IFS Unified Support – Support Policy

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IFS

Contents

Introduction

This IFS Support Policy document ("Support Policy") sets out the detailed policies, standards and procedures that apply to the provision of support services by IFS to its customers.

Support Plans and Policy Scope

Support Plans

IFS offers three Support Plans (purchasable levels of Support Services) for IFS Application Software products:

- **Gold Support** – Support Services to maintain IFS Application Software so that it operates in substantial conformity with the Software Documentation;

- **Platinum Support** – additional Support Services, over and above the Gold Support Plan, to provide priority queueing, extended service hours, progress updates and Service Levels for Cases that are of Critical or High Priority;

- **Cloud Support** – Platinum-level Support Services for deployments of IFS Application Software in IFS Cloud Services.

The scope, features and conditions that apply to each Support Plan are set out in the **IFS Support Terms**.

Scope of Policy

The scope areas of this Support Policy are the detailed policies, standards and procedures that apply to the provision of Support Services by IFS, including those provided under the three Support Plans. Some aspects are common to all three Support Plans, others apply only to specific Support Plans, all as indicated.

The Support Policy excludes Customized Software and any other software to which separate support agreements apply, but may include software that is part of a Custom Service for Support (see **Custom Services for Support**).

General Support Policy

Deployment and Software Applicability

The three Support Plans apply where IFS Application Software is deployed using one of the IFS supported deployment models:

- IFS Cloud Services Deployment – deployment using IFS' own cloud service (IFS Cloud Services);

- Remote Deployment

  - On-Premise - deployment and operation on Customer's own (or arranged) non-cloud platform and network;

o Other Hosting – Customer deployment in a cloud environment that is not an IFS cloud environment (i.e., is 'remote' to IFS and is not IFS Cloud Services);

o Public Cloud – Customer deployment in a public cloud environment.

Gold and Platinum Support Plans apply only to Remote Deployments of IFS Application Software products. The Cloud Support Plan applies only to IFS Cloud Services Deployments and is the only plan available for IFS Cloud Services Deployment.

The table below shows the Support Plans that are available for purchase by the Customer for the applicable deployments of IFS Application Software products covered by this Support Policy.

IFS Application Software	Gold Support Plan	Platinum Support Plan	Cloud Support Plan
	Remote Deployments		IFS Cloud Services Deployment
IFS Cloud	Yes	Yes	Yes
IFS Applications	Yes	Yes	Yes
IFS Field Service Management (FSM)	Yes	Yes	Yes
IFS Planning and Scheduling Optimization (PSO)	Yes	Yes	Yes
IFS Customer Engagement (CE)	Yes	Yes	Yes

IFS Application Software products not listed above are not covered by this Support Policy. IFS will update this document from time to time to reflect software product additions to the scope of this Support Policy.

Code Line

For Remote Deployments of IFS Application Software, IFS will provide Support Services within the Support Plan for one Code Line in one production Instance of the Customer's solution, along with the associated Test Environment. The Customer may replicate the Instance to meet its own demands, but it is the Customer's responsibility to do this and IFS will provide Support Services for the one initial Instance only.
For IFS Cloud Services Deployments of IFS Application Software, IFS will provide Support Services within the Support Plan for one Code Line in one production Instance of the Customer's solution, along with the associated non-production environments specified in the Customer's contract for IFS Cloud Services. The Customer may request additional Instances to meet its own demands and these will be subject to agreement in writing with IFS and to payment by Customer to IFS of applicable additional fees and charges.
Customer may purchase additional Code Lines and support services for such additional Code Lines. These will be subject to agreement in writing with IFS and to payment by the Customer to IFS of applicable additional fees and charges.

Customized Software

IFS will provide Support Services only for unmodified code of a Current Release. This includes Country specific solutions for IFS Cloud and other IFS Application Software products in line with the IFS Localizations Policy set out in the **IFS Country Solutions Overview**.

- Support Services relating to any Customization, non-standard release or version, or Customer-specific enhancement to IFS Application Software that has not resulted in a core modification to the standard product will be provided by IFS only where specifically agreed in writing by IFS in a separate commercial agreement and subject to payment of applicable fees and charges.

- Support Services for localized versions of the code that are either not covered by the IFS Localizations Policy or are localizations for countries not listed in the IFS Country Solutions Overview will be provided only where specifically agreed in writing by IFS in a separate commercial agreement and subject to payment of applicable fees and charges.

IFS Development Tools

Development tools that are made available by IFS to a Customer and installed in the Customer's own environment are subject to IFS terms for such tools and are not, unless otherwise agreed between Customer and IFS (and therefore subject to separate commercial arrangement), covered by the Customer's Support Plan.

Custom Services for Support

Custom Services for support will apply to third-party software only where the Support Services are specified and agreed in an Order Form and will be subject to IFS Support Terms. In such cases, support will apply to the working of the third-party software itself and will not cover training, development of the software or support for specific developments already in place (i.e., non-standard for the software). Where IFS agrees to assist with such exceptional items, it will be at IFS' discretion and will be considered a chargeable service.

Maintenance

Releases, Updates and Service Updates

IFS will make available accumulated Fixes and, when made available, Improvements as Releases, Updates and Services Updates (as applicable).

- For the IFS Cloud and CE products:

  o A Release contains a larger accumulation of available Improvements and accumulated Resolutions for Cases of all Priorities (delivered via Fixes).

    ▪ Each year, there are two Releases:
      • For IFS Cloud, these are named 'YYR1' (made available usually in Spring) and 'YYR2' (made available usually in Autumn or Fall), where 'YY' is the year number (e.g., 24R1, 24R2);
      • For CE, these are numbered sequentially (6.n, where n = 1, 2, 3 etc.).

  o A Service Update contains a smaller accumulation of less complex Improvements, accumulated Fixes and corrections for Security Vulnerabilities that relate to a specific Release. A Service Update is designed to be applied with minimum impact to existing functionality.

    ▪ Service Updates are provided frequently (usually monthly) for each Release for a fixed period following General Availability of the Release:
      • Twenty-four (24) months for IFS Cloud;
      • Twelve (12) months for CE;

- Service Updates are named and numbered sequentially for each Release (i.e., 'YYR1 SUn', 'YYR2 SUn', where n = 1, 2, 3 etc.);
- IFS may, at its discretion from time to time, release Exceptional Service Updates to resolve issues that require resolution prior to the next scheduled Service Update. The naming of Exceptional Service Updates follows the same pattern as the scheduled Service Updates, preserving the number sequence.

  - IFS will make Releases and Service Updates (including Exceptional Service Updates) available in the IFS Lifecycle Experience Portal.

  - Where the Application Software is provided via IFS Cloud Services, the Customer will schedule a deployment request with IFS.

  - Patches or stand-alone Fixes are not provided for the IFS Cloud and CE products.

    - For an Error where the corresponding Fix is already available in an available Service Update, the Customer must deploy that Service Update in order to obtain the Fix.
    - For an Error where the corresponding Fix is already planned for a future Service Update, the Customer must wait for the future Service Update that contains the Fix and then deploy it.
    - For an Error where the corresponding Fix is not yet planned, IFS will work to prioritize the Fix into its Service Update schedule; the Customer must wait for the Service Update that contains the Fix and then deploy it.

- For the other IFS Application Software products (i.e., IFS Applications, FSM and PSO):

  - As defined, a Release equates to a version of the product (e.g., IFS Applications 9, IFS Applications 10, FSM 6, PSO 6).

