



Customer Care User Guide 12.0

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Sphera Solutions Customer Care

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PREFACE

This guide provides detailed information about the Customer Care Services provided by Sphera. It outlines the Sphera Customer Care structure, the services available, contact information, and procedures and agreements for support services.

Intended Audience

This guide is intended for customers, partners, and employees using Sphera services and solutions.

Questions or Comments?

If you have questions or comments about this document, please contact the Customer Care team for your product found in this document. We look forward to receiving your comments and questions.

INTRODUCTION

Sphera provides a full spectrum of support and training services, enabling you to effectively use our integrated software and solutions.

This guide provides you with comprehensive information about Sphera's Support and product maintenance support. You can receive assistance from Sphera Customer Care on technical and functional issues regarding any of our supported software products.

We deliver this assistance through our web-based Sphera Customer Network (SCN), email and telephone. The Customer Care team's mission is to delight our customers through innovative and visionary leadership in services and support. We strive to foster lasting relationships with customers, partners, and colleagues.

We have only one goal in mind, to delight you in every service interaction. By helping you understand our wide range of services, we can work together to ensure you receive the full benefits of Sphera software and solutions.



DEFINITION OF SUPPORT COVERAGE

Our highly skilled Customer Care Representatives are available to ensure our customers receive the highest return on investment for their software solution. We have implemented several automated tools to increase the consistency and efficiency of our support, such as call tracking, problem management escalation system, and a comprehensive knowledgebase. Our established support procedures create a consistent service experience worldwide.



We use a multi-tiered team-based approach to Customer Care.

- **Tier I** offers first line of support response to basic customer issues that can be found in our online resource, the Sphera Customer Network (SCN), or through initial ticket submittal via the SCN, email or customer calls. This includes license key requests, password reset, user access and other non-complex activities. This service is available 24 hours a day, 7 days a week. If Tier I is unable to resolve the issue in a timely manner, the issue will immediately be escalated and routed to Tier II and follow our standard escalation process.
- **Tier II** are product and technical specialists who provide the majority of issue resolutions without the need for further escalation. In rare cases, if a ticket is highly complex and technical, the issue will be escalated and routed to Tier III. Our Tier II uses advanced technical troubleshooting and analysis methods to resolve issues.
- **Tier III** are solution and industry experts who provide specialized support for highly complex and technical issues. All customer reported defects are validated at the Tier III level.

If it's determined your issue is not related to the core product, meaning the issue is caused by a customization or customer's environment, your issue will be escalated to our Professional Services team and there may be a cost.

HOW CUSTOMER CARE DIFFERS FROM PROFESSIONAL SERVICES

Customer Care provides assistance following software implementation and user training. The Customer Care team's role is to provide responsive assistance by answering questions or helping troubleshoot any Production software issues that may arise.

The Customer Care team does not perform implementation or software upgrades, enhancements, user training, or assistance with modifications (customizations) of the software. These functions are provided by our Sphera Professional Services Team.

In some cases, the root-cause of the issue may be the result of invalid data, environment configuration or customizations. Product configuration is defined as product changes as noted in the product's documentation. Product customizations are changes to the product that are not noted in the product's documentation. If for any reason, we are unable to reproduce the problem, or if it is perceived to be related to customer-specific data, a customization, changes to work-flow, configuration changes or reports, Customer Care will escalate the issue to Professional Services to further assist you. Customer Care may also escalate to Professional Services for product training or on-site/remote installation assistance to best meet your needs. When a ticket or item is escalated to Professional Services there may be additional charges that are outside of the standard Support contract.

Sphera supports our core products and data entered by core features. Any addition to the core is, therefore, considered a customization.

ON PREMISE SPHERA SOFTWARE AND SECURITY VULNERABILITIES

The Sphera Information Security Team (InfoSec) team performs periodic (2x per year) security testing of Sphera's on premise solutions that are currently in Standard support. A summary of these security assessments is available upon request. Resolution of any Sphera identified critical or high security vulnerabilities are made available in a timely manner. It is Sphera's policy not to respond to customer provided security vulnerability reports. Customer submittals of security vulnerability reports will usually require a paid services engagement for review by Sphera's InfoSec and/or development teams.

Sphera InfoSec strongly recommends that our on premise solutions are deployed inside our customers' secured networks and not exposed directly to the internet without use of a VPN.

Examples of customizations may include, but are not limited to, the following:



Sphera hosted customers also receive Hosting Services through Customer Care. Our Hosting Services is responsible for the maintenance of the hosting environment.

Professional Services role is to assist you during the implementation, upgrade, configuration, and training stages of your solution. The Professional Services team provides a dedicated resource to each project. This resource will assist you to plan how your company can best use Sphera solutions and services. The Professional Services Consultant's role is to promote proactive planning and will see your project through to completion as outlined in the implementation plan, especially when performing on-site work.



CONTACTING CUSTOMER CARE

Customer Care is available 24 x 7

How to Contact Us

You can contact Customer Care through any of the following methods:

- The Sphera Customer Network (SCN)
- Calling our support lines
- Click to chat on our SpheraCloud product family login screens or from the SCN
- Email

Click on the image below to access the SCN from this guide.



