

**A RESOLUTION BY COUNCILMEMBER MICHAEL J. BOND AUTHORIZING THE MAYOR TO ENTER INTO AN AGREEMENT WITH HANSEN INFORMATION TECHNOLOGIES, A SUBSIDIARY OF INFOR GLOBAL SOLUTIONS, PURSUANT TO SECTION 2-1191.1 OF THE CITY OF ATLANTA CODE OF ORDINANCES, FOR SOFTWARE MAINTENANCE AND SUPPORT SERVICES FOR THE HANSEN VERSION 8 SYSTEM, ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT, IN AN AMOUNT NOT TO EXCEED ONE HUNDRED NINETY THOUSAND, FIVE HUNDRED TWENTY-SIX DOLLARS AND THIRTY -NINE CENTS (\$190,526.39); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM FUND DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE 170113 (DWM-INFORMATION SYSTEMS) 5212001 (CONSULTING/PROFESSIONAL SERVICES) 1535000 (DATA PROCESSING); AND FOR OTHER PURPOSES.**

**Workflow List:**

Atlanta City Council	Completed	07/09/2014 12:34 PM
Finance/Executive Committee	Pending	
Mayor's Office	Pending	

**HISTORY:**

07/07/14	Atlanta City Council	REFERRED WITHOUT OBJECTION
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<b>RESULT: REFERRED WITHOUT OBJECTION</b>
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<b>RESULT: REFERRED WITHOUT OBJECTION</b>
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Certified by Presiding Officer	Certified by Clerk
Mayor's Action <i>See Authentication Page Attachment</i>	

LEGISLATION HISTORY – BLUE BACK

CITY COUNCIL  
ATLANTA, GEORGIA

14-R-3832

SPONSOR SIGNATURES

A handwritten signature in black ink, appearing to read "Michael Julian Bond", written over a horizontal line.

Michael Julian Bond, Councilmember, Post 1 At-Large

**A RESOLUTION BY COUNCILMEMBER MICHAEL J. BOND AUTHORIZING THE MAYOR TO ENTER INTO AN AGREEMENT WITH HANSEN INFORMATION TECHNOLOGIES, A SUBSIDIARY OF INFOR GLOBAL SOLUTIONS, PURSUANT TO SECTION 2-1191.1 OF THE CITY OF ATLANTA CODE OF ORDINANCES, FOR SOFTWARE MAINTENANCE AND SUPPORT SERVICES FOR THE HANSEN VERSION 8 SYSTEM, ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT, IN AN AMOUNT NOT TO EXCEED ONE HUNDRED NINETY THOUSAND, FIVE HUNDRED TWENTY-SIX DOLLARS AND THIRTY -NINE CENTS (\$190,526.39); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM FUND DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE 170113 (DWM-INFORMATION SYSTEMS) 5212001 (CONSULTING/PROFESSIONAL SERVICES) 1535000 (DATA PROCESSING); AND FOR OTHER PURPOSES.**

WHEREAS, the City of Atlanta ("City"), Department of Watershed Management ("Department") requires software maintenance and support services for the Hansen Version 8 System; and

WHEREAS, the Commissioner of the Department identified the software maintenance and support services from Hansen Information Technologies, a subsidiary of Infor Global Solutions ("Hansen") for the Hansen Version 8 System as a unique technology solution; and

WHEREAS, the Commissioner of the Department requested a special procurement authorization to procure software maintenance and support services from Hansen; and

WHEREAS, pursuant to Section 2-1191.1 of the City Code of Ordinances, the Chief Procurement Officer may procure supplies, services or construction items through special procurement contracts under certain conditions; and

WHEREAS, the Chief Procurement Officer has evaluated the Commissioner of the Department's request for special procurement authorization and determined that appropriate circumstances exist to authorize the requested special procurement, pursuant to Code Section 2-1191.1; and

WHEREAS, the Commissioner of the Department of Watershed Management and the Chief Procurement Officer have recommended authorizing the execution of an agreement with Hansen for software maintenance and support services for the Hansen Version 8 System in an amount not to exceed One Hundred Ninety Thousand, Five Hundred Twenty Six Dollars and Thirty-Nine Cents (\$190,526.39); pursuant to Code Section 2-1191.1.

THE CITY COUNCIL OF THE CITY OF ATLANTA, GEORGIA, HEREBY RESOLVES, that the Mayor or his designee, is authorized to enter into an agreement with Hansen Information Technologies, a subsidiary of Infor Global Solutions for software maintenance and support services for the Hansen Version 8 System, on behalf of

the Department of Watershed Management, in an amount not to exceed One Hundred Ninety Thousand, Five Hundred Twenty Six Dollars and Thirty-Nine Cents (\$190,526.39), pursuant to Code Section 2-1191.1;

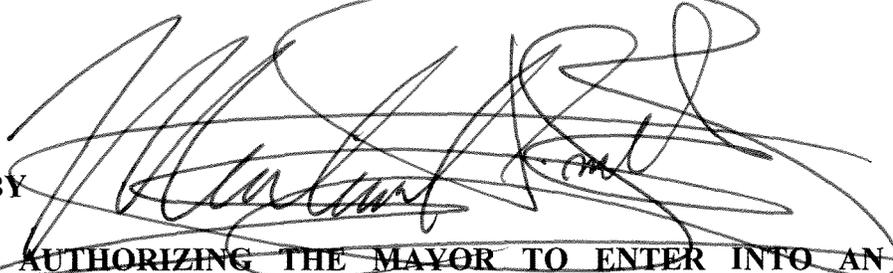
BE IT FURTHER RESOLVED, that the term of the agreement shall be six (6) months;

BE IT FURTHER RESOLVED, that the Chief Procurement Officer, in consultation with the City Attorney, is directed to prepare all appropriate documents for execution by the Mayor, or his authorized designee;

BE IT FURTHER RESOLVED, that the agreement will not become binding upon the City, and the City will incur no liability under it until the agreement is approved by the City Attorney as to form, executed by the Mayor, attested to by the Municipal Clerk and delivered to Hansen Information Technologies, a subsidiary of Infor Global Solutions; and

BE IT FINALLY RESOLVED, that all contracted work will be charged to and paid from Fund Department Organization and Account Number 5051 (Water & Wastewater Revenue 170113 (DWM-Information Systems) 5212001 (Consulting/Professional Services) 1535000 (Data Processing)).

