


Brady Support Policy
Version 1.5

BRADY.

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Schedule 1

Brady Disclaimer

The information contained in this document represents the current view of Brady as of the date of its publication.

Schedule 1 of this document is legally binding and is incorporated into the Master Licence and Services Agreement entered into by a Customer (also referred to as “you”) and Brady. We must be able to respond to changing market conditions and are constantly evaluating better ways of working with our Customers and Partners. Accordingly, this support policy is subject to change by Brady in its absolute discretion. Brady does not guarantee that the information contained in this support policy will be error-free or kept up to date after its publication.

Schedule 2 of this document is operational only and is not legally binding on you or Brady.

TO THE EXTENT PERMITTED BY APPLICABLE LAWS BRADY MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, BYPOSTING THIS SUPPORT POLICY NOR ABOUT THE INFORMATION CONTAINED IN THIS SUPPORT POLICY.

Changes, Additions or Deletions

Brady may change any of its product policies and information documents, add or remove any information contained in such documents, including the removal or discontinuation of such documents in their entirety, at any time. If we make any such changes, we will post the revised version on the Brady website, but we may or may not provide any other notice to you. We encourage you to periodically review all Brady policies and briefing documents relevant to you, so that you remain informed.

Definitions of Terms

Terms defined in your Master Licence and Services Agreement are also applicable in this Brady Support Policy. The following additional defined terms apply for this Support Policy:

- **BRD - Business Requirements Document** - a definition of the requirements (not how the requirements will be met)
- **Change Request** - A change request is a formal request for an adjustment to Brady’s standard Product.
- **Continuous Servicing and Support** – Each Brady Product or Service will be supported according to the service level support guidelines set out in this Support Policy and in the applicable Product Lifecycle Phase for that offering. Continuous servicing and support may include new Product releases, non-security and security updates, new features, enhancement requests, access to Product documentation and online content including Knowledge Base and Training materials, webcasts, phone support and online support. Support will be provided continuously as long as the Product is Current.

- **Current-2 or Current Minus Two** – Brady supports ‘current-2’. This means the Customer must be installed with option (a) or (b) below and must accept all service patch updates and must apply them within the specific timeframe set out in the relevant Product release schedule to be within this definition of “Current-2”. Accordingly, the Customer must be installed with:
 - (a) a production Major Release or Minor Release of the Product or Service released by Brady within the last two calendar years; or
 - (b) only where there has not been a Major Release within the last two calendar years, the most recent production Major Release of the Product or Service.
- **Defect** – Any error, flaw, failure or fault in a computer program or system that causes it to produce an incorrect or unexpected result, behave in an unintended way or that fails to conform with the Product specification as documented at the time of release publication and as determined by Brady. Failure to comply with new operating or security regulations and /or mandatory legal requirements that were not yet in effect at the time of the Product’s initial availability do not constitute a defect.
- **End of Sales** – The date when a specific version / release of a Brady Product or Service will no longer be available for sale. Products will no longer be implemented after it has reached its End of Sale date.
- **End of Support Life** – The date when Brady no longer provides fixes for Defects , updates or online technical assistance for a specific version of a Product or for a Product line. This is the time when Brady considers a specific version or Product line to be retired. After this date Brady will no longer issue any security updates to help you protect the specific version of your Product from harmful viruses, spyware, or other malicious software that can compromise your system as of the End of Support Life date.
- **Extended Support (phase 2 of the product lifecycle)** - Brady’s Extended Support plan provides technical support services for a phase 2 version/ release of a Product for an additional period for an additional fee. Extended Support includes access to the Technical Support team and Services, including online support tools, existing documentation, updates, fixes, security alerts, data fixes and critical patch updates, upgrade scripts and tools, major Product and technology releases, and access to Technical Support experts. Extended Support is only available to you if you maintain an active and current Master Licence and Services Agreement regarding to the Product or Service.
- **JIRA** – A proprietary issue tracking product, developed by Atlassian. It provides Defect tracking, incident tracking, and project management functions.
- **Major Release** – A major change to the Product or Services that introduces new features and functionality. A major release is typically designated as a change in the digit(s) to the left of the first decimal point ([X].y.z) in a release number.
- **Master Licence and Services Agreement** – the agreement you have entered into with Brady whereby Brady grants you a licence to use the Product or access the Services on the terms and conditions set out in that agreement.

- **Minor Release** – A minor change to the Product or Service that introduces a limited number of new features or functionality. A minor release is typically designated as a change in the digit(s) to the right of the first decimal point (X.[Y].z) in a release number.
- **Product** – the product or software specified in the Master Licence and Services Agreement to which this support policy relates.
- **Product Lifecycle Phase** - This determines the overall maintenance window and support level offerings associated with your Product or Service. The product lifecycle phase for releases of complementary, dependence, 3rd party applications, add-ons, extensions or integrations are usually aligned to the Product lifecycle phase of the Current Product release.
- **ROM** – A Rough Order of Magnitude estimate (ROM estimate) is an estimation of a project's level of effort and cost to complete. A ROM estimate takes place very early in a project's life cycle.
- **Standard Support (phase 1 of the product lifecycle)** - Provides Customers with maintenance and support of their licensed products from the dates that the Product is made generally available to the date that the Product enters into the Extended Support phase of its lifecycle. This program includes access to, when made available by Brady, all Product updates, Defect fixes, system security alerts, critical patch updates, upgrade scripts or tools, major Product and technology releases (including general maintenance releases, selected functionality releases, and documentation updates), non-technical customer service during normal business hours, and assistance with submitted service Support Requests.
- **Support Request** - These are incidents raised to address requests for maintenance related to licensed products. This means work related to Defects and are therefore covered under this Support Policy.

How does Support Through JIRA work?