  - An Update contains an accumulation of available Improvements and accumulated Resolutions for Cases of all Priorities (delivered via Fixes) that relate to a specific Release.

    - Updates are provided on a regular cadence throughout the year (usually quarterly (although this may vary from product Release to product Release)).
    - IFS will make Updates available in a Customer-accessible FTP location for the Customer to download and deploy.
    - For IFS Applications 10, IFS will perform an impact analysis with regard to the standard code of the Current Release and will package the Update before making it available.

  - A Patch, if made available, will only be provided for Priority 1 or Priority 2 Cases, only for the IFS Applications and FSM products, and only at IFS' discretion.

  - IFS may announce, from time to time, a new Release of an IFS Application Software product in the IFS Applications, FSM, PSO group. This will be a strategic product upgrade and may contain architectural improvements in addition to functional ones. Implementation of such will be a major exercise.

Any Customer-requested service to install and implement a Release, Update or Service Update will be chargeable.

Maintenance

Customer's rights and IFS obligations in relation to Maintenance are set out in the **IFS Support Terms**.

Currency and Non-Currency (of Releases, Updates and Service Updates)

Current State

A Customer is required to remain up to date (current) with Releases, Service Updates or Updates. Additionally for Gold and Platinum Support Plans, the Customer must be running on supported operating platforms and systems as designated by IFS from time to time.

- For IFS Cloud and CE:

  o The Customer must be running a Current Release, no more than three (3) Service Updates behind the latest Service Update for such Current Release in order to stay in a current state.

    ▪ For IFS Cloud, a Current Release is the latest Release (R) and the three previous Releases (i.e., R, R - 1, R - 2 and R - 3).
    ▪ For CE, a Current Release is the latest Release (R) and the previous Release (R – 1).

- For Other IFS Application Software products (i.e., IFS Applications, FSM, PSO):

  o The Customer must be running a Current Release for the product, no more than three (3) Updates behind the latest Update for such Current Release in order to stay in a current state. This is a pre-requisite for a customer to be eligible for Extended Support where purchased.

    ▪ For IFS Applications, FSM and PSO, a Current Release is one that is currently in Standard Support, (see Product And Support Lifecycle). Older Releases of these products (IFS Applications 8 and earlier Releases, FSM 5.6 and earlier Releases, PSO 5.7 and earlier Releases) pre-date this support model and are considered currently to be in Restricted Support.

  o IFS Applications 8 and earlier Releases of IFS Applications pre-date the Update mechanism. Restricted Support will be available until product retirement notwithstanding the patching history of such product.

Non-Current State

Where a Customer is not running a Current Release or is more than three (3) Service Updates or Updates (as applicable) behind the latest Service Update or Update (as applicable) for a Current Release, the Customer's environment will be considered by IFS to be in a Non-Current State. This applies irrespective of Support Plan.

The following conditions and consequences will apply to Non-Current State environments:

- If the Release is a Current Release, but the Customer's environment is in a Non-Current State due to being more than three (3) Service Updates or Updates (as applicable) behind the latest Service Update or Update (as applicable) for that Current Release, the following will apply:

  - Service Levels

    - Incidents that occur in Non-Current State environments running under IFS Cloud Services are Excluded Incidents.
    - For Customers with a Platinum Support Plan or a Cloud Support Plan, Service Levels do not apply for Cases raised for Non-Current State environments.

  - Closure of Cases for Non-Reproducible Issues

    - Cases raised by the Customer for issues, problems and apparent software non-conformities where the environment is in a Non-Current State and which are not reproducible by IFS on the most current Update or Service Update (as applicable) for the Current Release in question will not be investigated by IFS and will be closed by IFS.

  - Customer Responsibility for Security Vulnerabilities

    - There is a risk that any corrections for Security Vulnerabilities or latest security Patching may not be capable of being applied to the Customer's Non-Current State environment. This risk applies in relation to IFS Application Software and applicable third-party software components (e.g., database). IFS will have no responsibility or liability if the Customer cannot apply a Security Vulnerability correction or Patch.

Feature Deprecation and Removal, Discontinuation of Support

It may become necessary as a part of IFS' product lifecycle to either remove features from a Release of an IFS Application Software product due to obsolescence or technical incompatibility (termed feature deprecation and removal), or to cease to support a certain product or Release outside of its published retirement plan (termed discontinuation).

Feature Deprecation and Removal

- IFS reserves the right to identify features of a Release, Update or Service Update for later removal. For such deprecated features, IFS will provide a deprecation and removal plan on the **IFS Community** to set out the approach for removal and to outline any planned replacement functionality or alternatives to the deprecated feature. Deprecated features remain supported in line with IFS product lifecycle policy until they are removed.

Discontinuation of Support

- IFS reserves the right to discontinue the support of a product or Release of the IFS Application Software outside of its published retirement plan. This is exceptional, but may occur where, for example, the manufacturer or vendor of embedded third-party software retires support for such software, leading IFS to determine in good faith that it is no longer practicable for IFS to support the wider product or Release. In such an event, and where IFS has not identified alternatives to discontinuation, IFS will provide as much advanced notice as it is able to do, subject to the circumstances.

Support Service Coverage

Support Services will be provided as remote services (i.e., not on Customer site).

Support Services will be provided during the Service Hours.

Additionally, for Platinum and Cloud Support Plans where Priority 1 or 2 Cases, Support Services will be provided on a 24-hour, 7 day per week basis.

Availability and Recovery

Availability

A service level for the Availability of a Customer's Production Environment provided through IFS Cloud Services is set out in the contract for IFS Cloud Services.

Recovery

For IFS Cloud Services Deployments:

- In the event of an Outage that requires full or partial restoration of the Environment, IFS will restore the Production Environment as of the most recent successful available backup, yielding the applicable Recovery Point Objective (RPO), with the objective to return Production Environment to Availability within the applicable Recovery Time Objective (RTO). The applicable RPO and RTO is as stated below for IFS Cloud, IFS Applications 10, IFS FSM, IFS PSO and CE.

    - Recovery Point Objective

        - Four (4) hours for IFS Cloud and CE, eight (8) hours for IFS Applications 10 and one (1) hour for IFS FSM and IFS PSO.
        - This period is the time for the data to be copied between the Production and back-up data center and is therefore based on a disaster causing the loss of all back-ups within the Production data center. However, there are multiple back-ups within the Production data center itself.

    - Recovery Time Objective

        - Twelve (12) hours for IFS Cloud, twenty-four (24) hours for IFS Applications 10, and sixteen (16) hours for IFS FSM and IFS PSO.

Termination, Lapse and Reinstatement of Support Services

Support Services may only be terminated in accordance with the terms of the contract for such Support Services. Reinstatement of Support Services following termination will only be possible through the execution of a new contract.

If Support Services lapse, the Customer will no longer be entitled to receive Support Services, including Updates, Service Updates and Releases.

Reinstatement of Support Services following a period of lapse will only be possible following payment by the Customer to IFS of all fees that were due in relation to Support Services for the

period from the date of termination of Support Services to the time of reinstatement. In addition, IFS reserves the right to charge a reinstatement fee.

Key Support Responsibilities

Each of IFS and Customer shall have the following responsibilities:

IFS Responsibilities

- Provision, in English, of Support Services included in the Support Plan purchased by the Customer, subject to the **IFS Support Terms**.