[Click here for more on SCN](#)

Support Hours: 24x7

customer care@sphera.com

1-866-203-3791 North America Toll Free

+44 (0)2037460005 – EMEA and UK

+91 80 67420199 – India

RECEIVING SUPPORT ONLINE

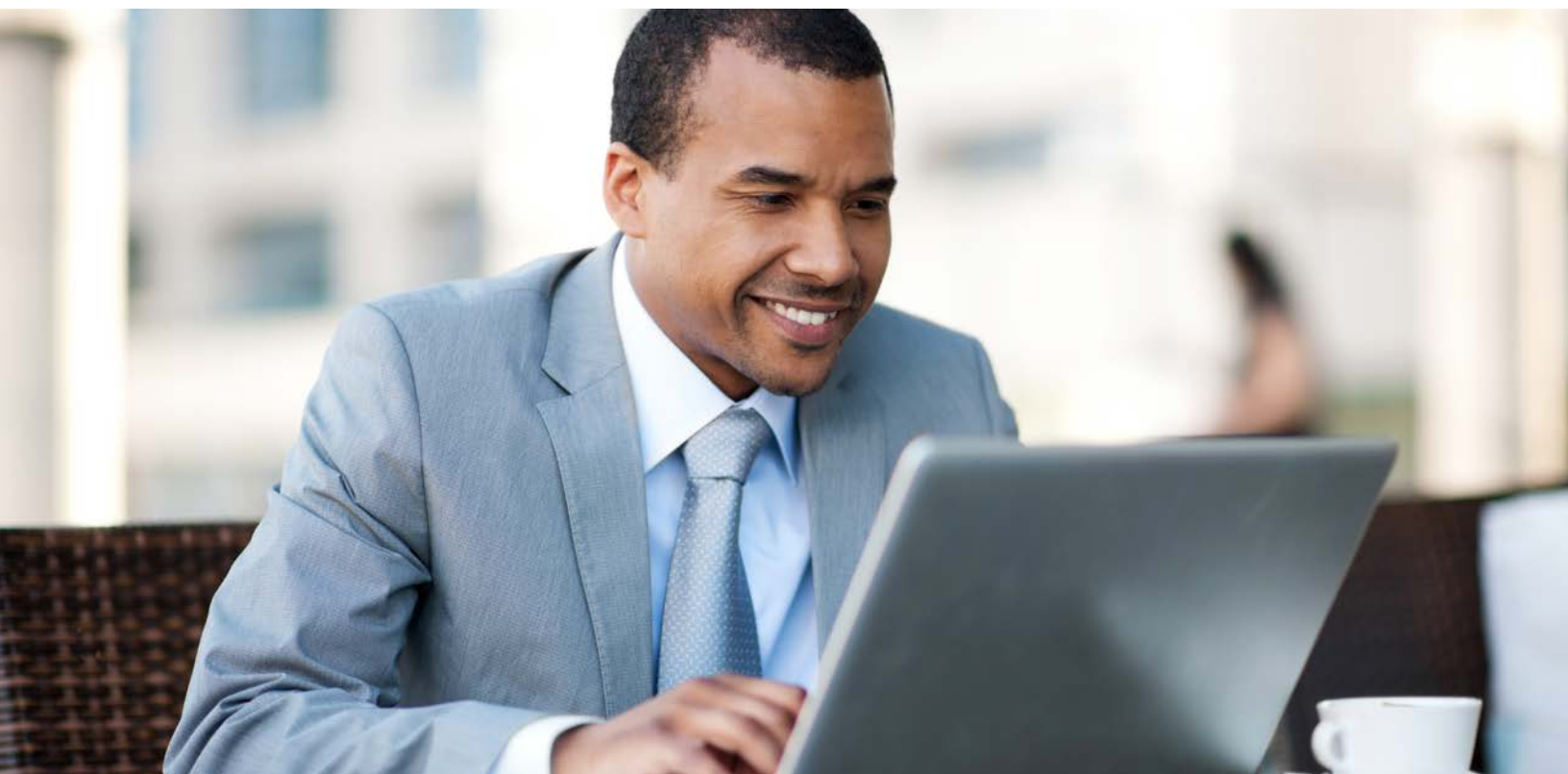
Only customers, who have a current Maintenance Agreement for Sphera products, can successfully register on our online Customer Portal SCN. If you are not a Sphera customer or partner, or if you provide inaccurate or invalid information during registration that we are unable to verify, you will not be granted access to this website and its resources. Please contact Customer Care for assistance registering online.

Sphera Customer Network (SCN)

The portal gives you access to support, latest news and events, user communities, educational materials, software updates and other valuable resources to help you leverage the power of this portal to achieve your Operational Excellence and Risk Management goals.

Benefits of registering for the SCN include:

- New releases and product downloads to all modules for which you have a current Maintenance Agreement
- Valuable access to advance information before it goes public
- Advanced, real-time notifications through our RSS Feed option for updates when they are posted
- FAQ's on all products covering common questions and answers
- Insightful User Communities (Forums) moderated by experienced key subject matter experts with input from industry professionals around the world
- Members address book of ALL registered User Communities (Forums) users on the SCN
- Support contact with a high level of world-class service
- View online ticket history
- Search knowledge base for answers to frequently asked questions
- Manage tickets
- Submit support requests online
- Customers and Partners can submit direct feedback to Sphera from their SCN Login



HOW TO REGISTER ON SCN:

1 Go to [SCN](#), click on 'Create Account'

The screenshot shows the Sphera Customer Network homepage. On the left, there is a 'SCN Sign in' section with fields for 'Username' and 'Password', a 'Forgot your password?' link, and a 'Sign In' button. Below this is a 'Create an account' link. The main content area features a banner for 'CDP Reporting Service' with a 'Learn More' button. Below the banner, there is a 'Welcome to the SCN' section with a paragraph of text and a 'The Latest CyberRegs News' link.

