1   Q.   *Re: Tab 7.1 - 2013 System Upgrades – Asset Management System (Avantis) Upgrade*
2
3   **At p. 2 it states that, "The version currently used by the Company will no longer be**
4   **supported by the vendor after 2013." Does this mean that the vendor will be**
5   **available to provide support during 2013? If so, why not delay the project for a**
6   **year?**
7
8   A.   Full support of the Avantis.PRO 4.2.2 version currently used by the Company will be
9   available until the third quarter of 2013. In the fourth quarter of 2013, the vendor intends
10   to issue Avantis.PRO version 5.1 which will effectively render Avantis.PRO 4.2.2
11   obsolete within 3 months. Once Avantis.PRO version 5.1 is issued, the vendor will
12   consider the Avantis.PRO 4.2.2. version mature.
13
14   Attachment A describes the current Lifecycle Policy of Invensys, the vendor for Avantis.
15
16   Products in the mature phase only have limited support for a limited time. Telephone, e-
17   mail, fax, and web support are available; however mature releases receive neither
18   enhancements nor error corrections.
19
20   Based on the vendor's Lifecycle Policy, performing the upgrade in 2013 is necessary to
21   ensure a continuing effective level of support. Given that Avantis is the centre piece of
22   the Company's asset inspection and maintenance program, continuing support for the
23   software is considered critical to continued reliable electrical system operation. In these
24   circumstances, delay of the project for a year as suggested is not seen as reasonable or
25   consistent with least cost reliable electrical service.

Avantis.Pro Product Support Lifecycle Policy
June 27, 2012

invensys

Operations Management

This document describes the product support lifecycle for Avantis.PRO product releases effective June 27th, 2012. All Avantis.PRO product releases will transition through the lifecycle phases with these transitions being communicated to our customers by Customer Support. Invensys is committed to increasing the quality and functionality of its new products while addressing the needs of its customers using previously released versions.

Product Lifecycle Phases

Generally, Invensys will support the current functional release version plus one previous functional release. A functional release is one in which new features are introduced. The support period includes the maintenance (bug-fix only) releases for the respective functional releases. Furthermore, no functional release will mature earlier than 24 months from its release date, even if multiple functional releases occur within a 24-month period.

The Avantis.PRO Product Lifecycle Phases and their corresponding timeframes for support are outlined below:

Lifecycle Phase	Timeframe
Active	Begins at the General Availability of the functional release.
Mature	Begins 24 months after General Availability of a release, or concurrent with the release of the second subsequent functional release, **whichever occurs later**.
Obsolete	Begins three months after the Maturity date.

Support Levels

The corresponding level of support for each of the Lifecycle Phases is as follows:

Active	Products in the Active Lifecycle phase receive maintenance releases as required. Active releases are supported fully by Customer Support. This includes support via telephone, e-mail, fax, and web access to our support system, in addition to troubleshooting via the internet (i.e., remote diagnosis) at our discretion if required.
Mature	Customer Support supports products in the Mature Lifecycle phase in a limited manner. Telephone, e-mail, fax, and web support are still available, but Mature products receive neither enhancements nor error corrections, with the exception of hot-fixes for business-critical regression issues.
Obsolete	Customer Support does not support products in the Obsolete Lifecycle phase unless an Extended Support Agreement is in place with the client.
Extended Support	Optional for customers who find it necessary for business reasons to remain on an obsolete product version. Coverage options and pricing can be discussed with your Client Sales Executive or through Avantis.PRO Support (Client Relations Manager).

Avantis.PRO Product Support
Language: English
Lifecycle Policy – June 27th, 2012
Valid for 90 Days

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Lifecycle Calendar

All releases prior to those listed in the tables below are in the obsolete lifecycle phase.

English Language				
Release	**Status**	**Release Date**	**Mature**	**Obsolete**
4.1 **4.1.1,** **4.1.2,** **4.1.3,** **4.1.4,** **4.1.5**	Active Active Active Active Active Active	October, 2004 February, 2005 April, 2005, September, 2005 June, 2006 March, 2007	December 31, 2010	March 31, 2011
4.2, **4.2.1,** **4.2.2,** **4.2.3,** **4.2.4**	Active Active Active Active Active	January, 2007 June, 2007 February, 2008 October, 2008 November, 2009	*Concurrent with the release of 5.1**	*3 months after maturity*
5.0, **5.0.1,** **5.0.2,** **5.0.3** *5.0.4*	Active Active Active Active *Estimated*	September 30, 2009 April 30, 2010 March 31, 2011≠ February 29, 2012 *Q4-2012*		
5.1	*Estimated*	*Q4 - 2013**		

*   *Dates will be adjusted based on actual delivery of future functional releases.*
≠   *5.0.2 includes the availability of additional smart client applications*