- Ownership of Cases from Registration through investigation to Case closure and, where applicable:

  - Provision of available Fixes;

  - Identification of Improvements;

  - Accumulation of Fixes and Improvements into Updates and Service Updates;

  - Merge of Fixes, Improvements, Updates and Service Updates with the Customer's solution;

  - Maintenance of accurate records of change and configuration.

Customer Responsibilities

- Identification and training of a Key User and nominated deputy personnel to represent the Customer and all of its end users in communication with the IFS Service Center in relation to support.

- Provision of end-user support, including, but not limited to, training, user account management, security configuration, application configuration and printer management.

- For Remote Deployments (i.e., for Gold and Platinum Support Plans), provision of all operational services, including, but not limited to, database monitoring, environment cloning, system performance, back-up and restoration, disaster recovery, hardware maintenance, and deployment of delivered code.

  - For IFS Cloud Services Deployment, operational services responsibilities are detailed in the Customer's agreement with IFS for IFS Cloud Services.

- Use of the Knowledge Search facility provided by the IFS Service Center.

  - Ensuring that information gained from the Knowledge Search is used either to resolve an issue before it is registered as a Case with the IFS Service Center or to provide additional context and documentation for any Case registered.

- Ensuring that any Case registered with the IFS Service Center is:

  - Described clearly and succinctly, with relevant error messages where applicable, a test plan and any other relevant information to facilitate timely investigation; and

o   Able to be recreated in the Customer's internal Test Environment.

Case Handling

For all three Support Plans, all of the following procedures and conditions will apply to the Case-handling process:

First Line Support

Customer shall have the sole responsibility for organizing first line and end-user support to its Users, with adequately trained and qualified personnel. Customer shall provide to IFS one named Key User to represent the Customer and all of its end-users regardless of Support Plan.

- Customer may also nominate deputy Key Users for contact purposes. Key User and nominated deputy Key User(s) will have accountability for Customer activity in relation to support and the Customer's use of the IFS Service Center.

- Key Users may also delegate responsibility for such support-related activities to other trained Customer personnel, whose names must be provided to IFS.

As such, Customer shall be responsible for the initial triage of any issue or Incident (for IFS Cloud Services) requiring support.

Before a Case is registered by the Customer's Key User or other nominee in relation to an issue or Incident, the Customer nominee shall:

- Make reasonable efforts to isolate and identify the related non-conformity to verify that it is re-creatable in the Supported Software; and

- Check for an existing Resolution to the issue or Incident by using the Knowledge Search facility in the IFS Service Center.

Accessing IFS Support

The IFS Service Center is the single point of entry for IFS Customers to obtain support service for any problem that it wishes to report and for obtaining information in relation to IFS Application Software products. Access is via the IFS Service Center portal. In addition to support, Customers have access to the **IFS Community,** the **IFS Lifecycle Experience Portal** (for the IFS Cloud product) and the **IFS Knowledge Search** facility.

The IFS Service Center should be used for any support needs at any stage of a Customer's software implementation and operation lifecycle.

IFS will grant access to the IFS Service Center for the Customer, where the designated Customer Key User or deputy is able to access information and / or create a Case.

The IFS Service Center is accessible using individual log-in details only. Anonymous access is not available. Customer shall keep confidential any such log-in details and shall take reasonable measures to prevent any unauthorized access or use thereof.

- The IFS Service Center portal is normally constantly available, 24 hours per day, 7 days per week (subject to any downtime experienced due to periodic maintenance or network unavailability).

- Telephone access to the IFS Service Center is possible during Service Hours. The telephone conversation will be documented by IFS in the Case entry.

  o Additionally, for Platinum and Cloud Support Plans for Priority Level 1 or 2 Cases, telephone access to the IFS Service Center is possible on a 24-hour, 7 day per week basis.

  o Unless the IFS Service Center portal is not available at the time of Case registration, a Case should always have been registered before a telephone call is made in relation to it.

Case Structure

Any suspected software nonconformity, issue or Incident that requires support from IFS is progressed in the IFS Service Center using a Case. A Case is the system record of an issue (or Incident) description, effect, impact, actions taken, acceptance (if applicable) and closure.

As a Case progresses through its lifecycle from initial creation through to closure, it carries a status indicator (termed a State) to show the position that it has reached in the lifecycle and to reflect the activities that are underway in relation to it at that point. A Case only carries one State at any given time.

The valid Case States are shown in the table below, together with their meanings.

Case State	State Description
New	The initial state once the Case is registered through the IFS Service Center.
Open	The Case has been assigned to an IFS Service Center agent. A Case where a resolution proposed by IFS has been rejected by the Customer will also carry this State until IFS starts to work actively on it again.
In Progress	A Case is being actively worked on by the IFS Service Center.
Scheduled	A Case is waiting for one of a number of scheduled activities by IFS. For example: • A core Error identified has a planned Fix release date via a Release, an Update or a Service Update. • There is a scheduled, legacy product cloud service delivery installation. • There is a scheduled, mutually agreed operational event.
Awaiting Customer	A question or request for verification has been sent to the Customer. This State can end only with a Customer response or reaction. An automatic reminder is in place, should the Customer forget to respond within a set deadline.
Resolved	The IFS resolver for the Case has added a resolution code and a resolution note, and the proposed Resolution is waiting for approval by the Customer contact for the Case. An automatic reminder is in place, should the Customer forget to respond within a set deadline. This State is also used if the Customer has informed IFS that the Case is no longer required to be processed.
Closed	The Case has been closed manually or by automation. Once a Case is closed it cannot be reopened.

Case Registration

A Customer Key User or other nominee shall register a Case and shall provide relevant detail, including an indication of the business impact and urgency of the issue or Incident. These items will be used to determine the Priority Level given to the Case (See **Priority Level**).

The exception here is automatically detected Incidents in IFS Cloud Services Deployments, for which IFS will register a Case.

Cases must always be registered in the IFS Service Center before IFS will commence any work on such Case.

In addition to business impact and urgency, the following details are required by IFS for acceptance and triage of a Case:

- What is the issue or Incident being experienced?

  o Observed behavior;

  o Expected behavior;

  o Affected screens;

  o Frequency of issue or Incident (i.e., consistent, intermittent);

  o Steps to recreate the issue or Incident;

  o Recent changes or known causes;

  o Attachments (e.g., screenshots, logs)

- What is the business impact, if any; what are the consequences?

When registering a Case, the Customer's Key User or other nominee shall combine the Case report with a detailed written description of the issue / Incident / nonconformity to facilitate IFS in diagnosing the Case and isolating, identifying and re-creating any Error. The more detail that the Customer is able to provide will aid IFS analysis and resolution activity.

  o IFS Service Center provides context guidance templates to aid this process.

The Customer shall be responsible for the central coordination, management and supervision of all of its Cases to avoid duplicate registration.

Emergency Contact

If the IFS Service Center is not available, then telephone access is possible (See **Accessing IFS Support**). The telephone conversation will be documented by IFS in the Case entry.

Priority Level

When a Case is registered in the IFS Service Center, a Priority Level (or Priority) is assigned to it. The Priority value is derived from a matrix using a combination of the nature of the issue or Incident that is affecting the Customer's operation (termed as "Impact") and the timebound

criticality to the Customer (termed as "Urgency"). The Impact and the Urgency are set by the Customer in the Case when it is registered. In this way, the Customer influences the setting of the Priority of the Case.