A RESOLUTION BY



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Attachment: MBond:Agreement with Hansen Information Technologies (14-R-3832 : Agreement with Hansen Information Technologies)

**THE CITY COUNCIL OF THE CITY OF ATLANTA, GEORGIA, HEREBY RESOLVES**, that the Mayor or his designee, is authorized to enter into an agreement with Hansen Information Technologies, a subsidiary of Infor Global Solutions for software maintenance and support services for the Hansen Version 8 System, on behalf of the Department of Watershed Management, in an amount not to exceed One Hundred Ninety Thousand, Five Hundred Twenty Six Dollars and Thirty-Nine Cents (\$190,526.39), pursuant to Code Section 2-1191.1;

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 CITY OF ATLANTA  
 DEPARTMENT OF PROCUREMENT

2014 MAY 28 PM 2:20

 Kasim Reed  
 MAYOR

**CITY OF ATLANTA**  
 DEPARTMENT OF WATERSHED MANAGEMENT  
 72 Marietta Street, N.W.  
 ATLANTA, GEORGIA 30303

 Jo Ann J. Macrina, PE  
 COMMISSIONER

**MEMORANDUM**
**To:** Adam L. Smith, Chief Procurement Officer  
 Department of Procurement

**From:** Jo Ann J. Macrina, PE, Commissioner  
 Department of Watershed Management



**Cc:** Daphne Rackley, Interim Deputy Commissioner  
 Keith Toomer, Director  
 Blondette Christian, Applications Support Manager  
 Errin Baugh,  
 Keith Brooks, Deputy Chief Procurement Officer  
 Delmarie Griffin, Contract Administrator, Sr.  
 Cynthia L. Lunn, Watershed Procurement Manager

**Date:** May 19, 2014

**Re:** **SPECIAL PROCUREMENT REQUEST**  
**Hansen Version 8 Software Subscription & Support**
**Contractor: Infor Public Sector, Inc.**

Please prepare the appropriate legislative summary for Cycle 12 (July 7, 2014) to approve a Special Procurement designation to purchase software subscription and support services for Hansen Version 8 from Infor Public Sector, Inc. This Special Procurement will provide continued support services of the software application used for the 311 Call Center by DWM, DPW, OEAM and Parks for the online permit application system.

Funding will be encumbered upon adoption and approval of the City's FY2015 Budget and appropriation to the associated funding source:

**FY015**

FDOA - 5051 (WATER & WASTEWATER REVENUE). 170113 (DWM-INFORMATION SYSTEMS). 5212001 (CONSULTING / PROFESSIONAL SERVICES). 1535000 (DATA PROCESSING/MANAGEMENT) in an amount not to exceed \$190,526.39.

Your assistance in this matter is appreciated.

If you have any additional questions, please contact Cynthia Lunn, Watershed Procurement Manager, at (404) 546-3626.



# CITY OF ATLANTA

Kasim Reed  
Mayor

SUITE 1900  
55 TRINITY AVENUE, SW  
ATLANTA, GA 30303  
(404) 330-6204 Fax: (404) 658-7705  
Internet Home Page: [www.atlantaga.gov](http://www.atlantaga.gov)

DEPARTMENT OF PROCUREMENT  
Adam L. Smith, Esq., CPPO, CPPB  
Chief Procurement Officer  
[asmith@atlantaga.gov](mailto:asmith@atlantaga.gov)

## SPECIAL PROCUREMENT REQUEST FORM

- Watershed Management – Office of Information Technology Date May 21, 2014
1. Department Information Technology Date May 21, 2014
  2. Contact Person Cynthia Lunn/Blondette Christian Phone # 404-546-3626
  3. Date needed by July 21, 2014 to make Legislative Cycle 12 / July 7, 2014
  4. Special Procurement Documents Included:  
 (Memo from requesting Department)  Yes  No  
 (Copy of Invoice/Quote)  Yes  No
  5. Special Procurement - Contract: Effective Date. 8/1/2014 Expiration Date: 1/31/2015
  6. Dollar amount per year and total amount of all years.  
 \$ 190,526.39 (six months) / per yr. \$ 190,526.39 (six months) all yrs.
  7. Vendor Name: Infor Public Sector, Inc.
  8. Description of Purchase: Software maintenance and support for Hansen Version 8 online permit application system - six months to put back on track with Anniversary Date of February 1st
  9. Department of Procurement Tracking # \_\_\_\_\_
  10. CPA # \_\_\_\_\_
  11. DOP Certification Memo issued \_\_\_\_\_ Yes \_\_\_\_\_ No
  12. Special Procurement to be Routed \_\_\_\_\_ Yes \_\_\_\_\_ No
  13. Department of Procurement - Buyer/Contracting Officer \_\_\_\_\_

Phone # \_\_\_\_\_

Attachment: MBond: Agreement with Hansen Information Technologies (14-R-3832 : Agreement with Hansen Information Technologies)

**City of Atlanta**  
**Department of Information Technology**  
**GREEN PAPER**  
*(For IT Purchases or Projects that require legislation)*

**Anticipated Finance/Executive Committee Meeting Date/ Cycle #: 10**

**Anticipated City Council Meeting Date: June 2, 2014**

**Will this be an Ordinance/Resolution? Resolution**

**Authorization Sought:** A resolution authorizing the Mayor to enter into sole source agreement with Infor Public Sector, Inc. for the purpose of providing maintenance, software and hardware support agreement for the online permit application of the Hansen 8 system, on behalf of the Department of Watershed Management, in the amount not to exceed One Hundred Ninety Thousand, Five hundred Twenty-Six Dollars and Thirty-nine cents (\$190,526.39). All contracted work shall be charged to and paid from fund department organization and account number 5051 (Water & Wastewater revenue 170113 (DWM Information Systems) 5212001 (Consulting/Professional Services) 1535000 (Data Processing); and for other purposes.

**Key Personnel:** Blondette Christian

**Purchase/ Project Title:** FC-SS-6337-PL, Hansen V8 Migration Software & Hardware Support Services

**Purchase/ Project Cost:** \$190,526.39

**Purchase/ Project Description:** Renewal agreement with Infor Public Sector, Inc. for the purpose of providing maintenance, software and hardware support.

**Agreement Type (Co-op/SS/SP/etc.):** Sole Source

**Agreement ID/Name/Number:**

**Agreement Effective Date:** August 1, 2014

**Agreement Expiration Date:** January 31, 2015

**Are the following supporting documents attached? If not, when will you provide them?**

- Agreement copy - No
- Final Quote - Yes
- Final Statement of Work (if applicable) - No
- Vendor SAVE & E-Verify forms - Yes  
 (Please have vendor email completed copies before mailing the signed and notarized originals to me via the address in my email signature.)
- Copy of Vendor Rep's Government-issued Photo ID - No, not required  
 (Please have vendor email a photocopy of whoever signs the SAVE & E-Verify forms on company's behalf. Please email the photocopy to Kathy Lane, DIT Contract Administrator and Kieva Morrison, DIT Legislative Analyst.)