2 Go through the Privacy Statement and click 'Agree'

The screenshot shows the 'Privacy Statement for the Sphera Customer Network'. It includes a 'You are not logged in | Login' link in the top right. The main text explains the privacy policy and provides instructions on how to use the site. At the bottom, there are 'Agree' and 'Cancel' buttons. A footer contains the copyright information for Sphera Solutions, Inc. (© 2022).

3 Under 'Registration Type' select 'Customer'. Enter Email address and other details that are required:

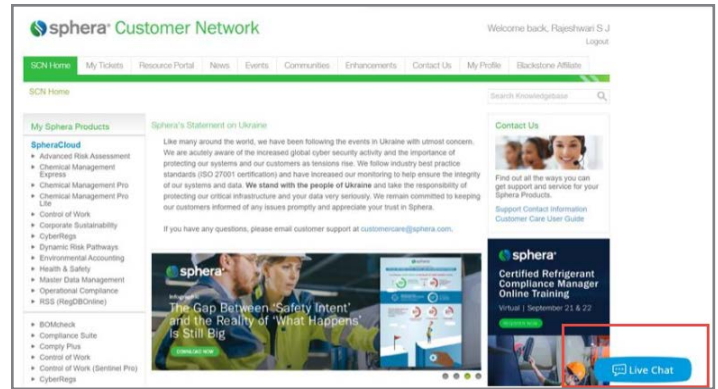
The screenshot shows the 'Registration' form. Under 'Registration Type', the 'Customer' option is selected. Below this, there are two columns of form fields: 'Personal Information' (First Name, Last Name, Company, Position, Address, Address2, City, State/Province, Postal Code, Country, Email, Confirm Email, Phone) and 'User Account Information' (Username, Password, Confirm Password). An 'INFORMATION' box provides details about email notifications.

4 Click 'Register'. Once your Registration is validated and approved you will receive an email with the login credentials and the link to login.

The screenshot shows the 'Registration' form with the 'User Account Information' section expanded. It includes fields for 'Username', 'Password', and 'Confirm Password'. Below these fields is an 'INFORMATION' box with text about email notifications. At the bottom of the form, there is a 'Register' button.

CLICK TO CHAT

Sphera Customer Care is available 24 hours a day/7 days a week with our click to chat capability. This is available both on the login screens for many of our SpheraCloud products as well as throughout the SCN. This chat is staffed by live colleagues who can assist you instantly, as well as escalate critical issues with ease.



REQUESTING SUPPORT VIA E-MAIL

If submitting your question via email, e-mails should be sent to customercare@sphera.com containing the following information:

- Product Name
- Brief description of the issue
- Additional helpful information when required (Screenshots, log files)
- Preferred contact information

All support requests sent via e-mail are logged into our call-tracking system and routed to the appropriate Customer Care Representative. Once the ticket has been entered in our system you will also receive an automated acknowledgment email with the Ticket number. We recommend that you quote this Ticket number for any future correspondence with the Customer Care Representative in reference to this ticket.

The Customer Care Representative assigned to your request will follow up with a personalized response. Our goal is to provide an initial e-mail response within one hour of the e-mail being assigned to a Customer Care Representative.

REQUESTING SUPPORT VIA TELEPHONE

When you call Sphera Customer Care, your call is automatically routed to one of our Customer Care Representatives. If you are calling with a new request you will be asked to provide the following information:

- Product Name
- Brief description of the issue
- Additional helpful information when required (Screenshots, log files)
- Preferred contact information

The Customer Care Representative will log a ticket on your behalf and provide a reference Ticket number. For previously reported incidents, please request the Customer Care Representative who has been assisting you and refer to the Sphera Ticket Number assigned. If no Customer Care Representatives are available, you may leave a message and the next available Customer Care Representative will return your call.

Our goal is to answer as many calls as possible. However, occasionally during high call volumes you may not be able to get through to a Customer Care Representative. During such scenarios please leave a voice-mail message and we will contact you as early as possible.

When you contact us through the phone:

- Our numbers route you directly to the next available Customer Care Representative.
- If all Customer Care Representatives are busy assisting other customers, you will be able to leave a voice-mail message. If you leave a voice-mail message, it will be forwarded to the next available Customer Care Representative and you will not lose your position in queue.