Note that in older IFS Support documentation, Priority Level may be referred to as 'Severity Level'.

The matrix has three levels of Impact and three levels of Urgency. The nine combinations each hold a Priority Level, ranging from Priority 1 (Critical) through to Priority 5 (Routine). The combination values in the Priority matrix are fixed. This is shown in the table below, together with definitions of the Impact and Urgency Levels. The definitions are based on ITIL principles.

Impact and Urgency

Impact	Impact Level	Urgency Level		
		1 – High	**2 – Moderate**	**3 – Low**
I have a security concern	1	Priority 1	Priority 2	Priority 3
A service is down (See Note 1)				
A service is degraded	2	Priority 2	Priority 3	Priority 4
A significant capability is not working				
Report something else	3	Priority 3	Priority 4	Priority 5

> **Note 1** – This covers not only the situation where a full service is not available, but also the situation where a business-critical element or function within a solution is unavailable.

Priority Level

The table below shows the definitions of the individual Priority Levels, together with examples for guidance.

Priority Level	Description	Example
1 (Critical)	**System or Service Down.** The affected Instance is offline or has severe disruptions, potentially due to security issues or applications malfunction. This hinders critical business tasks with no available workaround. This can apply to Production, Critical Non-Productive environments, deployment errors, data corruption, or critical security vulnerabilities. To qualify as P1, a skilled Customer-side resource is needed to work with IFS.	Inability to access the affected Instance or being unable to close a fiscal period. The documented Impact justifies the priority.

Priority Level	Description	Example
2 (High)	**Service Degraded for Business-Critical Function.** The affected Instance experiences significant service reduction or application performance issues without causing data loss. No acceptable workaround exists. This qualifies as P2 if business critical functionality is affected, or if there are deployment errors hindering critical operations, software faults leading to data corruption, or high / medium security vulnerabilities.	Inability to save purchase items in a purchase order. The documented Impact justifies the priority.
3 (Medium)	**Service Warning But Not Critical.** The affected Instance is operational at, or close to, a normal level of service, but is at risk of failure or with a productivity issue that causes inconvenience. A sensible, agreed workaround exists.	A performance issue is experienced that affects one or more business functions for any number of users. A business function is unavailable or working in a degraded manner for a specific situation for which a sensible, agreed workaround exists. When creating a purchase order an error arises, but user can save it without losing data; security vulnerability is low.
4 (Low)	**Routine Non-Business Critical.** Any issues with insignificant or no operational impact on service performance, but which requires routine effort to provide a resolution.	Issues with non-business critical functionality that do not trigger a prioritized response. Described functionality inaccuracies in documentation produced by IFS where the product is in standard support or continuous support.
5 (Planning)	**Planned Action Or Cosmetic.** All other issues that are not covered by Priority Levels 1 to 4 above.	A non-critical, scheduled activity that requires communication between IFS and the Customer. Minor or cosmetic error, grammatical and spelling mistakes in either product text or documentation produced by IFS where the product release is in standard support or continuous support.

The Priority Level value, which is a measure of the severity and criticality of the issue, drives the prioritization of the Case.

It is possible to amend the Impact and Urgency that apply to a registered Case, and hence re-derive the Priority Level, subject to agreement between the Customer and IFS.

Case Progression

For registered Cases, IFS will:

- Assist Customer to evaluate and classify Cases and determine their route to Resolution or, for IFS Cloud Services Deployments, Service Restoration.

  o IFS will perform an initial triage to validate the information supplied by the Customer, including:

    ▪ Validation of the documented business impact and the calculated Priority Level;

- ▪ Validation of the information supplied to ensure that the minimum necessary information has been supplied;
- ▪ Search for an existing Resolution via the Knowledge database; provide a Knowledge-related Resolution where possible;
- ▪ Identification / assignment of a resolver / resolver group within IFS for the next steps.

- Analyze documented and reproducible Errors.

- For Platinum and Cloud Support Plans, provide regular progress updates and increased responsiveness (priority queueing) for Priority 1 and Priority 2 Cases.

- Provide available Fixes (accumulated for delivery with others into a Service Update or an Update), where the route to Resolution is by way of a software update.

  - o IFS will make such Service Update or Update available for the Customer to download (On-Premise Deployments only).

  - o For IFS Cloud Services Deployment and Remote Deployment in the cloud (via Other Hosting or Public Cloud), IFS will make the Service Update or Update available in the IFS Lifecycle Experience Portal for Customer to deploy.

Any reporting, communication and documentation associated with the Support Services will be provided by IFS in English.

During the Case lifecycle, the Customer is able to monitor its Cases in the IFS Service Center, view statistics on Case performance, and search available Resolutions using the Knowledge Search facility.

Customer's Key User or deputy shall provide reasonable and timely assistance to IFS in providing the Support Services and tracking a Case. This may involve supplying requested information and materials.

Case Milestones

IFS has a series of formal milestones that apply to each Case through its lifecycle from initial registration to closure. These are shown in the table below.

Milestone	Associated State(s)	Relevant for Service Levels for Cases
Initial Response	Open, In Progress	Yes (Platinum and Cloud Support Plan)
Resolution or Action Plan Provided	In Progress, Resolved	Yes (Platinum and Cloud Support Plan)
Next Customer Update	In Progress	No
Resolution Scheduled	Scheduled, Resolved	No

The milestones have defined target handling times for each Priority Level. These can be found in the Knowledge database at KB0045498. The target handling times are provided for guidance only and should not be mistaken for Service Levels. In addition, for Platinum and Cloud Support Plans, a Service Level arrangement applies to two of the milestones for qualifying Cases (See Service Levels For Cases).

Case Resolution and Error Correction Policy

Resolution

When IFS considers a Case to be resolved, the status of the Case is set accordingly and a notification will be provided to the Customer's Key User or a nominated deputy to ask for acceptance or rejection of the proposed solution.

Upon acceptance of the proposed solution by the Customer, the Case will be closed automatically (i.e., the Case State will be set to Closed) and IFS will make available any Resolution as per the Action Plan for the Case.

If the proposed solution is rejected, the Customer is able to enter its reasons for rejection in the Case. The Case will revert to a State of Open for IFS to review the reasoning and act accordingly.

The deadline for receipt of an acceptance or rejection of the proposed solution from the Customer is fourteen (14) calendar days from the date of the notification. An automated reminder will be sent to the Customer at the half-way point of the deadline period if there has been no response at that point. The Case will automatically be deemed to be accepted and closed if no response is received from the Customer by the deadline. The Customer may request an extension of the deadline period if it requires more time to assess the proposed solution (the process for this is outlined in the Knowledge database at **KB0046698**).

Error Correction

For a Case to be classified as an Error in the IFS Application Software, it must be reproducible by IFS on a current Update or current Service Update for the Current Release in question.

Fixes, when available for confirmed Errors, will be delivered via a Release, an Update, a Service Update or, in strict exceptional circumstances at IFS' discretion, a single Patch according to the table below.

Priority Level	Delivery Mechanism
1	Update, Service Update or single Patch – See **Note 1**
2	Update, Service Update or single Patch – See **Note 1**
3	Release or Update – See **Note 2**
4	Release or Update – See **Note 2**
5	Release or Update – See **Note 2**

Note 1 – For IFS Cloud, CE and PSO, single Patches will not be created; Fixes will be delivered by Service Update (IFS Cloud and CE) or Update (PSO). For IFS Applications and FSM, single Patches will only be created for no more than three (3) Updates behind the most recent Update.

