

 California DEPARTMENT OF TECHNOLOGY		4005	
SOFTWARE VERSION SUPPORT PROCEDURE			
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INTRODUCTION

This Procedure describes the two support models for software product version support on managed platforms at the Office of Technology Services (OTech) and explains how customers request extended software version support.

SOFTWARE VERSION SUPPORT MODELS

1. **Standard** - This model includes the current software product version and only those prior versions that have been approved by OTech and include vendor support. OTech will maintain a documented schedule of current supported versions for each significant software product included in the [Service Catalog](#). This schedule will be based on projected vendor product release dates and the timeframe necessary for OTech's internal testing and deployment. Customers will be provided with as much advanced notice as possible to begin planning for necessary product upgrades.
2. **Extended** - This model includes software product versions unsupported by OTech. Continued use of prior software versions beyond the end-of-support date requires the submission of an exemption request. Please refer to the section below for detailed request procedures. Approval for Extended Software Version Support Requests will not exceed one year.

EXTENDED SOFTWARE VERSION SUPPORT REQUEST PROCEDURE

This procedure will be used to document the agreement between a customer and OTech to extend software usage for a specified time and cost. The costs, including an administration fee, will be passed through to the customer. The customer accepts that an extension may reduce OTech's ability to ensure service levels are sustained if vendor support is not available. Approvals are valid up to one year.

Customer

1. Customers must complete the Extended Software Version Support Request Form, OTECH 382, located in the Service Catalog.
2. Upload the completed form into a [Service Request](#). Contact your designated Customer Delivery Division Account Manager or Representative for assistance if needed.

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3. Upon receipt of the Service Request, OTech will evaluate the request based on impact to staff resources, cost, software and hardware maintenance, security, etc.

4. Should the request introduce security risks to either OTech or the customer system(s), a Security Policy/Standard Exception Request Form, TECH 358, may be required. Refer to 3302 – Security Update Management Standard for details. Additionally, security risks will result in network isolation of the environment to prevent potential compromise to other OTech network resources or customers. Costs of isolation will be passed through to the customer.
5. Support costs will be determined and service levels will be established based on the information provided in the Extended Software Version Support Request Form, OTECH 382. Costs will be allocated proportionally to customers that are utilizing unsupported software versions.
6. Before OTech approves the exception request, the customer and OTech will need to agree on cost and service level expectations for extended software version support. Once an exception is approved, customers must develop a software version migration plan demonstrating how they will meet the Standard Software Version Support Model before the exception expires.

AUTHORITY/REFERENCE

[4000 - Software Version Support Policy](#)
[Extended Software Version Support Request Form, OTECH 382](#)
[Security Policy/Standard Exception Request Form, TECH 358](#)
[Service Request](#)
[Service Catalog](#)

Please contact your OTech Customer Account Representative for the below document:
3302 - Security Update Management Standard