**City of Atlanta**  
**Department of Information Technology**  
**GREEN PAPER**  
*(For IT Purchases or Projects that require legislation)*

**Purchase/ Project Background:**

The Hansen application was originally purchased in 1992 and there have been 3 upgrades since that time to include the latest version 8.03.09 currently used by DWM, DPW, and OEAM. The Department of Parks and Recreation are currently on Hansen 7 and will be joining the other COA departments on Hansen 8.03.09 in May 2014.

Hansen version 8.03.09 is a web-based system and has increased compatibility to the City's 311 call center system.

**Purchase/ Project Justification Statement:**

The purpose of this legislation is to seek authorization for renewal, maintenance and support agreement for the Hansen version 8 online permit application system.

**Related/ Previous Resolution(s) & Action(s) Authorized:** 08R0989, 08R1551, 09R1002, 09R1015, and 10R1568

**Related/ Previous Ordinance(s) & Action(s) Authorized:**

**Concerns / Question(s) Likely To Be Raised By Finance/Executive Committee & Council members:**

Q: When was Hansen originally purchased?

A: The Hansen application was originally purchased in 1992

Q: What is Hansen?

A: Hansen is known for both its work order tracking process and asset management capabilities.

Q: Which departments use Hansen?

A: Department of Watershed Management  
 Department of Public Works  
 Department of Parks and Recreation  
 Office of Enterprise Asset Management

Q: Does Hansen v8 interface with other applications used by COA?

A: Yes, Hansen v8 has the capability to interface with the Oracle CRM (Siebel) system and the City's Oracle ERP system

Q: What else does Hansen v8 offer?

A: Hansen 8 offers expanded GIS integration and real-time reporting and monitoring via "MyHansen" Dashboards

**Funding Source(s)** *(Include all FDOA &/or PT&EO numbers and Dept(s) contribution split/ percentage):*

**City of Atlanta**  
**Department of Information Technology**  
**GREEN PAPER**  
*(For IT Purchases or Projects that require legislation)*

**Method of Cost Recovery** *(if applicable):*

**Prepared By:**

Printed Name \_\_\_\_\_

Signature & date signed \_\_\_\_\_

Desk Phone No.: \_\_\_\_\_

Cell Phone No.: \_\_\_\_\_

**Manager:**

Printed Name \_\_\_\_\_

Signature & date signed \_\_\_\_\_

Desk Phone No.: \_\_\_\_\_

Cell Phone No.: \_\_\_\_\_



641 Avenue of the Americas  
New York, NY 10011  
800-260-2640  
infor.com

City of Atlanta  
72 Marietta Street, NW  
Atlanta, GA 30303

Good morning Erin,

Your current Hansen maintenance and support runs from August 1, 2013 – July 31, 2014. You are now receiving a quote for the August 1, 2014 – January 31, 2015 term. The cost for these six months is \$190,526.39.

Your maintenance and support renewal contact is Shawwna Wagner, who may be reached via email at [Shawwna.Wagner@Infor.com](mailto:Shawwna.Wagner@Infor.com) and by phone at 916.474.5041.

Please send your purchase order to the below address:

Infor Public Sector, Inc.  
ATTN: Shawwna Wagner/ Purchase Orders  
13560 Morris Road, Suite 4100  
Alpharetta, GA 30004  
FAX- 916.848.0597  
PHONE- 916.474.5041  
[shawwna.wagner@infor.com](mailto:shawwna.wagner@infor.com)

And please remit payment to the below address:

Infor Public Sector, Inc.  
4213 Solutions Center  
Lockbox 774213  
Chicago, IL 60677-4002

Please let me know if you have further questions and I will be happy to help.

Thank you,

Laura Gildersleeve

**ATLANTA, CITY OF**  
**SMA Renewal**  
 Prepared for: Errin Baugh  
 EBaugh@AtlantaGa.Gov

Catalog #	HANSEN 8 SOFTWARE MAINTENANCE	License Count	Cost
Service and Maintenance for Hansen Products			
		Coverage Term:	8-1-14/1-31-15
EPAK-HNAMCN	EPAK Content - Hansen - Asset Management & CRM	1	3,180.00
EPAK-HNCDCN	EPAK Content - Hansen - CDR	1	5,300.00
ORC-EPAK-DEV	EPAK Developer - Application Specific	1	1,590.00
ORC-EPAK-USER	EPAK User - Application Specific	150	1,590.00
H8VAL	Hansen 8 - Asset Valuation	1	5,124.73
H8AWS	Hansen 8 - Asset Web Services	1	2,120.00
H8BWVS	Hansen 8 - Billing Web Services	1	2,120.00
H8LBC	Hansen 8 - Building Permit	10	5,240.47
H8LP	Hansen 8 - Code Enforcement	42	6,475.51
H8CS	Hansen 8 - Customer Service	110	12,507.93
H8AFA	Hansen 8 - Facility	3	1,464.91
H8AF	Hansen 8 - Fleet	32	0.00
H8GGS	Hansen 8 - GeoAdministrator	1	1,898.02
H8AIC	Hansen 8 - Inventory Control	199	0.00
H8LL	Hansen 8 - License	55	8,541.16
H8MD	Hansen 8 - Map Drawer	500	13,807.18
SELC-MS8-AMF	Hansen 8 - Mobile Assets Field User License	50	13,382.26
SELC-MS8-AMN	Hansen 8 - Mobile Assets Server (Notebook Edition)	1	2,007.34
NZTK-H8NDEU	Hansen 8 - Neziak Data Utility Exchange	3	1,024.91
H8APC	Hansen 8 - Parks	18	1,875.05
H8LPL	Hansen 8 - Planning Permit	10	0.00
H8AP	Hansen 8 - Plant	32	387.69
H8LPR	Hansen 8 - Project Permit	10	0.00
H8PO	Hansen 8 - Purchasing (Requires Inventory Control)	199	0.00
H8AS	Hansen 8 - Sewer	62	11,274.22
H8AT	Hansen 8 - Storm	55	10,101.50
H8AE	Hansen 8 - Street	52	8,927.56
H8LT	Hansen 8 - Trade License	55	0.00
H8USE	Hansen 8 - Use Permits	52	7,586.43
H8AW	Hansen 8 - Water	50	10,036.69
H8WM	Hansen 8 - Work Management	199	49,627.97
H8YP-P	Hansen Dynamic Portal for Permits	1	3,334.84
<b>SMA SUBTOTAL</b>			<b>190,526.39</b>
<b>TOTAL SEMIANNUAL RENEWAL COSTS<sup>1</sup></b>			<b>190,526.39</b>

Please send **Renewal Purchase Order** to:

Infor Public Sector, Inc.  
 ATTN: Shawwna Wagner/ Purchase Orders  
 13560 Morris Road, Suite 4100  
 Alpharetta, GA 30004  
 FAX- 916.848.0597  
 PHONE- 916.474.5041  
[shawwna.wagner@infor.com](mailto:shawwna.wagner@infor.com)

Please send **payments** to:

Infor Public Sector, Inc  
 4213 Solutions Center  
 Lockbox 774213  
 Chicago, IL 60677-4002

Infor Authorized Signature \_\_\_\_\_ **\*\*Budgetary Only\*\***

Date: February 12, 2014 Price Quote by Shawwna Wagner

1. This quote is based on the software modules currently listed above as of February 12, 2014  
 If any changes are made to the modules/license counts, these figures will change accordingly

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Reference Guide

# Support Operations Handbook

Version 4.2, Published: October 2013

## Important notices

The material contained in this publication (including any supplementary information) constitutes confidential and proprietary information of Infor. The material in this document is subject to change at Infor's discretion; however, any such changes will not cause a material decrease in the Xtreme Support services provided to Licensee during a paid Support Period.

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11	Support plans
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This document supersedes and replaces all documents previously referenced as the Infor "Scope of Operations" and/or the Lawson "Support Operations Handbook" and shall be considered the current version of such documents.

## Publication information

Release: Version 4.2

Publication Date: October 2013

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## Overview

This Support Operations Handbook has been developed to communicate how the Infor Xtreme Support team at Infor will engage with Licensees to provide Infor Xtreme Support. This document summarizes key features of Infor's Xtreme Support plans and addresses common areas of inquiry by our customers. This document does not replace or amend any rights or obligations set forth in Licensee's software license or software support agreement(s) with Infor.

Infor offers three Xtreme Support plans, as follows:

1. **Xtreme Support** – Support for an unlimited number of incidents, continuous online support through a portal that's available 24x7, and priority queuing based on the severity of an incident.
2. **Xtreme Premium** – All the benefits of the Xtreme Support plan, plus extended critical incident support 24x7 and live, interactive briefings.
3. **Xtreme Elite** – All the benefits of Xtreme Premium plus an assigned Elite Account Manager dedicated to helping Licensee resolve Licensee's issues and achieve user satisfaction with Infor's products and technology. Additional services include, but are not limited to, support activity reviews, early adopter programs, and special events support.

The services offered under each Xtreme Support plan are subject to change and may not be available for all products. A general description of Infor's Xtreme Support plans is located at [www.infor.com/support/support-plan-features/](http://www.infor.com/support/support-plan-features/). The following information provides supplementary detail on Infor's Xtreme Support offerings.

## Definitions

**"Component System"** means any one of the computer software programs which is identified in the applicable order form or other ordering document as a software product being licensed and supported by Infor (and may be referred to in a legacy agreement as Products, Software Products, Software, Programs or Licensed Programs). Component Systems owned by a third party may also be referred to in the underlying software license agreement as Additional Software, Third Party Products or Third Party Software.

**"Customer Advisory Board"** means a group of Licensees organized by Infor who receive access to Infor product experts and executives, at Infor's discretion, in order to provide input on new product offerings and services.

**"Customer Care Team"** means certain Infor employees who are responsible for creating and updating incidents that have been reported via the telephone, managing access to the Infor Xtreme Portal, and generating license keys for Licensees.

**"Infor"**, "our" or "we" refers to Infor (US), Inc. or one of its affiliated entities (and their respective predecessor companies) that has entered into software license and support agreement(s) with Licensee.

**"Infor Support Assistant"** is a tool that, when enabled, proactively provides information to the Xtreme Support team.

**"Infor Xtreme Communities"** means an online channel available through the Infor Xtreme Portal which enables Licensees to communicate with their peers who have licensed the same Infor Component System(s).

**"Infor Xtreme Support Center"** means a local, regional or central location which handles all inbound and outbound communications with Licensee via the telephone or the Infor Xtreme Portal.

**"Infor Xtreme Portal"** means the Infor support website that provides Licensees with the ability to log issues, search the Knowledge Base, participate in Infor Xtreme Communities, download available patches and releases, and other self service functions available to all Infor Xtreme Support Licensees who have a valid Xtreme Support agreement in place with Infor.

**"Licensee"** or "you" or "your" refers to the entity that has purchased Xtreme Support (from Infor or an Infor-authorized partner or distributor) for a Support Period.

**"Product Family(ies)"** refers to the licensed Component Systems that fall within the same product group, as solely determined by Infor.

**"Product Knowledge Base"** or "Knowledge Base" means the centralized repository of information specific to Infor Component Systems.

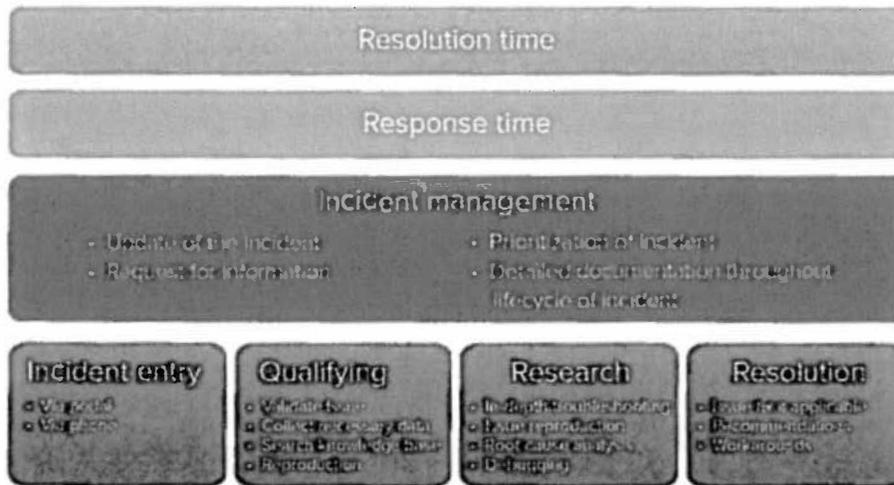
**"Support"** or "Xtreme Support" refers to Infor's then-current standard maintenance and support services for its eligible Component Systems (and may be referred to in a legacy agreement as Maintenance, Maintenance and Support, Maintenance Services, Annual Support, Support Services, On Going Support or One Point Support). "Xtreme Support" may also be used generically to refer to the Infor Xtreme Support organization, as applicable.

**"Support Period"** refers to the applicable twelve (12) month Xtreme Support period for which Licensee has paid Infor for Xtreme Support.