Note 2 – Fix(es) for Priority 3, 4 or 5 Errors or Security Vulnerabilities will be delivered by a Release for IFS Cloud and CE (and not a Service Update), and will be delivered by an Update for Applications, FSM and PSO (and not a Release).

IFS will have no obligation to backport a Fix from a later Update, Service Update or Release of the Application Software to an earlier Update, Service Update or Release.

Testing

All Resolutions must be tested by the Customer in the applicable environment before use.

Customer shall have sole responsibility for the testing and/or verification of Resolutions, Releases and other deliverables hereunder to satisfy itself as to their suitability for Customer's business purposes. IFS will accept no responsibility in this respect regardless of the testing done.

False Alarm

If IFS confirms the existence of a reported Error or Incident, it will be addressed by IFS as described in the Support Terms and as above under **Error Correction**.

If it is reasonably confirmed that no Error exists for a Case, or if the Error cannot be re-created, the Case will be closed.

IFS will have no responsibility for any False Alarm. Customer understands that any work performed by IFS in relation to any False Alarm may involve additional charges, whether or not the Case is successfully resolved. IFS will inform the Customer without undue delay when IFS realizes that a Case constitutes a False Alarm.

Case Closure

A Customer may close a Case at any time by using the case closure facility in the Case entry on the Service Center portal.

For the avoidance of doubt, IFS will close a Case under the following circumstances:

- A Case resolution has been accepted by the Customer (automatic closure);

- The acceptance deadline for a Case has passed (automatic closure);

- A False Alarm is confirmed as above (manual closure);

- A suspected error reported from a Non-Current State where the Customer is running a Current Release but is more than three (3) Service Updates or Updates (as applicable) behind the latest Service Update or Update (as applicable) for that Current Release and the error cannot be re-created on the most current Update or Service Update (as applicable) (manual closure);

- The Case relates to a Release of a product that has reached its notified retirement date;

- IFS is otherwise entitled to close the Case as per the Support Terms or this Support Policy.

Escalation of a Case

Irrespective of the Support Plan, the Customer is able to escalate an active Case at any time if the target handling time for the Case milestone has not been met. Escalation may be initiated by a Customer either directly using the IFS Service Center or via an IFS employee or partner acting on its behalf.

The detailed process for escalating a Case and the criteria that will be used to determine whether the Escalation can proceed can be found in the Knowledge database at **KB0043649**. The output of such is increased attention to the specific Case. As referenced earlier, the handling times for Case milestones for each Priority Level can be found in the Knowledge database at **KB0045498**.

Training and Additional Training

Support related training may be provided by IFS as a separate chargeable service. In situations where analysis of a Case by IFS shows that training of Customer Key Users and / or Users is required, IFS will attempt to inform the Customer allowing the Customer to make an informed choice whether to purchase training.

Customer acknowledges that Improvements provided by IFS may require additional training of Key Users and Users.

Service Levels For Cases

Scope

Service Levels for Cases apply only to Platinum and Cloud Support Plans. They do not apply to the Gold Support Plan.

For the avoidance of doubt, the Service Levels for Cases are separate to the Service Level arrangement for Availability of a Production Environment. The latter relates only to IFS Cloud Services and is set out in the contract for IFS Cloud Services.

Prerequisites and Exclusions

The Case prerequisites for Service Levels to apply are set out in the **IFS Support Terms**.

Service Levels and Targets

Subject to Case prerequisites and exclusions, there are two time-related Service Levels for Cases, each of which is relevant to reaching a milestone in the Case lifecycle (Initial Response and Resolution or Action Plan Provided). Each Service Level has target times for IFS to meet.

Priority Level (of Case)	Service Level Target Time (Hours)	
	Milestone – Initial Response	Milestone – Resolution or Action Plan Provided
Priority 1	0.5	4.0
Priority 2	2.0	16.0

Note 1 - Service Level target times apply on a 24-hour, 7 day per week basis and exclude Clock Stop Events.
Note 2 - Where the Resolution Action entails an action plan, such action plan will include Resolution status, planned next steps with dates for actions and an indication of IFS resources, required Customer actions to support Resolution, and date / time for next and subsequent updates.

Service Credit

The criteria for IFS to be deemed to have met its targets for the Service Levels for Cases and the procedure for applying a service credit in the event that IFS is deemed not to have met its Service Level targets are set out in the **IFS Support Terms**.

Product And Support Lifecycle

Releases of IFS Application Software products have a finite lifespan from General Availability (GA) through to retirement. The Support Services available for them are part of that lifespan. There are two distinct product and support lifecycle models, each corresponding to a grouping of Application Software products and each applying irrespective of Support Plan as described below.

Standard, Extended and Restricted Support Model

For the IFS Applications, FSM and PSO products, the following lifecycle applies:

Standard Support

- Standard Support is the term used to describe the support provided for a Release of an IFS Application Software product following its release into GA.

- The period of time for which Standard Support applies to the Release of a product is the Standard Support Period.

- Each Release of an IFS Application Software product has a published date on which the Standard Support Period will end. This will vary from product Release to product Release.

  o The end date for the Standard Support Period for Releases of IFS Application Software products is shown in **Support Lifecycle Dates**.

- When the Standard Support Period for a Release of an IFS Application Software product ends, a Customer wishing to continue to receive support services for the Release must purchase Extended Support (if made available for the Release in question).

Extended Support

- Where made available for the Release of a product, unless otherwise set out in the Extended Support Terms, Extended Support must be purchased following the Standard Support Period in order to continue to receive support.

- Such services are termed Extended Support and the period of the extension is the Extended Support Period.

- Extended Support is subject to additional terms and may be subject to applicable fees subject to the provisions of the Extended Support Terms.

- The scope of the Extended Support service mirrors much of that of Standard Support, although some support elements are no longer provided as set out more fully in the Extended Support Terms.

  o Resolutions for Cases (delivered via Fixes) will be restricted to critical and high Priority items (P1 and P2), plus legal requirements, and will be accumulated into Updates that are delivered at a reduced cadence when compared to Standard Support.

- The maximum duration of the Extended Support Period, where made available, is three (3) years. The end date for the Extended Support Period is therefore equal to the end date for the Standard Support Period plus three years.

- For the avoidance of doubt, Extended Support:

o   Does not apply to the IFS Cloud and CE products;

o   Is no longer available for a Release of an IFS Application Software product that is already beyond the end date of its Extended Support Period. The end date for the Extended Support Period for Releases of IFS Application Software products is shown in **Support Lifecycle Dates**.

Restricted Support

- If Extended Support is not made available for the IFS Application Software product in question, Restricted Support follows the Standard Support Period. Further, where Extended Support has expired, Restricted Support follows Extended Support.

- The scope of the Restricted Support service is reduced from the levels of Standard Support and Extended Support.

  o   Under Restricted Support, there is no product or Release development at all (i.e., no new Updates are made available by IFS), although Cases may still be submitted. There is no target handling time for Cases and so the Service Levels for Cases no longer apply.

- The period of time that Restricted Support is available for a Release of an IFS Application Software product is the Restricted Support Period and it continues until the Release in question reaches its retirement date.

  o   At the end of the Restricted Support Period, the Release of the product will be retired (see **Retirement of Products and Releases**).