1. **All trouble ticket / incidents must be entered in JIRA.** This is your first stop and the fast way to ensure a timely response. Not only does it provide you with self-tracking the status of any service requests / trouble tickets, see pending approvals, etc, it allows you to avoid a waiting queue. Once you submit your JIRA ticket a Brady Supporter will review the incident, triage the problem and route the support ticket to the appropriate Support team. Our Global Support Team Manager makes sure that at least one Supporter has his/her eyes on JIRA ticket triage NOTE: Brady prioritises tickets sent in via the self-service portal over items that are sent via email or by phone
2. After an incident is logged, Brady may engage with you in a hands-on support interaction via telephone, screen sharing and other remote diagnostic services targeted at incident resolution. In specially agreed cases we might even visit you onsite to help resolve a particularly challenging problem.
3. All communication on incidents is logged in JIRA and you will always receive an automated email notification of this communication throughout the support ticket's life cycle starting with an acknowledgment of the tickets generation and that it has been picked up and assigned by the Brady Support team accordingly.

Brady support priorities and Standard service levels

Priority levels and the targets set out by the standard service levels dictate how we respond to different incidents. The JIRA incident will be responded to in line with the service levels in the table below but relative to the priorities of tickets already raised or with higher priorities.

JIRA Priority	Priority Description
P0 - Critical	The Defect affects critical functionality or critical data. It does not have a workaround. Example: unsuccessful installation, complete failure of a feature.
P1 - High	The Defect affects major functionality or major data. It has a workaround but is not obvious and is difficult. Example: a feature is not functional from one module, but the task is doable if 10 complicated indirect steps are followed in another module/s.
P2 - Medium	The Defect affects minor functionality or non-critical data. It has an easy workaround. Example: a minor feature that is not functional in one module, but the same task is easily doable from another module.
P3 - Low (default)	The Defect does not affect functionality or data. It does not even need a workaround. It does not impact productivity or efficiency. It is merely an inconvenience. Example: petty layout discrepancies, spelling/grammatical errors.
T0 – Project Critical	A Defect found in user testing or UAT for a planned upgrade, which affects critical functionality or critical data. It does not have a workaround. Example: unsuccessful installation, or complete failure of a feature on a test environment or system.

The above JIRA priorities align to the definitions laid out in the service levels as follows:

Priority Critical – P0

A catastrophic Defect that materially impacts your business because all or key parts of the Product are unavailable and cannot be used in production, with no possible workaround solutions immediately available. Defects classified as a P0 Critical defect include hosted service outages, critical process failures within the application and/or the corruption of key data that renders the system unusable. P0 defects are urgent / emergency problems. If the Customer is not already using the latest version of the Product in their production environment, they may be required to update their Product up to and including the most recent patch release. In the event that updating the production version does not cure the catastrophic defect and a new Product or database then an additional Defect correction may be deployed as a workaround on the Customer's current production version.

Initial Response Target:	Within one (1) hour during contracted Support Hours unless the Master Licence and Services Agreement specified otherwise.
Resolution Target:	Continuous support during Support Hours and further work, at Brady's discretion, outside Support Hours, until the Defect is resolved
Escalation Target:	Two hours between each level
Regular Update Target:	At least hourly

Priority High (P1)

This applies to Defects that will materially impact your business because all or key parts of the Product are unavailable to one or more users, but where a workaround or alternative solution does exist. Resolution of these Defects will normally be considered for inclusion in the next Major Release. If the Customer is not already using the Current Product version in production, the Customer will be required to do so.

Initial Response Target:	Within two hours during contracted Support Hours
Resolution Target:	Normal Support Hours until the Defect is resolved, subject to not receiving higher priority Defects
Escalation Target:	Four Support Hours between each level
Regular Update Target:	At least daily depending on other priority Defects

Priority Medium (P2)

This applies to Defects that will not materially impact your company's business. Resolution of these Defects will normally be considered for inclusion in the next Major Release.

Initial Response Target:	Within three working days
Resolution Target:	Normal Support Hours until issue is resolved, subject to not receiving higher priority Defects
Escalation Target:	N/A
Regular Update Target:	Every two weeks

Priority Low (P3) (default)

This applies to minor, non-serious and cosmetic defects. P3 defects are not normally traditionally targeted for inclusion in a specific release. Instead they are considered for inclusion in a future release if/when the relevant part of the Product is next modified.

Initial Response Target:	Within ten working days
Resolution Target:	Normal support during Support Hours until the Defect is resolved, subject to not receiving higher priority Defects
Escalation Target:	N/A
Regular update Target:	Monthly

Support Options

Standard Support

Unless explicitly defined in an existing Master Licence and Services Agreement, or equivalent agreement between a Brady entity and a Customer, the Standard Support hours are:

Product	Support Days	Support Hours and Time Zone
Trinity, Aquarius, Opval	Monday – Friday, excluding public holidays	8am - 6pm UK Time Zones
ETRM, EDM	Monday – Friday, excluding public holidays	8am to 5pm CET
FINTRADE	Monday – Friday, excluding public holidays	8am to 6pm CET
EDIL	Monday – Friday, excluding public holidays	9am to 5pm UK Time Zones
EBIS and EDIS	Monday – Friday, excluding public holidays	9am to 5pm CET
BCR	Monday – Friday, excluding public holidays	9am - 6pm UK Time Zones

Extended Support

Brady can provide additional Priority Critical Support services outside of the standard support hours defined above/in your Master Licence and Services Agreement.

To discuss additional support needs, please contact your Account Manager.

24/7 Support

A complete care plan that comprises ad hoc support outside of Standard Support Hours. Customers who contact the 24/7 Support Team will be asked for their customer ID, which is provided upon initiation of optional 24/7 Support agreement terms.

To discuss additional support needs, please contact your Account Manager.

Downgrading Tickets

P0 Defects will be downgraded to a P1 Defect if there is no response from you 24 Hours after a request for information. P1 Defects will be downgraded to P2 Defects in 2 weeks. P2 Defects will be downgraded to P3 Defects in 2 weeks and P3 Defects will be reclassified to resolved in 1 week (the Defect can be reopened once if required).

Complaint Escalation

If you have a complaint about anything to do with Brady, we'd like to hear from you. Your complaint could be about: an incident you've raised in JIRA, our level of response, not having received a timely status update on your trouble ticket, one of our products or services, our staff, or how your incident is being handled.