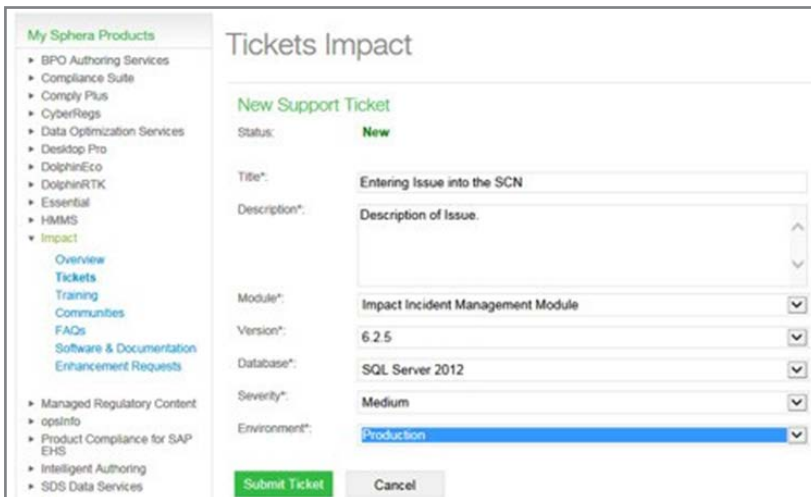
REPORTING ISSUES

Sphera provides thorough tracking, investigation, updates, and escalation when necessary. This chapter covers the process that occurs when issues are reported.

OPENING A TICKET

The Customer Care Representative assigned to handle your ticket will respond by telephone or email to acknowledge that he or she has received your request. The Customer Care Representative’s initial response will include the following information:

- Customer Care Representative’s Name
- Unique Tracking ID Number
- Description of the problem
- Indication of when you will receive a solution or status



INITIAL ACKNOWLEDGMENT TIME

The Acknowledgment Time (Table 1) represents the targeted maximum length of time for the Customer Care Representative to acknowledge receiving your support request and route the request to the appropriate person. Response times are based on normal business hours. For business hours, please refer to the Contacting Customer Care section of this document.

1. Acknowledgment

Contact Type	Acknowledgment Time
Telephone	Goal is 100%, however during heavy times, voicemail may be necessary
Voicemail	Return call within 1 business hour
Web	Assigned to a Customer Care Representative within 1 business hour
E-mail	Assigned to a Customer Care Representative within 1 business hour
Click to Chat	Average response times less than 15 seconds

SEVERITY LEVELS

When requesting assistance, a Customer Care Representative will assign a Severity Level to each ticket or if you enter a ticket via the SCN, the severity is assigned by you at that time. If we have not assigned the correct Severity Level, you can contact the Customer Care Representative to have this changed. The Severity Level identifies the current impact of the problem to your organization. It also defines the target assigned to acknowledging and resolving your ticket (Table 2).

2. Severity Levels

SEVERITY 1 (CRITICAL)

Represents any and all errors, which individually or collectively with other errors, renders continued use of the Product commercially infeasible or is fatal to Customer's operation. The application is unavailable to all users.

SEVERITY 2 (HIGH)

Represents any and all errors, which individually or collectively with other errors, disables major functions of the software from being performed and has severe impact on your operations.

SEVERITY 3 (MEDIUM)

Represents any and all errors, which individually or collectively with other errors, disables only certain non-essential functions of the software and has degraded your operations.

SEVERITY 4 (LOW)

Represents any and all errors that are not classified as Severity 1, Severity 2, or Severity 3, and has an impact on your operations.

Tracking the Issue

From initial receipt to final resolution, the Sphera ticket tracking system enables the Customer Care Team to document and monitor support requests for both problem management and historical analysis. For each support request, we record:

- Operating environment
- Product version
- Problem definition information
- Troubleshooting steps
- Communications related to the issue
- Resolution details

Sphera collects this information to expedite resolution of the customer's immediate concern and to support future product enhancements. Customer Care Representatives log all ticket details to facilitate knowledge management, statistical analysis, and reporting metrics in order to help us improve our service.

Investigating the Issue

Sphera uses an integrated technical support Knowledge Base with our ticket tracking system to enable Customer Care Representatives to quickly search for known solutions to current and past issues. This process increases our efficiency. Additionally, it enables us to be consistent in the quality of our support.

If the Customer Care Representative is able to resolve your issue on the first call, the ticket is immediately closed. Otherwise, the Customer Care Representative will keep the ticket open to further investigate the problem and/or make follow-up recommendations or escalate the issue. Your ticket will remain open until the issue is resolved.

Updating Status of Issues

We will keep you informed of the status of your incident from the time you submit the issue to the time it is either resolved or a workaround is identified. Status updates reflect the target times in which a Customer Care Representative will update you regarding the status of your incident. The length of time between updates will differ based on your current issue. You may receive status updates via telephone or email from the Customer Care team.

Critical Alerts

If Sphera has product information or an update that is critical and of a time-sensitive nature, we will send out e-mail alerts to all customers affected. You must notify Sphera if you wish to “Receive Update Notifications” and we will mark your account accordingly. You can subscribe\unsubscribe via the SCN or by speaking to a Sphera Customer Care Representative.

Ticket History

Closed ticket information for your Company/Account will be visible only for two years from the date the ticket is closed.

RESOLVING ISSUES

Sphera has implemented standardized escalation and resolution processes for meeting agreed upon targets for resolving problems. Customer Care always uses the most recent release of Sphera software. The Customer Care Representative may recommend upgrading your software to the latest version in order to resolve the issue.

If your request is beyond the scope of our standard support services, we will identify the appropriate person or service to further assist you.

Response Level

Sphera will acknowledge a problem and target a resolution based on the Severity Level assigned to the issue. While we are addressing a customer’s request, an issue ticket will be assigned to your inquiry, and initiates a three-step process (i.e. response level) to track your request. Table 3 provides a detailed description of the response levels.