The **Scope of Support Models** section below sets out the scope of Standard Support, Extended Support and Restricted Support.

Continuous Support Model

For the IFS Cloud and Customer Engagement (CE) products, an ongoing release mechanism applies; Improvements (where made available) and Resolutions (delivered as Fixes) are delivered with each subsequent Service Update and Release. This model is known as Continuous Support.

Continuous Support

- Products with a Continuous Support model are subject to a Support Period at the Release level, and are maintained via a twice-yearly cadence of Releases, in addition to frequent (usually monthly) Service Updates (see **Maintenance**).

- Each Release is supported at a level equating to the Standard Support level for a fixed period following its General Availability (GA) date:

  o   Twenty-four (24) months after GA for IFS Cloud Releases.

  o   Twelve (12) months after GA for CE Releases.

- At any point in time, there are four (4) supported Releases of IFS Cloud (i.e., the latest Release and the three previous ones) and two (2) supported Releases of CE (i.e., the latest Release and the previous one).
- There are no Extended Support or Restricted Support Periods for Releases of products with a Continuous Support model.

The scope of Continuous Support is set out in the **Scope of Support Models** section below.

Scope of Support Models

The scope of each of the Support Lifecycle models, in terms of the elements of the Support Service, is shown in the following table.

Element of Support Service	Continuous Support Model	Standard, Extended and Restricted Support Model		
		Standard Support	**Extended Support**	**Restricted Support**
Right to new Releases (where Customer has paid the applicable maintenance and support fees)	Yes	Yes	Yes	Yes
Right to existing Fixes and Improvements from the Standard Support Period (or Support Period for Continuous Support Model products)	Yes	Yes	Yes	Yes
Acceptance of Cases for suspected new Security Vulnerabilities	Yes	Yes	Yes	Yes
Acceptance of Cases for new Errors	Yes	Yes	Yes	Yes
Diagnosis of accepted Cases	Yes	Yes	Yes	Yes
Provision of targeted response times	Yes	Yes	Yes	No (See **Note 1**)
Fixing of new Security Vulnerabilities	Yes	Yes	Yes	No
Fixing of new Errors and delivery of Fixes according to the IFS Support Terms and the Error Correction Policy set out herein	Yes	Yes	Yes (See **Note 2**)	No (See **Note 1**)
Provision of new Improvements as determined by IFS	Yes	Yes	Yes	No (See **Note 1**)
Certification of new platforms in accordance with IFS' internal supported platforms policy	Yes	Yes (See **Note 3**)	Yes (See **Note 3**)	No
Provision of Application Software and document translations for supported languages	Yes	Yes	No	No

Note 1 – Once a Release of an IFS Application Software product moves to **Restricted Support**, there is no targeted response time for any milestone in Cases registered in relation to that Release. The Service Levels for Cases therefore no longer apply. Also, there is no entitlement to new Fixes or new Improvements.

Note 2 – For **Extended Support**, only new Errors relating to Priority 1 and Priority 2 Cases will be fixed and may be delivered at a reduced cadence when compared to Standard Support.

Note 3 – For **Standard Support and Extended Support**, there must be at least one certified version of each platform component that is supported by the respective platform component vendor. This is additionally important for Extended Support, where there is a heightened risk in the extended period that platform component versions may no longer be certifiable as supported by the vendor. Note that there is no certification for new platform components once a Release of a product moves into **Restricted Support**. This is an added risk for Customers.

IFS general advice is for Customers to deploy the latest Releases, Updates and Service Updates of the IFS Application Software products, as there are implications for being in a Non-Current State that further impact the scope of the Support Services in the support period (See **Currency and Non-Currency**).

Support Lifecycle Dates

The table below shows the dates and statuses of the Support Lifecycle Models and Periods for Releases of IFS Application Software products. This will be updated by IFS from time to time and reflected in updates to this Support Policy.

IFS Application Software Release	Continuous Support Model	Standard, Extended, & Restricted Support Model		
		Standard Support	Extended Support	Restricted Support (See Note 1)
IFS Cloud YYRn	Yes (See **Note 2**)	N/A	N/A	N/A
IFS Applications 10	N/A	To 27 Mar 2025	Available from 28 Mar 2025 to 27 Mar 2028	Available from 28 Mar 2028
IFS Applications 9	N/A	Expired	Expired	Available to 27 Mar 2026
IFS Applications 8	N/A	Expired	N/A	Available to 27 Mar 2026
IFS Applications 7.5	N/A	Expired	N/A	Available to 27 Mar 2025
IFS Applications 7	N/A	Expired	N/A	Available to 27 Mar 2025
IFS Applications 2000 - 2004	N/A	Expired	N/A	Available to 27 Mar 2025
IFS Field Service Management (FSM) 6	N/A	To 31 Jan 2026	Available from 01 Feb 2026 to 31 Jan 2029	From 01 Feb 2029
IFS FSM 5.7	N/A	Expired	N/A	Available to 30 Jun 2025
IFS FSM 5.6 and earlier Releases	N/A	Expired	N/A	Available to 30 Jun 2025
IFS Planning and Scheduling Optimization (PSO) 6	N/A	To 31 Jan 2026	Available from 01 Feb 2026 to 31 Jan 2029	From 01 Feb 2029
IFS PSO 5.9	N/A	Expired	N/A	Available to 12 Apr 2026
IFS PSO 5.8 and earlier Releases	N/A	Expired	N/A	Available to 12 Apr 2025
IFS Customer Engagement (CE) 6.n	Yes (See **Note 2**)	N/A	N/A	N/A
IFS CE 5.4	N/A	Expired	N/A	From 31 Oct 2022

Note 1 – At the end of the Restricted Support period, the Release will be retired. Where an end date is shown for Restricted Support in the fifth column of the table (i.e., denoted by an 'Available to 'entry), this corresponds to the retirement date for the Release.

Note 2 – The Support Period for Releases of IFS Application Software products with a Continuous Support model is set out in **Continuous Support Model** above. Releases of such products are considered to be retired when the Support Period for the Release ends.

Retirement of Products and Releases

IFS reserves the right to retire IFS Application Software products and Releases from time to time.

Retirement refers to the point at which IFS no longer provides Updates or single Patches for a Release of an IFS Application Software product (in the Standard, Extended and Restricted Support model), or no longer provides Service Updates for a Release of an IFS Application Software product (in the Continuous Support model), and no longer provides support for such a Release (e.g., in the form of Case handling). At retirement, documentation for the product or Release may, subject to any IFS advice to the contrary, still be made available by IFS, but it may no longer be maintained or updated.

Customers with IFS Application Software products or Releases of IFS Software products that are no longer supported will not be entitled to deploy or receive Updates, Service Updates or single Patches in respect of those unsupported products and Releases, or receive any assistance or other technical support services for those unsupported products and Releases. Retirement may also be referred to as End of Life or End of Support. IFS will inform Customers (through **IFS Community** or other mechanisms) in advance when a Release of an IFS Application Software product is due to be retired. The scope, notification period and mechanism for retirement depends on the Support Model for the product or Release as follows:

- Standard, Extended and Restricted Support Model

    o Retirement will apply at the Release level for a product.

    o IFS will inform customers in advance of the retirement date for a Release of a product.

    o At retirement, Restricted Support for the Release of the product will end and the Release will no longer be supported by IFS; Cases will no longer be handled for that Release and any open Cases relating to the Release will be closed.

    o For Remote Deployments, the Customer may continue to use a Release of an IFS Application Software product beyond its retirement date, but Support Services will not be provided by IFS.