All of Brady's Supporters and Account Managers are trained to deal with complaints and our goal is to resolve your concerns as quickly as possible. We will aim to tailor any proposed resolutions to provide a fair and reasonable outcome for all parties involved. Once accepted, we will aim to deliver our mutually agreed resolution to you within an agreed time frame.

How to complain to us

In the first instance, we recommend that you contact the Supporter working on your incident, either via the JIRA ticket, by emailing support@bradyplc.com or by telephoning the relevant product support number listed in the 'Contact Us' section of this document.

If you are unable to get a satisfactory resource or action, you have the option to telephone us and ask to speak to the Support team lead. If after communication with the team lead you wish to further escalate the incident, then please ask to talk to the Head of Support.

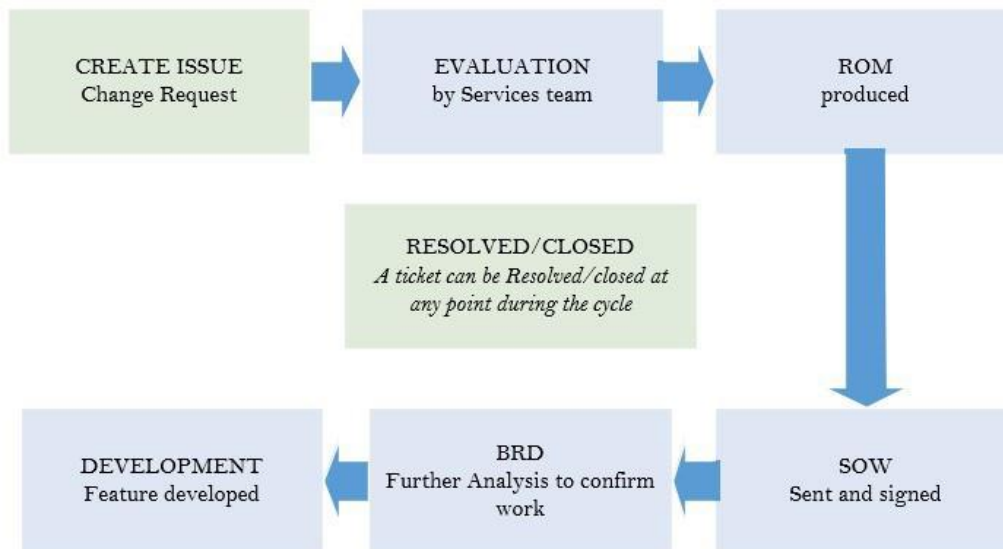
In the unlikely event that you are not satisfied with the outcome of your conversation with the Head of Support, we recommend that you contact your assigned Account Manager.

Escalation step	Contact role	Means of communication
1 st Contact	Supporter/ Help Desk	Emailing support@bradyplc.com , or phoning the relevant product support number (see 'Contact us'), or via the JIRA ticket
Escalation to 2 nd contact	Support Team Lead	Telephoning the relevant product support number (see 'Contact us')
Escalation to 3 rd Contact	Head of Support	Telephoning the relevant product support number (see 'Contact us')
Escalation to 4 th Contact	Account Manager	Email or direct phone call. In urgent cases, please call.

Change Requests

A change request is a formal request for an adjustment to Brady's standard software Product. This could include, but

is not limited to, requests to add new functionality, change existing functionality or modify a standard business process / user interface within the Product to more closely align with your business requirements. Your change request should be submitted in a new JIRA ticket and include a formal declarative statement that details the problem you would like solved, your business needs for requesting the change and your requirements. Once your JIRA ticket has been submitted, the following process should occur:



Version Support Policy

Current -2 (Current Minus Two) Support

Brady will support Current-2, as defined above.

Versions older than Current -2 will automatically transition into End of Support and Support for the Current-2 release will be placed into a Support framework in accordance with the terms and conditions of the Brady Extended Support Policy.

Brady reserves the right to terminate Support after the above minimum period of Support has been provided. Brady may extend Support for longer than one (1) year to allow customers to stabilise on a release or upgrade to a new version.

Extended Maintenance & Support Policy

When the version of a Program licensed by a customer has reached the end of the Standard Support period, customers may be provided with the option to purchase an Extended Maintenance & Support plan so that customers have the extra time needed to plan migration to Brady's latest technology. Information about Programs

that have been or soon will reach End of Life, and that included the option for Extended Maintenance Support, will be published on Brady's support portal website. The Extended Support period may vary based on Product Release Number, availability, demand and other business factors at Brady's discretion.

Brady Extended Support includes access to the Technical Support team and services, including online support tools, documentation, knowledge bases and technical support experts.

Extended Support does not include

- New Security alerts, data fixes, non-critical patch updates and upgrade scripts or tools for non-Current Product or Services or non-critical tax, legal or regulatory updates to non-Current Products or Services, certification with new third-party products, integrations or versions.

To discuss extended version support, please contact your Account Manager.

End of Sales Date Range Notification Policy

Brady will endeavor to communicate End-of Sales notifications at least 60 days prior to the End-of-Sales Date. Brady may provide up to 1-year End-of-Sale notification for more complex product transitions. The following guidelines are used for End-of-Sales notification announcements, but the actual timing is at Brady's discretion. Brady reserves the right to make actual notifications shorter or longer than the prescribed guidelines.

Product Deprecation Policy

Brady will provide a minimum of 12 months' notification before ending Standard Support for Products governed by the Brady Lifecycle Policy if Brady deems there will not be a successor product or service for the deprecated Product.

This policy excludes free products, beta release, trial versions and /or releases which may be deprecated without notice.

End of Support Life Notice Policy

Brady will provide a minimum of 12 months' formal written notification prior to ending support for a Product, if no successor product or service is to be offered. This policy excludes Brady products that are classified as free services, preview, beta or early adopter releases.

Products covered under and existing Brady Lifecycle Policy will continue to be supported according to published end of support dates.

The Brady Lifecycle Policy End of Support Life Notification requirements are defined below:

You must be within the definition of Current-2 as per the servicing and licensing requirements published for the Product or Service.