## Xtreme Support model

Infor's incident management support model includes four main areas:

- Incident entry
- Qualifying
- Research
- Resolution



- **Incident Entry:** Licensee is able to initiate an incident via the Infor Xtreme Portal located at [www.infor.com/inforxtreme](http://www.infor.com/inforxtreme) or by calling the Infor Xtreme Support Center at the numbers listed in the "Accessing Xtreme Support" section below. When a new incident is entered via the Infor Xtreme Portal, it is automatically routed to a support analyst, or to the appropriate queue to be picked up by the next available support analyst. Another option is to call the Infor Xtreme Support Center and speak to a member of the Infor Customer Care team. The Customer Care team member will ask for specific information including a short description of the issue. The Incident will then be routed to the appropriate support analyst or appropriate call queue to be addressed by the next available support analyst.
- **Qualifying:** Once an incident has been received, the support analyst may contact the Licensee for additional information. Clarification of the Incident may be necessary before in-depth analysis can be performed and before the support analyst can begin to resolve the incident. Qualification steps may include without limitation searching the Knowledge Base, reproducing the reported issue, and/or collecting additional information to validate the issue.
- **Research:** Using the results from the qualifying step, the support analyst will perform further research, and testing to help resolve the incident. This may include, without limitation, debugging, root cause analysis, reproduction of the issue and in depth troubleshooting. If the incident requires that a discrepancy record be created, the support analyst will document the steps required and will forward the discrepancy record to the Infor product maintenance team. The analyst will associate the Licensee to the discrepancy within the Infor systems so the Licensee is proactively notified of any updates to the incident.
- **Resolution:** Once an incident has been resolved, it will be closed. Most incidents are resolved by the support analyst. In the case of a discrepancy, the Infor product development team is responsible for developing software fixes, as required. In some instances, based on the critical nature of the incident, a single fix will be made available. Confirmed discrepancies will be scheduled and addressed, with the higher severity level discrepancies being given priority. The open incident will be updated with the new information. Notwithstanding anything to the contrary set forth above, not all resolutions require an actual fix to a discrepancy and may be resolved with a workaround or other recommendations, as solely determined by Infor.

**Resolution Process:** Incident resolution is often an investigative process that is iterative, with many variables, and at times requires collaboration and troubleshooting by various teams within Infor and Licensee to determine the root cause in order to bring the incident to resolution. The nature of this process makes providing target resolution times difficult. Licensees have communicated to Infor that what is important to them, is having the ability to continue doing business while Infor investigates the cause of an issue, and providing regular updates as Infor progresses through the troubleshooting process.

## Accessing Xtreme Support

You may contact the Infor Xtreme Support Center by submitting an incident via the web at [www.infor.com/inforxtreme](http://www.infor.com/inforxtreme) 24x7 or by placing a call during Infor's scheduled business hours. For a complete listing of the Xtreme Support Center phone numbers, access the "Contact Us" option on the home page of the Infor Xtreme Portal at [www.infor.com/inforxtreme](http://www.infor.com/inforxtreme). Licensee receives 24x7, online access to a variety of Support services. Infor Support encourages online entry of incidents—a method that enables Infor Support analysts to quickly begin analyzing the issue and researching the resolution. Online access can be requested from the Licensee's Infor customer/contact administrator or by contacting the Infor Customer Care team. In addition to logging a new incident through the Infor Xtreme Portal, the Licensee can access other Support services and capabilities including:

- Ability to view and update Licensee's Xtreme Support incident history and status
- Access to Product Knowledge Base
- Access to Frequently Asked Questions (and Responses)
- Access to latest Component System information about new releases
- Ability to download Component System upgrades and documentation
- Ability to participate in Infor Xtreme Communities to share best practices and resolutions to business challenges with other Licensees
- Access to Licensee's environment information powered by the Infor Support Assistant, enabling Infor to provide proactive support (not available for all products).
- Access to Licensee's analytics providing information on Xtreme Support experiences with regard to Incidents, customer satisfaction, the Product Knowledge Base, and Licensee's users interactions with the Infor Xtreme Portal

## Incident management

**Incident:** The general definition of a support incident is a single, reproducible issue, problem, or symptom. An "incident" for purposes of Infor Xtreme Support is a request for assistance, or a question fully and accurately logged within the Infor Xtreme Portal that is related to Infor Component System operation, software keys, or information requests about our Xtreme Support plans. Other commonly used names for an incident are "case", "inquiry", "call", "log", "issue", and "ticket".

**Reporting Component System errors:** Licensee should document and report all discrepancies in the Component Systems to Infor in order to help Infor Xtreme Support diagnose the issue the Licensee is experiencing. Infor recommends supplying critical information on Component System versions, operating systems, and applicable error codes to help accelerate the process of accurately documenting the issue.

- In order for Infor Xtreme Support to effectively address an Incident, Licensee should have the below information readily available when placing a call to Infor Xtreme Support, or to provide the information when logging an Incident via the Infor Xtreme Portal. Doing so will help Infor to timely respond in a more effective manner.

- Licensee's Infor customer number and contact details (name, email address, and contact number).
- Name and version number of the applicable installed Component System(s).
- Details of the incident (e.g., error messages and how to reproduce the error) If Licensee is logging via the Infor Xtreme Portal, screen shots and output examples should be included.
- Description of the Issue's frequency and predictability (e.g., intermittently, each time function is used, etc.)
- Description of the Issue's impact (e.g., Does it impact all users? Does it occur on all PCs/Workstations?)

If Licensee is not using the Infor Support Assistant, Licensee may be asked to confirm Licensee's hardware configuration, operating system, database systems (e.g., SQL Server®, Informix®, Btrieve®, Oracle®, etc.), middleware, or other integration software.

**Severity levels:** Incidents affecting Licensee's licensed Component Systems are classified according to the following severity level descriptions, and each incident must have a severity level assigned to it by Licensee and must be provided as part of the information related to such incident. Licensee must define the incident severity and should use the following table of definitions as a guide.

Severity Level	Description	Examples
1	Production System Down	The Licensee's production system, database, or Component System is inoperable, or a critical application failure has occurred and business processes are halted. There are no workarounds available. Severity 1 issues that occur after standard Xtreme Support hours must be reported by telephone.
2	High	A critical business process is impaired, causing a serious disruption of a major business function and is causing a serious impact on daily functions or processing, and there is no acceptable workaround.
3	Medium	Non-critical issue occurs with the Component System. Licensee is able to run the Component System, and there is an acceptable workaround for the issue.
4	Low	An inquiry or low impact issue that does not require immediate attention. This includes cosmetic issues on screens, errors in documentation, or a request regarding use of the Component System.
5	Suggestion for Enhancement	A suggestion is made for enhancing the Component System by adding new features or improving existing features.