- Continuous Support Model

    o Retirement will apply at the Release level.

    o Each Release is supported for a fixed period following GA.

    o IFS will inform customers by posting a reminder of an approaching end date for the Support Period for a Release via the **IFS Community** at least twelve (12) months in advance for IFS Cloud and six (6) months in advance for CE.

    o After the Support Period has ended, the Release will be retired and will no longer be supported by IFS (See **Currency and Non-Currency**).

- At the product level, IFS intends to inform customers at least twelve (12) months' before any change to the Continuous Support model for the product (e.g. any change in Release lifecycle or Service Update cascade frequency).

Retirement dates for Releases of IFS Application Software are shown above in **Support Lifecycle Dates**. See Notes 1 and 2 to the table in that section.

Information Security

IFS Security Operations and related service offerings are established based on the same service engagement principles that are set out earlier in this document.

For security-related issues, the Customer is able to use the Case reporting process set out above for engagement with the IFS Unified Support Security Operations Center (US-SOC) via the IFS Service Center portal. An Impact entry of 'I have a security concern' when registering a Case will direct the Customer's Case to US-SOC. In addition, a similar route may be used to request information on product and service security from US-SOC.

The following Customer responsibilities shall apply:

- For IFS Application Software, Customer shall request via the IFS Service Center the latest security features and Fixes for Security Vulnerabilities (in Updates, Service Updates and, where relevant, single Patches).

- For platforms and environments, Customer shall co-operate with IFS to request the latest security Patches via the IFS Service Center.

- Customer shall maintain awareness and understanding of the **IFS Planned Maintenance Policy** and the need for Emergency Maintenance referred to therein.

  - Customer shall co-operate with IFS upon notification by IFS of any such Emergency Maintenance event.

- Additionally for IFS Cloud Services Deployments, Customer must engage and notify IFS via the IFS Service Center portal when Customer has any security concern or known information security incident relating to Customer's IFS Cloud solution or relating to any part of Customer's information technology estate, including areas where IFS personnel may be granted access by the Customer or where Customer users of IFS products and services have access. Such notification must be at the earliest opportunity and shall not wait for formal confirmation of a problem. This is very important for the continued protection of both the Customer and IFS.

Updates To This Policy

This Support Policy may be updated by IFS from time to time.

Glossary Of Terms

The following terms and abbreviations used in this Support Policy shall have the meaning given to them below.

Term	Definition
Application Software or IFS Application Software	IFS' standard, unmodified proprietary application software products, modules, applications, "apps" and programs (but, for the avoidance of doubt, excluding any third-party software included therein or associated therewith) which Customer has licensed and/or been granted the right to access and use under an order. It is limited to machine readable code (generally referred to as executable or object code) and the user instructions included in the Software Documentation. It does not include vocabularies and other items generally referred to as source code, nor any descriptions not included in the Software Documentation.
AUP	Acceptable Use Policy.
Availability	The time during a calendar month when the Production Environment is available and not subject to an Outage.
Calendar Quarter	The three-month period ending on March 31, June 30, September 30 and December 31 respectively of any given calendar year.
Case	A unique message, identified with a number, reported by the Customer into IFS' Service Center. Such a message can be a report of an Error, a request for information, modification or service, or other messages.
Clock Stop Event	The elapsed time during which any of the following events persists: • Waiting for the Customer to provide a necessary and requested response, input, assistance or approval. • The existence of network issues or other elements outside IFS' reasonable control. • For IFS Cloud Services: o Scheduled Downtime. o Existence of an Excluded Incident.
Cloud Platform	IFS' application cloud platform, as provided by the Cloud Platform Vendor, for the delivery of IFS Cloud Services, including any Environment, as described in the applicable Order Form.
Cloud Platform Vendor (CPV) or Cloud Service Provider (CSP)	An Information Technology company that provides cloud hosting (i.e., on-demand, scalable computing resources, such as computing power, data storage, or applications over the internet), from which IFS operates the Cloud Platform.
Code Line	The totality of the Customer's IFS Application Software solution, as delivered and excluding any tailoring (Configurations and Customizations).
Common Vulnerability Scoring System (CVSS)	A free and open industry standard for assessing the severity of computer system security vulnerabilities. CVSS assigns severity scores to vulnerabilities, allowing responders to prioritize responses and resources according to threat. Scores are calculated based on a formula that depends on several metrics, that approximate ease and impact of an exploit. Scores range from 0 to 10, with 10 being the most severe.
Configurations	Such capabilities in the Application Software to individually tailor the application, consisting of configurations (such as custom fields, custom objects, custom events, custom menus, custom business rules, client scripting and report layouts) and personalizations (such as shortcuts, saved searches and screen layouts).
Critical Resolution	A Resolution addressing critical vulnerabilities (having a total score of 9.0 or higher using the base metrics under the latest published version of the Common Vulnerability Scoring System standard) or critical operational issue(s), as determined by IFS.
Current Release	The latest Release offered by IFS for general commercial distribution and other currently supported Releases as designated by IFS in the then current IFS Support Policy.
Custom Services	Support services for any third-party software provided by IFS where agreed and specified in the applicable Order Form for such services and which are subject to payment of the fees and charges set out in that Order Form.

Term	Definition
Customer-Induced Issue	An issue arising out of any of the following: • Specifications, instructions or incomplete or erroneous information or input provided by Customer; • Customer's use of services, hardware, software, integrations, extensions or interfaces not forming part of the Application Software or Services; • Issues caused by inadequate sizing or bandwidth in Customer's systems or delays or failures in Customer's network or on-line connectivity; • The Application Software related to Customer's incorrect or unpermitted use or modification, excessive use, or deployment of Resolutions or new Releases in a manner not prescribed in the applicable IFS documentation or otherwise directed by IFS in writing; • Breach by Customer or otherwise caused by Customer (and, for the avoidance of doubt, each applicable whether induced by Customer or any third party acting on its behalf); • In addition, for IFS Cloud Services customers, issues caused by use beyond the applicable use levels, or a manner otherwise not permitted under the applicable AUP which has not been separately approved by IFS in writing.
Customized Software or Customization	Any Application Software code modified or amended on behalf of the Customer. Note that the setting of parameters, parameterization or configuration is not a Customization.
Environment	A complete infrastructure and Software installation running on a platform (cloud or non-cloud), which makes up the technical solution for a particular purpose, as specified in the applicable Order Form. For example, "Production" or "Test".
Error	A software defect in the Application Software, which consists of a nonconformity between the unmodified software and its applicable functional specifications, which for the Application Software are set forth in the Software Documentation.
Exceptional Service Update	For the IFS Cloud and CE products, a Service Update for a Release that is provided outside of the applicable IFS release schedule.
Excluded Incident	An Incident that is: • Outside the control of IFS or the Cloud Platform Vendor or by other elements outside the reasonable control of IFS; or • Relating to Content (Customer data and other data submitted to the cloud platform) or Configurations; or • A Customer-Induced issue or an issue arising as a result of Customer's failure to comply with reasonable instructions regarding the use of the Services; or • An Incident occurring or extending beyond the applicable Deferral Period or Support Period or occurring as a result of an Environment being in a Non-Current State for reasons not attributable to IFS.
Failure	The result of the target times for the time-related Service Level(s) for Cases not being met in regard to a reported Case, subject to any exclusions, Clock Stop Events or pre-requisites.
False Alarm	A Customer-Induced Issue(s) which relate(s) to Configurations, content or data or to software not forming part of the Application Software or other elements outside IFS' reasonable control.
Fix	A correction to an Error or a Security Vulnerability in the Application Software. Fixes are compatible with the applicable Current Release designated by IFS.
GA, General Availability	The release to market or general availability of a Release of an Application Software product.
IFS Cloud Services Deployment	Deployment (of IFS Application Software) using IFS' own cloud service (IFS Cloud Services).
IFS Service Center	IFS's single point of entry for Customers and IFS partners to obtain service (including support-relevant services), and to locate information and answers to questions in relation to IFS Application Software.