You must have the rights to use the Product or Service.

Brady must currently offer support for the Product or Service.

Schedule 2

Support Through JIRA

One of the first steps Brady takes when a support ticket comes in is to make sure it's sent to the right person or team who can address the problem. Making sure this process works smoothly, also known as ticket triage, allows Brady to keep response and resolution times down, prevents internal teams from wasting time sending tickets back and forth, and helps us to identify trends in incoming support tickets. To that end, as part of your Standard Support plan Brady provides customers with access to a web-based self-service trouble ticket / incident management system called JIRA.

JIRA is an efficient and effective way for Brady to deliver excellence in customer care and support response because the tool assist us to provide our customers with a consistent and timely end-user Support experience across all products and Brady Service Teams.

Using the JIRA self-service web portal, customers can log problem support tickets, check the status of their tickets, provide information about the problem to Brady Support technicians whenever required, and have centralised control over their trouble ticket / incident reporting and monitoring needs. JIRAs built-in notification rules automatically move support tickets between different Brady service desks routing open incidents to the correct Brady team tasked with supporting the Product. This allows Brady to swiftly triage and assign open tickets, track service requests in real time, communicate with customers and other Brady staff from within the tool, create templates for common requests, view the history of a request and more rapidly respond to open tickets. JIRA ensures best practices services standards can be extended across all Brady Support team members, and eliminates single points of failure incidents that can happen when a 'favourite' Support contact is tied up or away from work at the time of incident reporting.

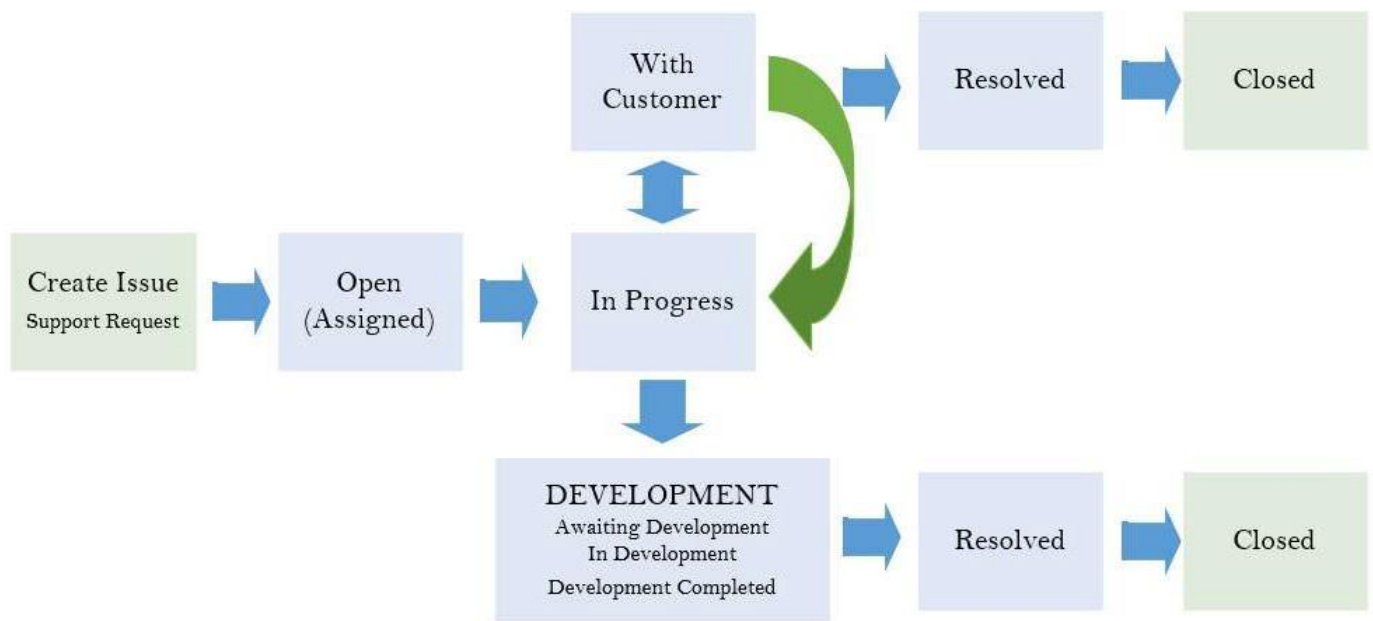
JIRA is also used to track all requests for services, or requests to make changes to the Product which means that it is possible to track all activity in one place. Incident tracking with JIRA provides a web-based seamless audit trail and gives our global support teams the framework needed to ensure responses aligned to service levels set out in this agreement.

JIRA Incident Types & Workflows

This chapter describes the different types of JIRA incidents and their workflow from creation to resolution

Support Requests

These are incidents raised to address requests for maintenance related to licensed products. This means work related to Defects and these are therefore covered under this Support Policy. When a Defect is identified Brady will release the fix as part of the planned Roadmap release for the product unless it is critical ([See Critical Bug workflow below](#)).



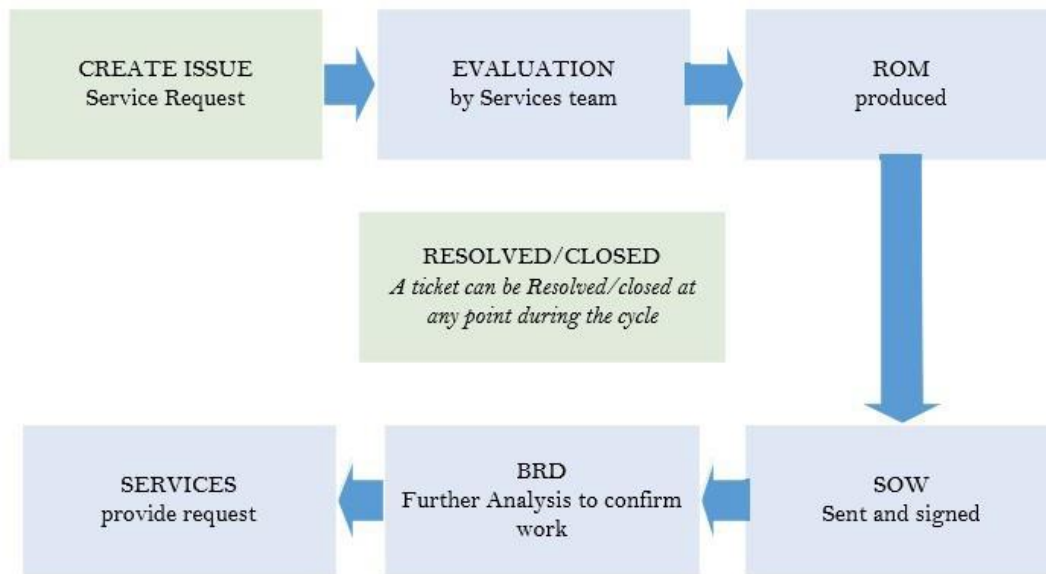
Standard support ticket progression workflow (non-Critical Issue)