**Critical Incident Support (CIS):** The Infor Xtreme Support plan covers 24x5 Critical Incident Support for most Component Systems. "Critical Incident Support" is defined as the delivery of support via telephone for Severity 1 (production down) situations, as defined in this document. When Licensee calls for technical assistance regarding a Severity 1 issue outside of Xtreme Support coverage hours or during locally observed holidays, the call will be routed to an open Infor Xtreme Support Center or to the on-call resource. Severity 1 Incidents will be worked within the Licensee's support plan terms, until the Component System(s) is operational, a commercially reasonable workaround is in place, or the incident severity can be lowered to Severity 2. Notwithstanding the foregoing, the Severity 1 Support incidents of Component Systems on an 8x5 Xtreme Support plan and all other severity levels will be logged for response the next local business working day. 24x5 coverage begins at 12:00 AM Monday through 11:59 PM Friday local time in Licensee's time zone. For certain products, Critical Incident Support is available only during standard Support hours.

For eligible products, the Xtreme Premium and Xtreme Elite plans provide Critical Incident Support for Severity 1 Incidents - 24 hours per day, 365 days a year.

Critical Incident Support outside of standard Xtreme Support hours may be delivered in English only and covers only the generally available unmodified version of the applicable Component System(s). Critical incidents that occur after standard Xtreme Support hours must be reported by telephone.

Critical Incident Support requires access to Licensee's personnel and equipment both during and outside of standard Xtreme Support hours.

**Escalation Management:** Escalation beyond standard procedures is reserved for issues that merit a higher degree of attention, and such escalation is not intended for issues that are well suited to Infor standard operating procedures. If Licensee believes that an issue needs a higher level of attention, Licensee should contact the regional Xtreme Support Center and request that a Support Manager become involved. If merited, the Customer Care team will escalate the issue and notify the appropriate Support Manager of the situation. The Support Manager will act promptly to assess the situation, contact Licensee to discuss the resolution plan, identify required resources, and implement the resolution plan.

## Infor Xtreme Support responsibilities

**General:** Infor Xtreme Support is available for all Infor-owned Component Systems and for certain specified Third Party Products. Providing Xtreme Support for Third Party Products may require Infor and/or Licensee to interface with other software suppliers (where applicable) to help resolve Support incidents. Licensees may only access and enjoy the benefits of Xtreme Support for those licensed Component Systems for which they have purchased Xtreme Support for the Support Period.

For all Xtreme Support plans, Infor's primary responsibilities are:

- Providing guidance and offering tips and techniques regarding supported Infor Component Systems.
- Troubleshooting issues with Infor Component Systems when Licensee experiences unexpected results.
- Reproducing discrepancies and assisting in providing alternative methods to help maintain stability until the discrepancy is corrected.
- Providing Component System updates that include fixes for incidents and minor and major releases.

For issues related to custom application code or reports, and/or Licensee specific requirements, Infor will initially attempt to provide suggestions and direction but will not debug custom application code or reports or develop customer-specific modifications. In order to help serve all of our customers efficiently, Infor Xtreme Support will refer Licensee to the Infor Consulting Services Organization (ICS) to assist with custom application code or reports or issues related to customer-specific modifications. In the event the Licensee wishes to engage ICS, Infor Xtreme Support will arrange a hand-over to the ICS organization to help transition the findings of the analysis

Pursuant to a separately executed consulting services contract and associated statement of work, ICS can also assist and provide guidance on how to use and deploy Infor Component Systems, provide additional assistance on implementations, or assist in designing and developing customizations for Infor Component Systems

**Non-Production Server Support:** For details regarding Xtreme support plans purchased specifically for non-production servers, (e.g. active disaster recovery server) please reference the applicable Order Form (or other ordering document) and/or license and Xtreme Support agreement between Licensee and Infor evidencing such Xtreme Support plan.

Support for any of the non-production server incidents consists solely of support for the Infor applications running in these environments—in accordance with the parameters of the applicable support plan. It does not include, for example, and without limitation the disaster recovery failover/ recovery process, or data synchronization between servers, both manual and automatic.

**Lifecycle Support Information:** Infor's current policy is to make available Xtreme Support for all Infor Component Systems for as long as it is commercially practical and technically feasible. However, Infor will periodically evaluate Product Families to determine whether there are an appropriate number of Licensees willing to invest in annual Xtreme Support contracts, and Infor will communicate any substantive Xtreme Support changes to Licensees proactively. Contact Infor Xtreme Support for the life cycle information for Licensee's specific Component System; this information is also available on the Infor Xtreme Portal

The support of Third Party Products and databases used by Infor Component Systems can be provided as long as these Third Party Products and databases are supported by support plans from their respective vendors which coincide with the terms and conditions of the then-current Infor Xtreme Support plans, and provided further that Infor maintains a contractual relationship with such vendors that permits Infor to provide the same level of support for such Third Party Products and databases that Infor then-currently offers under Xtreme Support

**Xtreme Support Coverage Limits:** Infor Xtreme Support is committed to helping with inquiries to the best of Infor Support's ability. There are times when issues are encountered where the source of the error is difficult to identify as a database issue, network issue, operating system issue, or something else. Infor support analysts will provide initial assistance to help work through the issue, but there may be times when the Licensee is asked to engage with the Infor Consulting Services (ICS) organization, as the services that must be provided to assist Licensee are beyond the scope of Infor Xtreme Support.

Infor will respond to all Xtreme Support incidents, however, Infor, at its sole discretion, will only spend up to fifteen (15) minutes on any incident that is outside the scope of Infor Xtreme Support. Without limitation, this applies to the following areas:

- Implementation setup—any implementation issue such as business flow processes, configurations or installation of 3rd party components such as databases and operating system (OS), benchmarking, training of users, etc
- Application optimization—assistance in analyzing, testing, or improving the performance of the Infor Component System
- Hardware/operating system\*—any incident regarding assistance with the hardware configuration, operating system tuning, or database administration tasks
- Modified objects (custom software)—Infor provides Xtreme Support for Infor's standard code set. However, this does not include analyzing the code of module customizations. Customization support services are generally available through our Infor Consulting Services Organization (ICS).
- Data correction—Incidents related to data corrections or corruptions that are not caused by the malfunction of the unmodified standard Component System
- Test or Development Server—troubleshooting issues regarding Component System functionality when conducting a test on a test server or development server.
- Training—training and education are provided through Infor's Consulting Services Organization. If Licensee is unsure whether the issue is an Xtreme Support incident or whether it requires consulting or training services, please follow the incident submission process within the Infor Xtreme Portal. A support analyst will work with the Licensee to determine the appropriate course of action.

