VOLVO

Volvo Information Technology

Title				Reg. No.	Version
Support Classification of Products, Technologies and Services				**0407153504PER**	3
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Business Guiding Principles valid for:	Function area I&O; ST	Country Sweden	Location All Locations	Unit/dept All Units	

▶ Further information about this document
▶ Changes since previous version

Support Classification of Products, Technologies and Services

General

In this document the rules to define a Support class for a product etc is described. The Support class shall reflect
the Volvo IT 'support' status of the product at the various times within its life-cycle, i.e. from an initiated product
evaluation until a terminated product. Thus there is a clear relation with the Lifecycle Classification of products,
using the colour notification, but there is not always an evident combination between the two classes.

Support in this respect covers not only Problem Mgmt (the Support process), but also to some extension the
Operation, Maintenance, Further Development and Administration of a product, e.g. *Support* as a more general
expression.

Support classes

The following one-character Support classes are available for Volvo IT provided (procured, manufactured and/or
implemented) products/services. At the announcing of a product/service one of the below-specified Support classes
shall be defined. For products obtained and installed by the customer, but connected to or used within a Volvo IT
provided system, the support classes (D-F) may also be used.

Class	Volvo IT's commitment
P	Evaluation (research work) of the product/service is ongoing. This means no real commitment but is a signal to the customer to follow the development.
A	Volvo IT has the full responsibility to fulfil the specification of the product/service and the operation, maintenance, further development and support (Problem management) of it. Specialist competence is available.
B	Volvo IT has the responsibility to fulfil the specification of the product/service. However, in comparison with class A, further development and specialist competence isn't guaranteed.
C	Volvo IT is responsible for the operation and availability of the product/service. Full functionality and specialist competence isn't guaranteed. This class is normally used when phasing out a product decided to be terminated (class U follows).
D	No support available. The product is provided (packed for usage) on as-is basis. The usage of the product is approved.
E	No support available. The product is not evaluated/judged. The usage of the product is not approved/recommended.
F	Do not use this product! It's forbidden to use the product in connection with any Volvo IT system.
U	The product/service is announced to be no longer available.

Re-classification

At re-classification of a product or service the following time limits apply (meaning that the change also must be announced the specified time ahead):

From class	To	Shortest time in months
A	B	6
B	C	3
C	D or U	3

However, when there is a replacement product and Volvo IT takes the full responsibility to migrate to it, the times above might be shortened, if agreed by all parties involved.

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Title **Classification of program products, net components and services**		Reg. No. 0407153504PER	Version 2
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▶ Further information about this document
▶ Changes since previous version

Classification of program products, net components and services

In this document the rules to define a Support class for a product is described. The Support class shall reflect the status of the product at the times within its life-cycle, i.e. from an initiated evaluation until a dis-continued product.

Options:
1. Volvo IT products and services
2. Customer installed products

1. Volvo IT products and services

The following one-character Support classes are available for Volvo IT procured/manufactured and implemented products and provided services.
At the announcing of a product/service one of the below-specified Support classes shall be defined.

Support

Class	Volvo IT's commitment
P	Evaluation of the product/service is ongoing. Means no real commitment but is a signal to the customer to follow the development.
A	Volvo IT has the full responsibility to fulfil the specification of the product/service and the development of it. Specialist competence is available.
B	Volvo IT has the responsibility to fulfil the specification of the product/service. However, further development and specialist competence isn't guaranteed.
C	Volvo IT is responsible for the availability of the product. Full functionality and specialist competence isn't guaranteed. The product is provided on as-is basis.
U	The product/service is announced to be no longer available.

Re-Classification

At Re-Classification of a product or service the following time limits apply (meaning that the change also must be announced the specified time ahead):

From class	To	Shortest time in months
A	B	12
B	C	6
C	U	3

However, when there is a replacement product and Volvo IT takes the full responsibility to migrate to it, the times above might be shortened, if agreed by all parties involved.

2. Customer installed products (also goes for Volvo IT internally)

For products obtained and installed by the customer, but connected to or used within a Volvo IT provided system, a two-character Support class identification is used, compound of a letter followed by a figure.

Products are continously checked and assigned a letter showing the functional quality and a digit showing the level of competence Volvo IT can provide.

Support class	Volvo IT's Classification
D	The usage of the product is highly recommended
E	The product is approved for usage
F	It's forbidden to use the product in connection with any Volvo IT system

Competence class	Volvo IT's commitment
1	Volvo IT guarantees that specialist competence can be provided
2	Certain knowledge exists within Volvo IT, but specialist competence can not be guaranteed
3	Volvo IT does not provide any specialist competence

Re-Classification

At Re-Classification of a product or service the following time limits apply:

From class	To	Shortest time in months
D	E	0
E	F	6
1	2	3
2	3	3

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Title **Responsibility roles for program products**		Reg. No. 0728173320PER	Version 2
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Definition of Responsibility Roles for program products

This description is based on an old definition of product responsibility that was used at Volvo Data and has been further developed to cover the entire process
for a product at Volvo IT.

Product responsibility
Refers to the main responsibility for the product and its development, quality and financial status, and can be divided up into responsibility roles.
These are called product development, product quality, and product financial status responsibility.

Product responsibility ranks higher than other responsibilities for products as described below, and also includes these when there has been no distribution into
areas of responsibility.

Responsibility for Installation, Technology, Method, Propagation, Implementation and Operation, as well as Method support:

Installation
Receive the product in form of versions/releases and PTFs from suppliers and in charge of installation in Volvo IT's test environment.

Technology
In charge of product adaptation, testing in Volvo IT's test environment and integration test with similar products.
Must be very knowledgeable technically, and in charge of technology-driven development. Acts as 2nd-level support for reported problems, and runs problem management with suppliers.

Method
Very knowledgeable about the activity where the product is used and how this type of product is used.
Responsible for methods used for the product, and disseminating these through training, info

and documentation.
Collect requirements for further developments from the users through, e.g., user groups/reference groups.

Propagation
Responsible for the product after completed integration test is distributed to Volvo IT's local operating organizations.

Implementation
Responsible for implementing the product in the operation it is to serve.

Operation
Responsible for the product functioning in ongoing operations in the local operating organization..

Method support
Must understand the product's functionality and how it is used.
Gives method support with implementation and ongoing use.

Comments:
Naturally, **Technology** and **Method** are centrally located at 2500 Common Service Delivery, regarding products used by many.
Normally, also **Installation** and **Propagation** are carried out by 2500 CSD.

It could be advantageous to carry out **Implementation** and **Method support** locally (geographically) if there is sufficient critical mass.
If the critical mass is small at each Local, a centrally located person could fill this position for several Locals.

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