Non-Maintenance Support

When a support request is found to be non-maintenance related professional services, including on-demand consulting, training, database administration, User correction and product configuration services, Brady reserves the right to identify the request as a chargeable service request, subject to your Master Licence and Services Agreement.

Service Requests

Incidents raised to address requests for billable services such as product configuration, onsite assistance and application management or training.

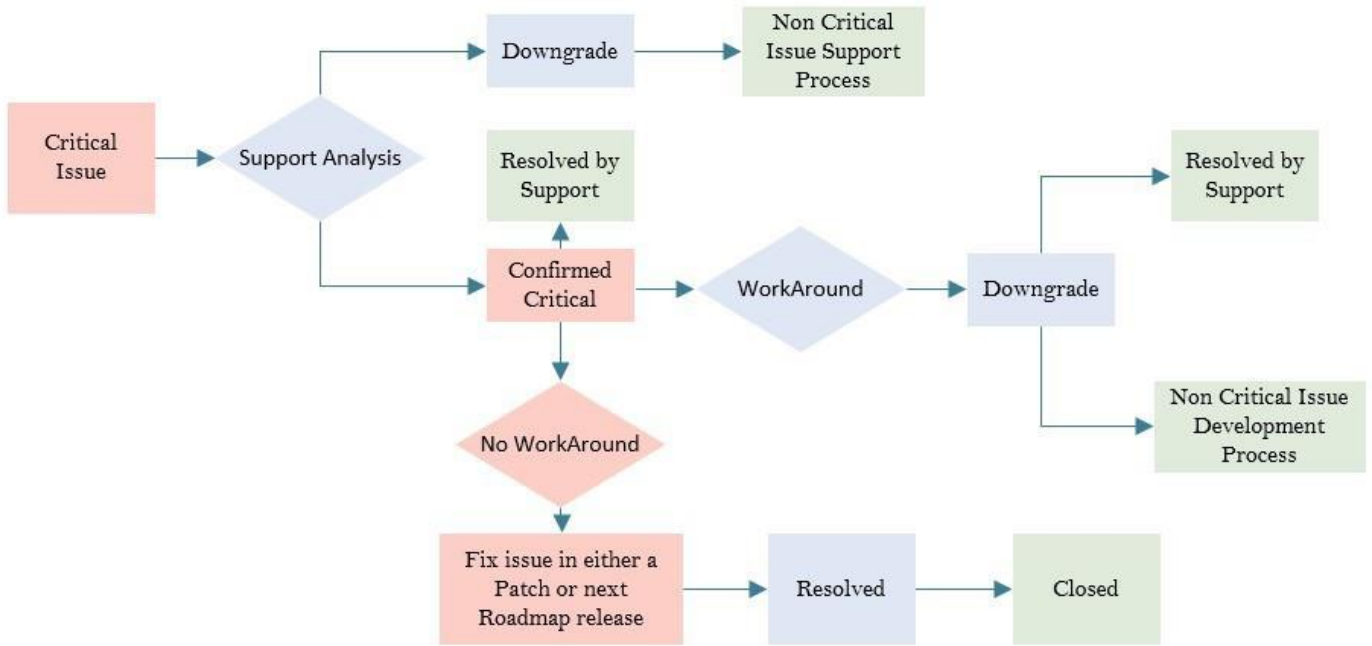


Service Request ticket progression workflow

Critical Defects

Whenever a P0 Defect is identified by you, Brady will treat this as a showstopper. You must create a JIRA ticket detailing the nature of the critical system problem (see 'JIRA User Guide' below). Additionally, you may contact Brady directly on the relevant support number in the 'Contacting Brady' section of this document. Brady will investigate and to our best endeavours provide a solution/workaround to get your system back up and running as soon as possible. Throughout the investigation we will update you on the progress. If we find that there is a suitable workaround or that the Defect was prioritised incorrectly Brady have the right to downgrade the Defect to a priority that meets Brady's standard service level requirements. You will be informed why we have downgraded this ticket.