3. Response Level

Level	Description
Level 1	The acknowledgment by Sphera that it has received the reported issue from your company.
Level 2	Sphera's delivery of a response, solution or, workaround.
Level 3	Sphera's delivery of the object code fix, patch, other permanent fix, or released and revised documentation to your company.

RESPONDING TO AN ISSUE

Once a Severity Level has been assigned to your ticket, Customer Care aims to provide reasonable response times for each step of the process in resolving your issue. Table 4 outlines the average target response times for each Response level based on the Severity of the ticket.

4. Issue Resolution

Severity	Initial Response	Fix or viable workaround	Object or Code Fix
1 - Critical	1 Hour	3 - 10 Business Days	20 Business Days
2 - High	1 Hour	10 - 20 Business Days	45 Business Days
3 - Medium	1 Hour	20 - 90 Business Days	Within 1-2 generally available major/minor releases.
4 - Low	1 Hour	180 Business Days	Within 1-2 general available major/minor releases

Any issue with Sphera Mobile may govern the above stated Issue Resolution, but might require redeployment through third party applications. If the issue is due to configuration of the application or within the Product application's API, then this issue is within Sphera's domain and will be managed in accordance with the standard Issue Resolution targets. If the issue is found to be within the core application code then, depending on the severity and impact, Sphera will either provide a hotfix as soon as is feasibly possible, or add the fix to the next scheduled application release. It is understood and agreed that the app store has their own release cycles, with (i) Android is a few hours on average, (ii) Apple up to 5 working days.

This is for product issue resolutions targets only, SaaS products are governed under specific uptime SLA's as defined by your contract.



For example, if you have a **1 – Critical Severity** assigned to your ticket, meaning that your issue is critical to the operation of your company, Customer Care will aim to provide the following:

- **Severity 1 - Critical/Level 1 Response:** After a customer reports an issue, our goal is to provide an immediate answer. A Customer Care Representative will provide a follow-up call within one hour of your initial contact.
- **Severity 1 - Critical/Level 2 Response:** Once a Customer Care Representative has contacted you about your issue and entered a ticket, Sphera's goal is to provide a patch, workaround, or other temporary fix for your issue within three to ten business days.
- **Severity 1 - Critical/Level 3 Response:** A permanent solution to your issue will be provided for your company within twenty business days.

There could be instances where a defect will require Customer Care and Product Management to discuss reported defect tickets with customers. The goal of these meetings is to better understand the issue and use this information to determine the best plan forward. In some cases, there could be low severity defects that may never be addressed for various reasons. In these situations, Sphera will reach out to the customer to explain why the issue will not be addressed and the ticket will be closed.

Closing a Ticket

We close a ticket on any of the following conditions:

- You and the Customer Care Representative agree that the issue has been resolved.
- The Customer Care Representative feels they have given a reasonable solution or feedback.
- The Customer Care Representative attempted to contact you and has not received any reply after 5 days of posting the last comment.
- When a ticket that is a confirmed defect has been resolved in a product release and posted on the SCN. You will be notified via the SCN when this release is posted.

Ticket #: T27507

Contact Information

Contact: Gretchen King
Org: Sphera Internal
Work Phone: 8002896116
Email: gking@spherasolutions.com

Ticket Details

Module: Impact Incident Management Module
Version: 6.2.5
Database: SQL Server 2012
TFS ID:
Subject: Entering Issue into the SCN

Severity: Medium
Date Created: 2/23/2017
Date Resolved:
Environment: Production

Status: **Open**

Close Ticket

Description

Description of Issue:

Resolution

Resolution Pending

Re-Opening a Ticket

You can re-open your ticket at any time by simply going back into the ticket (via SCN) and pressing the Re-Open button. We ask you to enter a comment as to the reason, so that we can continue the investigation. However, we recommend opening a new ticket if the ticket is more than 3 months old, as some of the information could have changed since the original ticket was closed.

Ticket #: T27507

Contact Information

Contact: Gretchen King
Org: Sphera Internal
Work Phone: 8002896116
Email: gking@spherasolutions.com

Ticket Details

Module: Impact Incident Management Module
Version: 6.2.5
Database: SQL Server 2012
TFS ID:
Subject: Entering Issue into the SCN

Severity: Medium
Date Created: 2/23/2017
Date Resolved:
Environment: Production

Status: **Closed**

Re-Open Ticket

Enter reason for re-opening ticket

Satisfaction Surveys

Sphera relies on your feedback to judge our performance and improve our products and services. We use formal satisfaction surveys to gather your feedback. We have three main objectives for these surveys:

- To measure your satisfaction with our products and services
- To evaluate the effectiveness of our service and its impact on your business
- To get suggestions on how we can provide better services

The detailed feedback from these surveys helps drive quality initiatives throughout the Customer Care organization and throughout Sphera. Each customer will be surveyed annually from Sphera. We encourage you to respond to this survey to help us to provide you the best products and services. These surveys will come from the Sphera CEO Paul Marushka.

PRODUCT MAINTENANCE POLICY (ON PREMISE ONLY)

Overview

This section describes Sphera’s product maintenance policy covering the Sphera software lifecycle and maintenance terms. The purpose of this policy is to help customers plan their upgrade strategy by providing predictable, flexible, and comprehensive options.