*\*Provided for some Component Systems—please refer to your contract with Infor.*

## Support plans

Infor currently offers Xtreme Support for all Infor-owned Component Systems. In addition, Infor offers Xtreme Premium and Xtreme Elite Support plans for many Component Systems.

The detailed description of all components of the three Xtreme Support plans and their current features are set forth below:

### Xtreme Support Plan

	Description
Telephone Access to Xtreme Support Services	Infor's Xtreme Support Centers' business hours are generally Monday through Friday, 8:00 a.m. to 5:00 p.m., local time, in Licensee's time zone, excluding holidays observed by Infor, which fall within the applicable coverage window. These hours may vary based upon Licensee's Component System. Please refer to the Infor Xtreme Portal, as Support hours by Component System are noted in specific Knowledge Base articles.
24*5 Critical Incident Support**	Critical Incident Support for Severity 1 Incidents Monday through Friday. This service will also be available during holidays observed by Infor, which fall within the applicable coverage window. Coverage begins at 12:00 AM Monday through 11:59 PM Friday local time in Licensee's time zone. Please refer to the Infor Xtreme Portal at <a href="http://www.infor.com/Inforxtreme">www.infor.com/Inforxtreme</a> , as support hours by Component System are noted in specific Knowledge Base articles.
How To Assistance	Talk to Xtreme Support analysts who will help answer procedural questions including questions about processes, Component System functionality, and features of generally available Component Systems.
Defined Incident Response Targets	Responding promptly to Licensee's requests is an important goal of the Infor Xtreme Support team. The "Response Target(s)" below are calculated as the difference between the time an incident is appropriately logged into the Infor Xtreme Portal and the time of Infor's first value-added communication. Value-added communication may include, without limitation, requests for additional information, the collection of error logs, findings from initial issue triage, timeline for the next step, or providing existing information from the Knowledge Base. Note that no response goals have been set for incidents designated as Severity 5 (enhancements). Infor Xtreme Support will make commercially reasonable efforts to meet the Response Targets set forth below.
Severity 1--Production System Down	Infor will make commercially reasonable efforts to respond within one (1) hour during scheduled business hours.** Note: Please report all Severity 1 issues by telephone to the local Infor Xtreme Support Center outside of standard Xtreme Support hours.
All other Severities (except 5)	Infor will make commercially reasonable efforts to respond within two (2) business hours. There is not a set response target for Severity 5 (enhancements).

Unlimited Incidents	There is no limit to the number of incidents that can be submitted.
Electronic Support	Infor will provide 24X7X 365 online access to the Infor Xtreme Portal
Knowledge Base	Access via the Infor Xtreme Portal to the Knowledge Base and other resources that can help Licensee quickly find answers to outstanding questions, including links to available fixes.
Remote Access Capabilities	When necessary, and with Licensee's permission, Infor Xtreme Support analysts will remotely access the systems associated with Infor Component Systems to help analyze and help resolve any complex issues that Licensee may be experiencing. The Infor Xtreme Portal contains further details and necessary instructions.
Access to Component System Patches and Service Packs	Access to the Infor Xtreme Portal to obtain generally available fixes and patches. These often include statutory and regulatory updates and issue corrections.
Component System Updates and Feature Packs	Access the Infor Xtreme Portal to obtain Component System enhancements, updated releases, issue corrections, documentation updates and related release notes.
Critical Solution Notification	The Infor Xtreme Portal enables each Licensee contact to develop a unique profile. Each contact may also choose to sign up for Knowledge Base articles that may be of particular interest. When Infor develops a Knowledge Base article for a critical incident, the Licensee contact can receive a notification about its availability and how to access it.
Recorded Briefings	Infor provides Licensee with access to recorded webinar Support briefings, lasting an average of 5 to 15 minutes, which are designed to help Licensee become familiar with the latest Infor Component System functions and features.
Priority Incident Queuing	Incidents are worked based on severity; the Licensee's most critical issues are handled as a priority.
Infor Xtreme Communities	Infor Xtreme Communities were developed as a social networking forum - allowing Infor Licensees, partners and employees to share best practices and possible resolutions to challenging or complex business issues with one another.
License Keys	Access to license keys available within the scope of Licensee's software license and/or Support agreement.

### Xtreme Premium Support Plan\*\*

includes all of the features of the Xtreme Support plan plus the following:

	Description
24*7 Critical Incident Support	Critical Incident Support for Severity 1 incidents 365 days a year and 24 hours per day. This service will also be available during holidays observed by Infor.
Live, Interactive Briefings	Attend live briefing sessions throughout the year and ask the analysts questions on general interest topics and recommend topics for future briefings.
Priority Plan Queuing	Incidents are prioritized based upon severity level as well as the applicable Xtreme Support plan (i.e. Premium or Elite plans have a higher priority in the queue than the standard Xtreme Support plan).

### Xtreme Elite Support\*\*

includes all of the features of the Xtreme Support plan plus the following:

	Description
Special Events Support	Get Xtreme Support for all severity levels for one weekend a year. This can be an advantage when applying patches, planning application upgrades or other important company/IT events.
Assigned Elite Account Manager	Dedicated person who helps resolve issues through coordination of the following activities: access to senior level Xtreme Support and development analysts; update planning assistance; scorecard activity reports; early adopter program; customer advisory board.
Access to senior level Xtreme Support and development analysts	Where appropriate, the Elite Account Manager will coordinate meetings with senior Support and development resources to help resolve urgent issues.
Update planning assistance	Work with Infor Xtreme Support to help plan service pack and update installations. The Elite Account Manager will discuss plans, any known issues, and other Support considerations.
Response Targets Severity 1 (Production System Down)	Infor will make commercially reasonable efforts to respond within 30 minutes during scheduled business hours.  Note: All Severity 1 issues which occur outside of standard Xtreme Support hours must be reported by telephone to the local Infor Xtreme Support Center.
All other Severities (except 5)	Generally responded to within one (1) business hour during scheduled coverage hours.
Scorecard Activity Reports	Get regular reports detailing Xtreme Support activity; the Elite Account Manager will analyze the report and make recommendations.
Early Adopter Program	Obtain insight into planned products and Component System enhancements, as well as the opportunity to participate in beta or early adopter programs.
Customer Advisory Board	The ability to participate in Infor's Customer Advisory Board.

\*\*This option is not available for all Infor Component Systems. Please contact your local Infor Xtreme Support Center or your Account Manager for further details.

## Guidelines for Optimal Support

Provided Licensee's software license agreement permits such actions, Infor recommends Licensee implement the following guidelines for production, permitted test, and fallback systems. These guidelines should help Licensee's Component System users enjoy a stable working environment, and receive a more optimal quality of Support from Infor. For avoidance of doubt, unless otherwise noted, these recommended guidelines are not requirements by Infor.