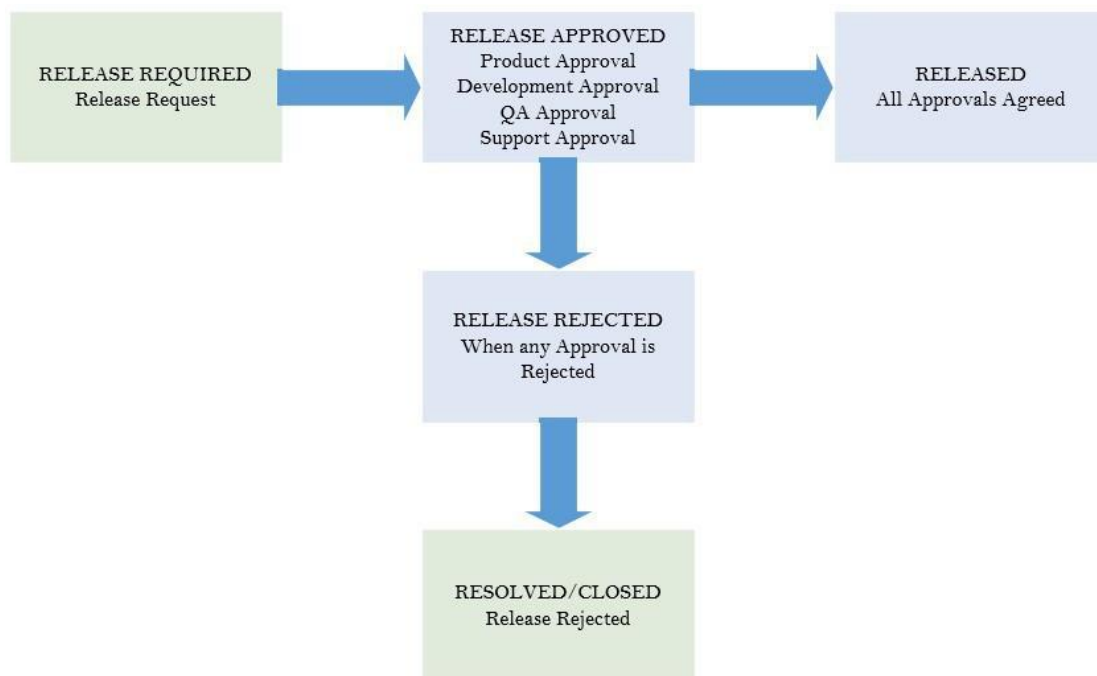
If the Defect can only be resolved via a code change or script, we will raise a JIRA ticket with the development department who will review the Defect and provide feedback and Brady will continue to update you on progress. The code change or script will either be part of a patch or planned roadmap release, depending on whether a suitable workaround for the Defect exists.



Escalation support ticket progression workflow (Critical Defect)

Release Requests

When we need to send you a new release, we go through a Release Request process. A Release Request always goes through an approval process across the relevant Brady functions before it is signed off. Requests for critical patches differ from non-critical requests in that the former has to go through additional management approval first before it will be considered at the Development level and it will only ever pass Development approval if the PO Defect has no usable and practical workaround available. It's important to understand that a release is anything that goes through the Brady Software Development Life Cycle and in particular covers software (Product applications) and database (scripts) related release activity.



Once a release has been delivered, all open tickets completed and relevant to that release are set to status RESOLVED. After we receive feedback on the completion of your Customer side testing and UAT, these tickets can be progressed to the CLOSED status. All release tickets are easily tracked on the System Dashboard.

Key JIRA Fields

FIELD NAME	WHO COMPLETES THIS	DESCRIPTION
Type	Customer	Type of ticket being created. Support, Change or Service Request
Summary*	Customer	Title of the ticket indicating the primary incident to be addressed
Description*	Customer	A detailed description of the primary incident to be addressed
Steps to Reproduce*	Customer	Any specific sequence steps that reproduce the primary incident
Expected Behaviour	Customer	The behaviour or results expected to be seen from the Product/workflow from the Customer perspective
Environment	Customer/Brady	Any environment specific technical or other details that aid in reproducing the primary incident
Priority*	Customer	The priority of the Defect being created. Critical, High, Medium or Low
Affects Version*	Customer	The Product version that the Defect occurs in
Component	Customer/Brady	Where relevant, the specific Product component or module of the Product
Attachment	Customer	Any relevant files or screenshots that help describe or prove the Defect
System*	Customer	The system in which the Defect occurred. Production is the only system for which the service level applies
Assignee	Brady	The Supporter assigned to address the ticket. Assignment of tickets is completed by Brady
Reporter	Automated	The name of the Customer user that created the ticket. This field is automatically populated
Security Level	Automated	The Customer name that ensures no other Customers sees the ticket. This field is automatically populated
Customer Billable	Brady	Indicates if a Support ticket is covered by Maintenance or Billable
Billable Reason	Brady	Describes the reason for the option set on the Customer Billable field
Fix Version	Brady	Indicates the target Product/database version that a ticket will be fixed in (assuming it requires fixing)
Support Type	Brady	Indicates the type and level of support administered in the resolution of the ticket
Labels	Customer/Brady	Labels used by either Customer or Brady to help tag and filter specific incidents
FP0 - Database	Brady	For Brady time tracking and billing within the Brady finance systems that link into JIRA
FP1 – Client	Brady	For Brady time tracking and billing within the Brady finance systems that link into JIRA
FP2 – Project	Brady	For Change Requests or non-maintenance support requests, this will be set to the SOW number when the SOW is signed

* Must be completed upon ticket creation. Without these fields populated, the ticket progression and investigation will be significantly slower.

JIRA Incident Tracking – The System Dashboard

Customers can track their open (and previously resolved) tickets using the JIRA System Dashboard:

<https://support.bradypc.com/Dashboard.jspa?selectPageId=10000>

This dashboard provides the following key ticket information:

- Ticket analysis of all Support Request tickets in the previous 12 months broken down by status
- Ticket analysis of all current open Support Requests broken down by status
- Graphical analysis showing the trend of all incidents created versus resolved in the last year
- An Activity stream showing all open ticket activity and comments
- A two-dimensional filter showing all open tickets by Defect type and priority
- A filter showing all open Support Request tickets
- A filter showing all open Support Request tickets backlogged for fixing Defects with your client ranking
- A filter showing all Defect tickets completed with final Fix Version but not yet delivered
- A filter showing all Defect tickets that have been delivered
- A filter showing all open Service Request tickets
- A filter showing all open Change Request tickets

Tip – hover over a JIRA status to see a description of expected action and workflow related to that status.

JIRA User Guide

Logging into JIRA

- Go to <https://support.bradypc.com/secure/Dashboard.jspa?selectPageId=10000>
- The Login panel will be displayed if you do not already have an active JIRA session login.