Product Maintenance is provided for issues that are demonstrable in a currently supported release of Sphera licensed products, running unaltered, and on an appropriate hardware, database and operating system configuration, as specified in the system requirements document for each release.

This policy is effective for all Sphera on-premise products.

Release Types

Sphera delivers new products, features, and updates using the following release types:

Release Type	Release Content	Example Versions
Major/Minor	Includes new product modules, new features, feature enhancements, regulatory reporting updates, fixes, and technology updates ⁽¹⁾ .	Major/Minor Release: 1.1
Service Pack	Includes limited new features, enhancements, regulatory reporting updates and fixes for products in Standard Support. These packages are designated as below based on the installation method used and the category of the release. A service pack is provided via one of the following mechanisms. <ul style="list-style-type: none">• Executable – Release content is installed by an install wizard.• Differential Package – Release content (files, scripts) must be installed by the customer using provided instructions.	Service Pack: 1.1.1 1.1.2
Regulatory Update Service Pack (RU)	Includes regulatory reporting updates and regulatory reporting related fixes for releases in Standard Support or Extended Support.	Regulatory Update: 1.1.5 ⁽⁴⁾⁽⁶⁾
Hotfix (HF)	(HF) Includes fixes for critical issues ⁽³⁾ . (Hotfixes are released against the current Service Pack or Major/Minor Release)	Hotfix: 0.0.0.1. or 1.1.1 HF1 ⁽⁶⁾
Patch	Includes defect fixes for critical issues that are customer specific.	Patch: 1.1.1.2 - Customer or 1.1.1.2 Patch – Customer



Important Notes:

1. Technology updates include support for new configurations and combinations of hardware, operating system, SDK, database and web server and browser versions. Sphera provides technology updates through new major/minor releases; however, at Sphera' sole discretion, Sphera may provide technology updates in a Service Pack for the most recent major/minor release.
2. When Sphera elects to include limited new features in a Service Pack release, the new features will only be included in the Service Pack for the most recent major/minor release.
3. Critical issues are defined according to the terms of the Sphera Support Policy.
4. Except for Product Compliance (IA & CE) that will make regulatory changes in a major/minor release.
5. For mobile applications, all defect resolution and fixes not in a major or minor release will be released in a Service Pack.
6. N/A for Mobile Applications

Release Nomenclature

Sphera numbers its product releases to enable anyone to identify the specific combination of major/minor release, service pack and hotfixes that are applicable to an installation. Sphera nomenclature is based on the following format:

<Generation>. <Major or Minor Release>. <Service Pack> <Regulatory Service Pack>. <Hotfix> <Patch>

For Mobile Applications:

<Generation>. <Major or Minor Release>. <Service Pack>

EXAMPLE:

Sphera Essential Suite 7 or 7.0	Generation
Sphera Essential Suite 7.7	Major/Minor Release
Sphera Essential Suite 7.7.1	Service Pack for the base version of 7.7
Sphera Essential Suite 7.7.1.1	Hotfix for the Service Pack
Sphera Impact 6.2	Major/Minor Release
Sphera Impact 6.2.1	Service Park for the base version 6.2
Sphera Impact 6.2.1.1	Hotfix for the Service Pack

Product Maintenance and Support Stages

With Sphera's Maintenance Policy, customers know up front and with certainty how long Sphera will support each product release. The Sphera Product Maintenance Policy provides access to technical support for customers currently on Maintenance. Sphera's product maintenance consists of two stages of support: Standard Support and Extended Support.

• **Standard Support:** A major/minor version of a Sphera product shall be fully supported for a minimum duration of one (1) year from the general availability (GA) release date. As noted on the SCN, Standard Support is available to customers with a current Software License and Maintenance Agreement.

Customers on Standard Support benefit from access to the following:

- New major and minor releases
- New feature/function requests
- Security & reliability support
- Service packs
- New regulations (supported via new major/minor release)
- Regulatory updates (with best effort to be able to make updates available on versions older than the current version)
- Hotfixes
- Patches
- Customer Care support via the phone, web, or email
- Access to the Sphera Customer Network (SCN)



• **Extended Support:** Following Standard Support, Sphera supports the major/minor version in Extended Support for a period of 2 years. After the 2-year Extended Support period, the major/minor version is considered end of life and there is no support for the version. Extended Support is available to customers with a current Software License and Maintenance Agreement.

Customers on Extended Support benefit from access to the following:

- Security and reliability support
- Service packs
- Content maintenance (where applicable)
- Hotfixes
- Patches
- Customer Care support via the phone or email
- Access to the Sphera Customer Network (SCN)

Software updates are made available ONLY for the current release (current combination or major/minor version) and is not made available for prior releases.

Product Maintenance and Support Stages

Product Maintenance and Support Stages	Standard	Extended
New major and minor releases	Yes	No
Feature/function requests	Yes	No
Security and reliability	Yes	Yes*
Services pack (SP) or (DP)	Yes	Yes*
Regulatory Updates	Yes	No
Hotfixes	Yes	Yes*
Patches	Yes	Yes*
Customer Care Support	Yes	Yes

***Service Packs, Regulatory Updates, Hot Fixes, and Patches are typically reserved for the latest Service Pack / Hot Fix of the Standard release of the software.**

There may be exceptions to the above policies. In addition, previous releases of Sphera products may follow a different lifecycle and third-party components may drive different maintenance schedules.