**Remote access:** Licensee can greatly facilitate incident resolution by providing Infor Support analysts remote access to Licensee's Component Systems. Providing remote access is a standard contractual requirement. The Support analyst will require the same clearance level as Licensee's internal staff, however, Infor will ask for Licensee's permission prior to connecting to your system. Licensee will also be expected to participate while remote access is available to the Infor Support analyst.

**System administration:** A solid-functioning system requires Licensee to have strong internal system administration and management to protect the integrity of Licensee's data. This includes, but is not limited to, the following:

- Routine system backups.
- Periodic checking of the quality of the backups.
- Documented system management procedures to help protect information in the event of an error or malfunction of the Component Systems(s).
- Change-control process to help track changes to the base system. This must start during the implementation and must be active for every subsequent change that is made. The change control process must cover the operating system database, and Component System environments.

**NOTE:** Licensee's failure to instill appropriate procedures, like those set forth above, or Licensee's lack of successful execution of such procedures may adversely affect Infor's ability to respond to issues efficiently.

**Stay current with Component System versions and fixes:** It is a best practice to stay current on the latest version of the Component System and the most current fix levels. This will help Licensee receive the most efficient level of Support from Infor.

**Product expertise:** Licensee should ensure its users have been appropriately trained on the Component Systems and on working with Infor Xtreme support staff. This will result in more productive and effective interactions. Infor Consulting Services Organization (ICS) can provide assistance in this area through its onsite consulting and training offerings.

**Maintain current backup of the Component System(s):** Licensee should maintain a current backup of all Component Systems and data to assist in expedient recovery in the event of Component System failure.

**Test environment:** A stand-alone or separate licensed test environment can help minimize the risk to a production operation. Within the test environment, Licensee can test resolutions, upgrade releases, isolate specific issues found in the production environment, and test backup strategies.

**Space management and performance tuning:** Performance and disk space availability normally degrade over time with any system production environment. It is Licensee's responsibility to continuously monitor these issues so that sudden performance or space issues do not quickly escalate into system downtimes.

**Infor Support Assistant (ISA):** Infor may use information available through the use of the Infor Support Assistant to aid in the troubleshooting process. The Infor Support Assistant ("ISA") is a tool that, when enabled, proactively provides information to the Xtreme support team, enabling that team to provide proactive support and reduce troubleshooting cycle times. Information provided via ISA includes details about Licensee's Infor environment, installed patches, configuration changes, operating system levels, changes to the environment, and parameter settings. Best practices call for Licensee to opt to enable the Infor Support Assistant (ISA). Providing Xtreme Support with immediate access to all this relevant information, through ISA, means that Licensee can benefit from faster resolution to Licensee's incidents, proactive recommendations for Licensee's Infor Component System environments, faster troubleshooting of issues, the ability to monitor disk utilization and available memory, and reduced time to log an incident. The Infor Support Assistant is not available for all Component Systems. In order to take advantage of remote access or the ISA, Licensee must maintain all software, hardware, and network equipment in the configuration recommended by the appropriate equipment vendor and / or by Infor guidelines.



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### About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in 194 countries improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit [www.infor.com](http://www.infor.com).

### Disclaimer

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INF01PR39202691NUS-01117

Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of the City of Atlanta has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

19959 Federal Work Authorization User Identification Number July 2009 Date of Authorization

Name of Contractor: Hansen Information Technologies, now known as Infor Public Sector, Inc.

Name of Project: City of Atlanta

Name of Public Employer: City of Atlanta

I hereby declare under penalty of perjury that the forgoing is true and correct.

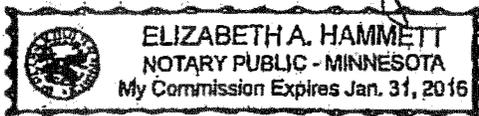
Executed on January, 31, 2013 in St. Paul (city), Minnesota (state)

Patricia Elias  
Signature of Authorized Officer or Agent

Patricia Elias, Associate General Counsel  
Printed name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE  
ME ON THIS THE 31 DAY OF January, 2013

Elizabeth A. Hammett  
NOTARY PUBLIC  
My Commission Expires: January 31, 2016



Attachment: MBond: Agreement with Hansen Information Technologies (14-R-3832 : Agreement with Hansen Information Technologies)

#50

First Reading

**FINAL COUNCIL ACTION**  
 2<sup>nd</sup>     1<sup>st</sup> & 2<sup>nd</sup>     3<sup>rd</sup>  
**Readings**  
 Consent     V Vote     RC Vote

Committee \_\_\_\_\_  
 Date \_\_\_\_\_  
 Chair \_\_\_\_\_  
 Referred To \_\_\_\_\_

A RESOLUTION BY

A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO AN AGREEMENT WITH HANSEN INFORMATION TECHNOLOGIES, A SUBSIDIARY OF INFOR GLOBAL SOLUTIONS, PURSUANT TO SECTION 2-1191.1 OF THE CITY OF ATLANTA CODE OF ORDINANCES, FOR SOFTWARE MAINTENANCE AND SUPPORT SERVICES FOR THE HANSEN VERSION 8 SYSTEM, ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT, IN AN AMOUNT NOT TO EXCEED ONE HUNDRED NINETY THOUSAND, FIVE HUNDRED TWENTY SIX DOLLARS AND THIRTY-NINE CENTS (\$190,526.39); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM FUND DEPARTMENT ORGANI ATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE 170113 (DWM-INFORMATION SYSTEMS) 5212001 (CONSULTING/PROFESSIONAL SERVICES) 1535000 (DATA PROCESSING); AND FOR OTHER PURPOSES.

Committee

Date

Chair

Action

Fav, Adv, Hold (see rev. side)

Other

Members

Refer To

Committee

Date

Chair

Action

Fav, Adv, Hold (see rev. side)

Other

Members

Refer To

Committee

Date

Chair

Action

Fav, Adv, Hold (see rev. side)

Other

Members

Refer To

Committee

Date

Chair

Action

Fav, Adv, Hold (see rev. side)

Other

Members

Refer To

CERTIFIED

MAYOR'S ACTION

- CONSENT REFER
- REGULAR REPORT REFER
- ADVERTISE & REFER
- 1<sup>ST</sup> ADOPT 2<sup>ND</sup> READ & REFER
- PERSONAL PAPER REFER

Date Referred: \_\_\_\_\_  
 Referred To: \_\_\_\_\_  
 Date Referred: \_\_\_\_\_  
 Referred To: \_\_\_\_\_  
 Date Referred: \_\_\_\_\_  
 Referred To: \_\_\_\_\_

Attachment: MBond:Agreement with Hansen Information Technologies (14-R-3832 : Agreement with