- Enter your Username and Password and click the Log In button.
- Selecting the Remember my login on this computer check box will prevent you from being automatically logged out of JIRA on a given browser and computer. However, your session will not be preserved, e.g. last search
- The system dashboard will be displayed upon opening. This dashboard will show you all open requests with Brady.
- If the System Dashboard will not display, please contact Brady Support

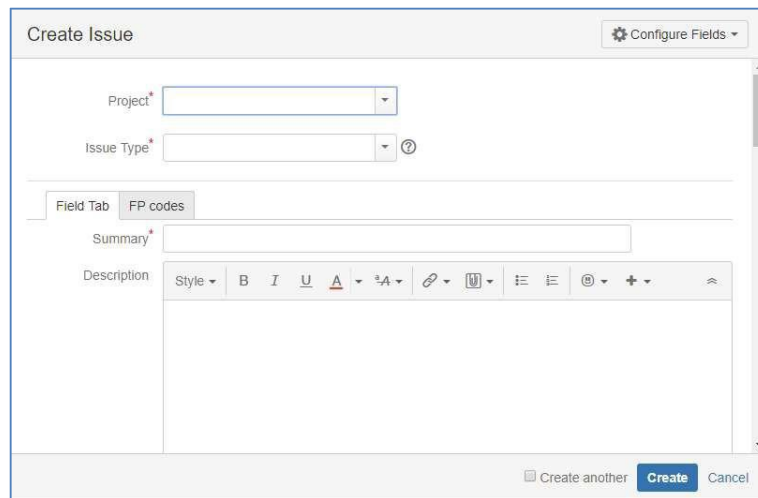
Forgotten Username or Password

- Click Can't access your account?
- Fill in the fields on the Can't access your account? page, as follows:
 - If you cannot remember your password, select the Password option and Enter your username in the field provided.
 - If you cannot remember your username, select the Username option and Enter your email address specified in your JIRA user profile.
- Click Send. A new password will be emailed to the email address specified in your user profile.

Creating an Incident/New Ticket

- Click Create at the top of the screen to open the Create Issue dialog box.
- Select the relevant Project and Issue Type on the Create Issue dialog box.
- Type a Summary for the issue and then add:
 - the Description
 - Steps to reproduce
 - Set the Priority according to Brady's service levels set out in this policy.

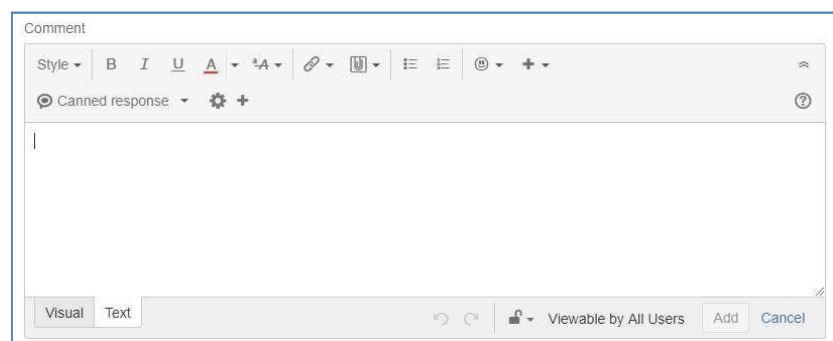
- Add Affects version.
 - State which type of System this is affecting from dropdown
 - Add any Attachments at this point if you wish. See (Adding attachments link for further details)
 - Note: For description of the key JIRA fields see Key JIRA Fields table
- When you are satisfied with the content of your issue, click the Create button.



Screenshot: Example 'Create Issue' dialog box

Adding a Comment to a Ticket

- Open the issue on which to add your comment.
- Click the Comment button.
- In the Comment text box, type your comment, using as many lines as you require
- Click the Add button to save the comment.
- If you have provided the information Brady has requested, you click on the 'All info provided' button at the top of the ticket
 - This is important and the focus will be back with Brady to pick up and status gets set back to 'In Progress' otherwise the status will remain 'With Customer'



Screenshot: Example 'Comment' dialog box

Attaching a File to a Ticket

- Open the JIRA incident to which you wish to attach a file.
- Select More > Attach Files.
- The Attach Files dialog box is displayed.
- Click Browse to search for your files.
- Optional: Enter a comment about the file(s) you are attaching.
- Click the Attach button. All selected files will be attached to the incident.
- As an easy alternative to the above approach, simply drag and drop your files onto the ticket

Attaching a Screenshot to a Ticket

- Capture a screenshot using your system keyboard shortcut.
- Paste the image from your clipboard onto the incident using your system keyboard shortcut or right-click menu. The Attach screenshot dialog will display.
- Enter a filename.
- Select Upload.

Useful Information

- You can mention other users in the Description or Comment field so that an email message will be sent to the user's email address (registered with their JIRA account) upon clicking the Update button.
- In certain text fields for an incident, you can link to other incidents, insert macros, insert images and more.
- You will automatically become a watcher of the incidents that you create. You can add additional JIRA users as watchers if you wish.
 - Click on the 'More' button and select 'Watchers'
 - Start typing their full name in the box on the right-hand side. Then select the name from the dropdown.
 - To remove a watcher, select the user on the left-hand side and click 'Remove'
 - Click on 'Back to issue'
- If you would like to watch a ticket that was raised by your colleague you click on 'Start watching this issue' which is near the top right-hand side of the ticket screen.
- You can track all your old and new incidents using the System Dashboard

Brady Support Levels

First Line Support (L1)

- First point of contact via JIRA ticket logging and tracking
- Single point of contact for client requests, providing a central point of communication and coordination between Brady functions and processes
- Accurately documenting JIRA incident details and reproduction steps
- Keeping client support wiki pages up to date
- Coordinating and completing the product release and delivery process

Second Line Support (L2)

- Requires more advanced functional and technical knowledge of products for detailed incident diagnosis and resolution
- Essentially the kind of support that covers what someone would be expected to know if they have read and understood all of the Product documentation and training course materials, and are familiar with using the Product for those tasks
- Determine whether to spend time investigating or speak to subject matter experts (SME) /3rd line sooner in order to save time and get proper direction
- Management of internal systems that facilitate the support process (databases, servers, sFTP, remote connectivity security, Cloud)
- Requires the ability to be knowledgeable enough to assist a client onsite
- Requires some work with advanced 3rd line teams depending on incident complexity
- Regular interaction with Engineering, QA, DevOps, DBA and IT teams for ticket investigations

Third Line Support (L3)

- Advanced subject matter experts and technical expertise due to intimate Product knowledge beyond that of a normal user following Product documentation.
- Provided by Brady functional experts across Development, Product Management and Technical groups
- Usually results in a Product fix solution and delivery

Product Lifecycle Support

Brady Product Lifecycle Policy (PLP)

Brady products covered by this PLP include Software and Web Services licenses by Brady or Brady Authorised Partners.