The reference in this document to versions and version nomenclature applies mostly to customers consuming software products “on premise.” Sphera shall ensure, when appropriate, hosted customers, or SaaS based customers of CyberRegs, RegDBonline, Comply Plus, SpheraCloud, sparesFinder and some Product Stewardship customers are all using the latest release supported with Standard Support.



QUESTIONS OR COMMENTS SHOULD BE DIRECTED TO:

CUSTOMER CARE: For contact information, please refer to the Contacting Customer Care section in this document or visit our online Sphera Customer Network at [SCN](#).

Documentation Included for Each Type of Release

Standard Document Deliverables	Major / Minor Release (1.0/1.1)	Service Pack release (1.1.1)	Hotfix Release (1.1.1.1) ⁽⁶⁾	Patch ⁽¹⁾⁽⁶⁾
Readme	N	N	N	Y
Release Preview	Y	N ⁽²⁾	N	N
First Look	Y	N	N	N
System Requirements ^{(7)Y⁽³⁾}		N ⁽⁴⁾	N	N
Release Notes	Y	Y	Y	N
Installation Guide	Y	Y ⁽⁵⁾	Y ⁽⁵⁾	N
Help	Y	N ⁽⁴⁾	N	N
Known Issues	Y	N	N	N

1. Patches are delivered to individual customers only and are accompanied by a Readme.txt file that includes information about the fix as well as any instructions on how to apply the patch.
2. If the need arises to deliver information about the contents of a Service Pack to customers, a “Draft” version of the Release Notes will be made available.
3. For minor releases, the System Requirements document is only delivered if there have been changes since the last release
4. For Service Packs, the System Requirements document is only delivered if there have been changes since the last release.
5. This document generally includes information on how to install Service Packs and Hotfixes. These instructions can either be within the Release Notes or as a separate guide for “Installing Service Packs/Installing Hotfixes”.
6. N/A for Mobile Applications.
7. For some products the System Requirements are included in the Installation Guide.

ENHANCEMENT REQUESTS

Enhancements Requests serve as a way for Sphera to collect information and track our customers’ needs, suggestions and priorities.

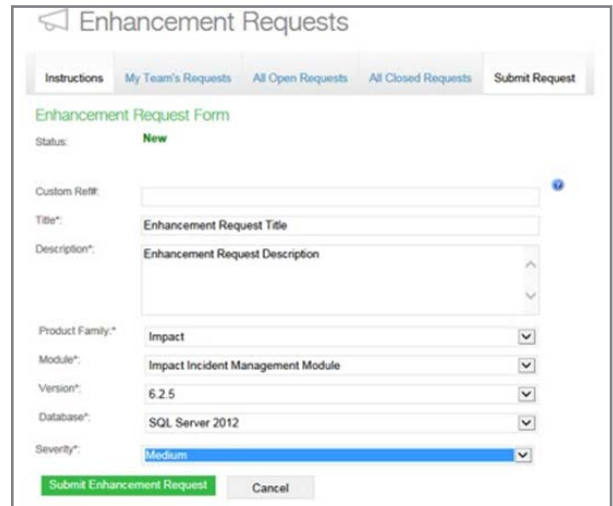


Submit Enhancement Requests

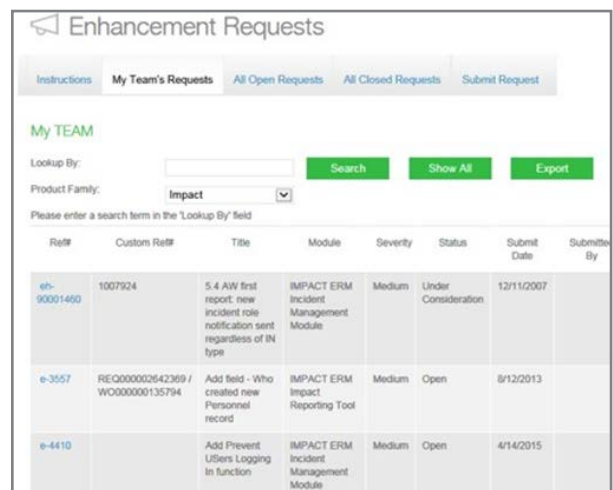
SCN is used to collect and track enhancement requests for our customers.

To access the Enhancement Request area on the SCN, from one of your product families select “Enhancement Requests”.

Before submitting a request, you can search for existing Enhancement Requests submitted by your organization or other organizations with the same Product Family.



