

IBM Support Lifecycle Policies

Support lifecycle policy comparison

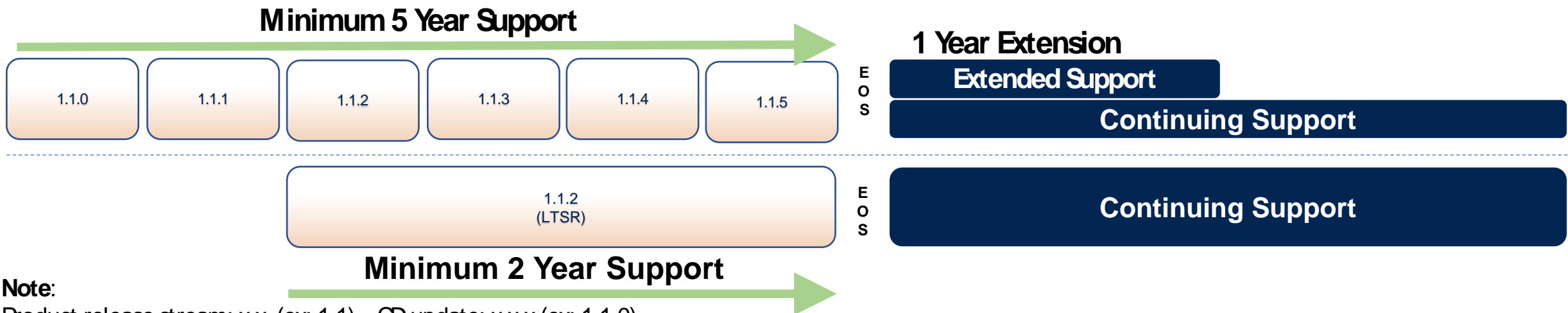
PLC	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Enhanced PLC (5+3)	Standard Support					Extended Support			No Support	
						Continuing Support (Indefinite)				
Standard PLC (3+2)	Standard Support			Extended Support		No Support				
				Continuing Support (Indefinite)						
Continuous Delivery (5+1)	Standard Support					Extended Support	No Support			
						Continuing Support (Indefinite)				

- **Standard Support:** Defect and non defect support offering
- **Extended Support:** Defect and non defect support Offering post EOS
- **Continuing Support:** Non defect support offering post EOS

IBM is withdrawing the Continuing Support program for ECM products. For more information: <https://ibm.biz/BdZV3L>

Continuous Delivery policy for ECM products

- IBM will deliver support for a minimum of 5 years and a fee based extension for one year for a product release stream
- IBM will provide a minimum of one year advance notice prior to declaring EOS for a release stream
- Security and defect fixes will be provided for a minimum of 1 year after the Continuous Delivery (CD) update (1.1.X) availability date or for the latest 2 CD (1.1.X) updates, whichever is later except when there is a new release stream in which case when the new release stream becomes available, fixes will be provided only on the latest CD update until End of Service.
- If the product runs on an operating system release that is no longer supported, or with a co-requisite or prerequisite product that is no longer supported, IBM technical support may be limited to defects that can be replicated on currently supported environments.
- Continuing Support will be made available for select products listed at: <https://ibm.biz/BdZV3L> and includes all CD update levels of a product release stream
- Long Term Support Release (LTSR) when made available will be supported for a minimum period of 2 years. (See next slide for further details.)



Note:

Product release stream: x.x (ex: 1.1). CD update: x.x.x (ex: 1.1.0).

[CD Policy Reference](#)

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Long Term Support policy for ECM products

- LTSR is an option of the Continuous Delivery support policy. An LTSR is supported for a longer period of time, to assist clients where frequent functional updates may not be practical, and a longer-term deployment is more suitable. IBM may elect to declare any CD update package an LTSR.
- The Announcement for the CD package will formally declare LTSR. Current LTSR (Announced October, 2021): <https://community.ibm.com/community/user/automation/blogs/lauren-mayes1/2021/10/08/announce-ltsr>
- LTSR will not add any new features. Includes APAR fixes and Security fixes only delivered as ifixes. LTSR will not include any Software Currency.
- LTSR will be supported for a **minimum** of 2 years.
- A minimum of one-year notice will be provided before declaring EOS of an LTSR. EOS will be announced to align with April 30 or Sept 30 of the year following standard EOS guidelines.
- A new LTSR will also be announced prior to declaring a current LTSR EOS.
- Extended Support will not be offered for LTSR. Only Continuing Support will be available after EOS.
- No change to the current CD policy in terms of providing Support for N and N-1 CD update.

Continuing Support

Clients for Life - Post End-of-Service Offering

Clients requiring **non-defect support** for business continuity

- Just **renew/reinstate** your **Subscription and Support!**
- Access to existing fixes only.

WHAT IT IS

- Enhancements to existing subscriptions and support
- Extends time allowed for client upgrades
- How-to and workaround assistance
- Provides pre-existing fixes

WHAT IT ISN'T

- Replacement for subscription and support
- Replacement for service extension
- Defect fixes
- Support for custom special builds or code fixes



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Support Deliverables

Deliverables	Standard Support/LTSR	Continuing Support (Non Defect Support)	Service Extension (Defect Support)
Severity 1 Critical Response	Yes	Yes	Yes
2 Hour Initial Response time	Yes	Yes	Yes
Initial Relief / Workaround	Yes	Yes (As applicable)	Yes
Root Cause Analysis	Yes	Yes	Yes
Deliver Fixes	Yes	Only pre-existing via existing special builds (No new engineering investments)	Yes
Hands-on Upgrade Assistance	No (Services Engagement)	No (Services Engagement)	No (Services Engagement)
Require Active Subscription and Support	Yes	Yes	Yes
Available to Indirect client?	Yes	Yes	Yes
Can partners re-sell?	Yes	Yes (included with Subscription and Support)	No

If you have any questions on Continuing Support: askcs@us.ibm.com

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