Brady Products and Services move through the Product Lifecycle Phases, based on the speed of innovation, market demand, component availability and/or customer requirements. The Brady PLP is intended to set expectations for Product serviceability and support.

Brady focuses on the latter stages of the Brady Product Lifecycle Management beginning with the End-of-Sale and concludes with End of Life. Brady reserves the right to amend or change this PLP, at its sole discretion, at any time. Brady's PLP shall not be interpreted to create any contractual obligation by Brady not to provide support for any specific customer or Channel Partner. This Brady PLP combines and supersedes all earlier versions.



Notable Exceptions

The Brady PLP provides a set of standard lifecycle practices and timelines so that customers can proactively plan for Product Lifecycle Management support changes. Some circumstances may create an inability for Brady to adhere to the outlined practices and timelines.

Exceptions

- Brady is not responsible for any support or maintenance commitments made by a Brady Channel Partner or other service provider.
- Manufacturer Support, Extended Manufacturer Software Support and Extended Services Support are not to be confused with a warranty.
- The Brady PLP is global and product agnostic; however, there may be local market conditions that result in specific product variances. Specifically, products covered by Extended Services Support and the duration of Extended Services Support may be market dependent.

- Brady’s PLP does not apply to Third Party Products. Original manufactures policies will apply to Third Party Product when resold by Brady
- As part of Manufacturer Support, Brady reserves the right to choose which product defects will be remedied.

Contacting Brady

The first step is to log a JIRA ticket with full details of the incident. Brady Support will then get an automated email notification of the new ticket and progress the incident accordingly. Should you then wish to make contact on ticket progress, this can be achieved with a comment on the ticket which will then also generate an email notification to Brady Support. If after this approach there is still a need to speak to someone, Brady Support is contactable as follows:

Email: Support@bradyplc.com

JIRA: <https://support.bradyplc.com/Dashboard.jspx?selectPageId=10000>

Telephone:

Product	Telephone
ETRM	+47 990 99 985
EDM	+47 993 46 000
EDIS, EBIS and Edinburgh Energy*	+44 131 526 3961
EDIL	+44 131 460 8440
AEMO and SEMO	+44 131 659 9935
Fintrade	+41 22 869 10 89
Trinity, Aquarius, Opval	+44 1223 472 500
BCR	+44 20 3301 1179 +44 7715 654 534

*Edinburgh Energy contains the following software: EMS, CMS, TAMS, TSAMS, Iceberg, Sector, RiskVision, Settlements and EDT.

Customer FAQ

1. How long will I wait for my Defect to be fixed?

Once we have confirmed an incident to be a Defect, a Development ticket is created for the Defect to be fixed as part of the software development life cycle. This development ticket is placed on an Agile Defect backlog for allocation to relevant Release and Sprint for completion aligned to the ticket priority and the Product version

release schedule for the product line in question.

2. Why does everything have to go through JIRA?

JIRA is Brady's Incident Tracking System. As such, all work requested by customers and completed by Brady must be tracked via a JIRA ticket. This ensures that where an individual is not available, others in the team can monitor and pick up any incidents requiring action. The ticket also allows Brady to track all time spent and links to the Brady time keeping and Finance systems allowing us to then easily associate tickets to non-billable or billable tasks. JIRA also makes it easy to track responses times in accordance with the relevant service levels. Customers who do not raise JIRA tickets will find their incidents being addressed after those clients that have raised tickets.

3. Why can we no longer see Development tickets?

As part of a global organisation transformation to a more efficient functional business model, we needed to split client facing tickets from development tickets. This ensures a cleaner means of incident tracking with less tickets to follow and ensures all customer communication comes from or route through the Brady Support team. The tracking incident via the System Dashboard helps facilitate this change.

4. Why can't I have a Patch in my version?

As part of a global organisation transformation to a more efficient functional business model we needed to be more responsive to a historically large backlog of incidents being a combination of Change Request and Defect tickets. It was therefore necessary to move to a model where patching of a product is only possible for those incidents meeting the definition of P0-Defect. This ensured we were main responsive to our customers' business critical Defects (which we can patch) and also balance that out with non-critical Defects that are addressed in the next or future product release cycles. Since development in a patch adds additional overhead of developing in the patch version and latest version, spending more time on patches reduces the development effort on the product overall.

5. Why do you need to go through Patch Request for a script?

Any delivery of a Product (application or database) fixing goes through the same rigorous Brady sign off, development, QA and release process.

6. Why do I get so many JIRA email notifications?

By default, JIRA provides a number of useful email notifications that keep the ticket reporter, assignee and watchers up to date on ticket changes and progress. There are some options for reduction of notifications which can be explored by speaking to Brady Support. Ensuring you are not watching a ticket unnecessarily or using email rules to direct Jira notification traffic are quick and easy ways of reducing JIRA email notifications in your Inbox.

7. Can you summarise the delta between product version X and product version Y?

As part of the many efficiency changes at Brady, every Product release delivered to you comes with release notes that explain the changes or Defects being addressed. These release notes are helpful to then track the differences or changes between your current version and any subsequent versions released by Brady.

Document Version Control

Version Number	Version Date	Version Modifications
1.0	29 th March 2018	Full document creation
1.1	3 rd April 2018	Updated EDM support number
1.2	5 th April 2018	Added Opval and Aquarius telephone numbers. Updated JIRA screenshot
1.3	1 st August 2018	Alignment with new standard Brady customer contract template
1.4	9 th August 2018	Updated contact numbers
1.5	12 th October 2018	Updated Standard support hrs for BCR