Term	Definition
IFS Support Policy	IFS's support policy document, amended and re-issued from time to time, further describing the detailed policies and procedures that apply for each element of the Support Services.
Impact or Impact Level	An expression of the effect of the issue or Incident being reported as a Case on business processes.
Improvement	A functional change made by IFS to improve or enhance the Application Software, e.g., to implement new capability and address legal requirements. Improvements are compatible with the applicable Current Release designated by IFS.
Incident	An identified Error, Outage or other event impacting the performance of the IFS Cloud Services.
Initial Response	A milestone in the Case lifecycle when IFS has made the initial response to the Customer in relation to the Case.
Instance	One installation of the Customer's solution in one environment. An Instance will contain only one Code Line.
ITIL	Information Technology Infrastructure Library. This is a set of practices and a framework for IT activities such as IT service management and IT asset management that focus on aligning IT services with the needs of the business.
Key User or Prime Contact	A person appointed by the Customer who is trained and qualified to handle initial problem resolution and report Incidents and Errors in the Application Software.
Next Customer Update	A milestone in the Case lifecycle when the next progress update for the Case is due to be sent to the Customer contact. This milestone may be iterative, when more than one progress update is needed during Case resolution.
Non-Current State	An Environment that is not current, i.e., that does not have the latest Resolutions installed (based on the required Update or Service Update as per the IFS Support Policy) and / or for which the applicable Support Period has expired.
On-Premise Deployment	Deployment (of IFS Application Software) and operation on Customer's own (or arranged) non-cloud platform and network. See Remote Deployment for wider context.
Outage	The elapsed net-resolution time during which it is not possible to log-in to the Production Environment by any User, as determined by IFS or the Cloud Platform Vendor from automated health monitoring and system logs, due to a failure in the Cloud Platform. The duration of an Outage is measured on a net-resolution time basis from which the accumulated time for all Clock-Stop Events related to the Outage will be deducted, until the Outage has been temporarily or permanently resolved.
Patch	A deployable Fix or number of Fixes that may be applied to an Application Software product or Release outside of the prevailing Update or Service Update cycle for the product or Release in question. Patches are compatible with the applicable Current Release as designated by IFS.
Priority, Priority Level or Severity	An indication of the severity level of a Case that reflects both the Impact of the issue or Incident that is affecting the Customer's operation and the timebound criticality (or Urgency) of the issue to the Customer. The Impact Level and the Urgency Level are set by the Customer in the IFS Service Center when the Case is registered, and the Priority is calculated automatically from the two values entered using a matrix. The matrix and detailed definitions of the resulting individual Priority values is set out in the IFS Support Policy.
Production Environment	An Environment used by end users for productive, live, operational purposes.
Release	A version of the Application Software designated by IFS as a "release", made GA, typically containing new functionality, a cumulative set of Fixes and Improvements, as well as potential architectural changes.
Remote Deployment	Customer deployment (of IFS Application Software) on a platform that is either Customer's own non-cloud platform (On-Premise Deployment) or is a cloud platform purchased by the Customer that is not IFS Cloud Services (other hosting or public cloud deployment).

Term	Definition
Resolution	A Fix, Service Update, Update or other solution, circumvention or software re-start by IFS to resolve an Error or resolve or pre-empt an Incident. A Resolution may consist of a temporary solution, including the creation of a by-pass or workaround, to restore the affected functionality and that will apply until the Error has been permanently resolved, it being understood that such permanent solution may only be made available in a future Release.
Resolution Action	For Priority Level 1 or Priority Level 2 Cases, a Resolution or action plan for Resolution.
Resolution or Action Plan Provided	A milestone in the Case lifecycle when Resolution or action plan for Resolution has been provided by IFS to the Customer.
Resolution Scheduled	A milestone in the Case lifecycle when the issue is solved and a delivery date for the Resolution has been scheduled.
Scheduled Downtime	Scheduled Downtime comprises: (a) planned and scheduled maintenance periods as per the Planned Maintenance Policy found at ifs.com/legal; (b) Customer initiated downtime (c) where necessary, scheduled additional maintenance windows, as agreed with Customer, to implement Customer-approved changes of the IFS Cloud Services; and (c) Cloud Platform maintenance operations (scheduled by the Cloud Platform Vendor with notice provided approximately one week in advance).
Security Vulnerability	A weakness in software code, a product or a system that leaves it open to the potential for exploitation in the form of unauthorized access or malicious behavior.
Service Hours	The period from 7 a.m. (07:00) to 7 p.m. (19:00) during the working week of the physical country and time zone named in the applicable Order Form, it being understood that some services may however have different hours. Where a service has different hours, these are set out in the IFS Support Policy. Where the physical country named in the Order Form has more than one time zone, the central time zone is utilized. Where the physical country named in the Order Form has an even number of time zones, the easternmost of the two central time zones is used.
Service Level	A measurable service level set forth in the Service Levels section of the IFS Support Terms.
Service Restoration	Action taken by IFS to assist the Customer to bring the Application Software back to being available for productive use.
Service Update	For the IFS Cloud and CE products, a cumulative set of Fixes for Priority 1 and Priority 2 Cases within a Release. Service Updates are compatible with a specific Release as designated by IFS and released in accordance with the currently applicable IFS release schedule.
Services	The IFS Cloud Services and Support Services.
Software Documentation	The reference on-line manual produced by IFS describing the function of, and provided together with, the Application Software. It does not include any general descriptions, collateral, training material or other materials not included in the on-line manual.
Support Period	The period designated by IFS during which the Release of the applicable Application Software product or module will be supported and maintained by IFS.
Support Services	The technical support and maintenance provided or made available by IFS and purchased by Customer for particular Application Software, which includes different support options, as specified on the applicable Order Form for such Support Services. Support Services may be limited to certain software installation(s), instance(s), environment(s), language version(s), and country(ies) /site(s) as specified in the applicable Order Form.
Test Environment	A non-productive Environment used by key users, project users and testing teams for the testing of a solution.
Update	A cumulative set of Fixes and Improvements for a Release of an IFS Application Software product, other than IFS Cloud and CE (see Service Update definition). Updates are compatible with a specific Release of the Application Software as designated by IFS and released in accordance with the currently applicable IFS release schedule.
Upgrade	An upgrade from one Release of the Application Software to another, which requires a project assignment separately agreed in writing between the Parties. Such a project assignment may include implementation services, migration of Customer data, and other related professional services.

Term	Definition
Urgency or Urgency Level	An expression of the timebound criticality of the issue or Incident being reported by the Customer as a Case.
Users	Customer's permitted individual end users of the Application Software, subject to the applicable license terms, limitations and restrictions separately agreed by the Parties.