without our knowledge or consent, above and beyond the inherent functionality of the product as shipped, such as extensive customization and/or highly proprietary implementations – support for problems encountered with customer-originated augments of this sort will be delivered on a “best effort” basis without support case or product defect escalation (at Cenzic's discretion).

- D. Cenzic customers are obligated to obtain support for an initial term of one year (from date of software licensed); if written notice of customer's intent to discontinue receiving support services is not received by Cenzic at least 60 days prior to the end of the previous term, support shall be extended for additional successive one year terms, and the customer billed appropriately.