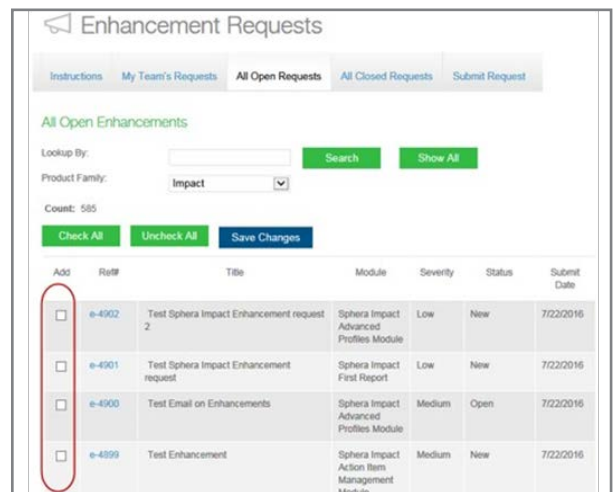
My Team's Requests refers to all of the open enhancements for your company. You can filter by product owned; and/or you can do a key word search. You can also export all of your enhancements any time you wish



Ref#	Custom Ref#	Title	Module	Severity	Status	Submit Date	Submitted By
eh-90001460	1007924	5.4 AW first report: new incident role notification sent regardless of IN type	IMPACT ERM Incident Management Module	Medium	Under Consideration	12/11/2007	
e-3557	REQ000002642369 / WC000000135794	Add field - Who created new Personnel record	IMPACT ERM Impact Reporting Tool	Medium	Open	8/12/2013	
e-4410		Add Prevent Users Logging In function	IMPACT ERM Incident Management Module	Medium	Open	4/14/2015	

All Open Requests refer to all open requests regardless of customer. We display all the requests so that you can see if another customer has already submitted an enhancement similar to the one that you have. Note that the customer identification of the originating request will not be displayed.

If you find something that is similar; or just a GOOD idea; then you can click on the ADD checkbox and your company name will automatically be added to this enhancement. This immediately notifies the Product Management team that you ALSO feel this is an important enhancement for this particular product. You will receive an email confirmation.



Add	Ref#	Title	Module	Severity	Status	Submit Date
<input type="checkbox"/>	e-4902	Test Sphera Impact Enhancement request 2	Sphera Impact Advanced Profiles Module	Low	New	7/22/2016
<input type="checkbox"/>	e-4901	Test Sphera Impact Enhancement request	Sphera Impact First Report	Low	New	7/22/2016
<input type="checkbox"/>	e-4900	Test Email on Enhancements	Sphera Impact Advanced Profiles Module	Medium	Open	7/22/2016
<input type="checkbox"/>	e-4899	Test Enhancement	Sphera Impact Action Item Management Module	Medium	New	7/22/2016

If you don't find an existing Enhancement request that will fulfill your request, **you can submit a request.**

In order for Sphera Product Management to properly evaluate and prioritize your enhancement requests, please provide a detailed description of why the request is important for your business.

Examples can include:

- What business challenge(s) are you trying to address with this request?
- What are the impacts of not having the requested enhancement, in terms of:
 - Cost (e.g. of having a workaround)
 - Time
 - Impacts to your customers
 - Impacts on your internal processes (e.g. is manual work required)
- Are there any particular factors influencing the time frame of when this is needed?
- Is this issue specific to some industry sector(s)?
- Are there any agencies or guidelines at the source of this request (if applicable)? What is the name of the publishing agency and where is the publication (if applicable)?

Once the enhancement request has been submitted you will receive an email notification that a request has been entered.

Ticket issues changed to Enhancement requests

It is possible that upon review of submitted via SCN ticket, it is determined that the issue in question is indeed functionality that was not originally intended to be included in the release of the software. In these cases, Customer Care has investigated the issue and discussed the underlying business logic with the product manager and the ticket is an item that should be considered an enhancement request. If this occurs, a Customer Care Representative will inform you of this update via the original ticket that was submitted, and close it out. The Customer Care Representative will then submit an Enhancement Request based on the information you originally entered and provide you the Enhancement Request number so you will be able to track it as part of your enhancements.

Updating Status of Enhancement

It is important to keep in mind that Sphera gets hundreds of Enhancement Requests, it is not guaranteed that requests will be implemented, and we cannot confirm in which release the enhancement will be addressed.

Enhancement Requests are one of many types of input used to determine future product priorities. Market direction, prospect feedback and regulatory considerations etc. are all examples of inputs used for the prioritization of software development.

Enhancement requests are evaluated on a quarterly basis and may be considered for potential inclusion in a future release, based upon their business need and if it aligns with the solution strategy. Please note, due to frequent changes in market and regulatory conditions, enhancement requests can stay open (including under consideration) for several release cycles or indefinitely.

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e-4410		Add Prevent Users Logging In function	IMPACT ERM Incident Management Module	Medium	Open	4/14/2015	
eh-90001220	1005845	Closed Consequence Still Appears on Expert's Home Page	IMPACT ERM Incident Management Module	Medium	Under Consideration	3/9/2006	

Any enhancements submitted and added to the product become the sole property of Sphera Solutions.



Enhancement Status and Definitions

New - A new Enhancement Request has been entered by a customer and has not been reviewed.

Open - The Enhancement Request is being reviewed by our Product Management team. It may need further discussion before a decision is made on how to proceed. At this point it has not been determined if this enhancement will be included in a future release. Due to frequent changes in market and regulatory conditions, it is not uncommon for Enhancement Requests to remain open (including under consideration etc.) for several release cycles or indefinitely.

Denied - This Enhancement Request does not currently align with the solution strategy or may be specific to a customer work-flow.

Under Consideration - The Enhancement Request is a good idea and aligns with the long term solution strategy. This Enhancement Request will be evaluated by Product Management for potential inclusion in a future release.

Accepted - This Enhancement Request is targeted for a general release.

Closed - This enhancement has been delivered in a general release. The Enhancement Request has been completed or partially completed and the enhancement has been included in a general release.

