

CitiGroup/EGG - Symantec Service Review

Date: 2nd December 2009

Attendees:

CitiGroup

Mark Barnes

Isobel Dunsire

Nick Hall

Ian Baxter

Apologies

Symantec

Terry Hardwick

Steve Gardner

Apologies

Distribution list

As above

Rowland Huelin

Michelle Humphrey

Rod Wayne

Jason Dowzell

Eckhard Trumper

Minutes for Decemeber 2nd 2009

1. Support Review

- a) **Cases – 241-014-307** – NBU Media Server performance issues at DR site in Lewisham. Follow
- b) **Product Support Matrix** – Attached to the monthly minutes.
- c) **Support Exceptions** – Already in Place for Citi are SFHA including Oracle and CSF 4.0/4.1 and SFHA 3.5 for Solaris. **Action**-These dates are now included in the Support Matrix attached to these minutes.

2. Education

No immediate requirements at this time.

3. Consultancy

4. Projects

EGG are preparing to make the Lewisham site the live site on the 5th/6th of December. Pre-emptive case to be raised to cover this piece of work **Action – TH** to create the pre-emptive case based on previous COB test details. Send details of the Pre-emptive case number to Citi/EGG technical teams.

5. Sales and Licensing –

6. AOB

SFHA Assurance – The service assurance for the switchover from Derby to Lewisham has been completed.

NBU Performance review – Following on from case 241-014-307 a Fly to site was arranged for 2nd of Dec, this was to review the performance of the various backups that had been causing issues on the media server based at Lewisham. Business Critical Engineer Steve Gardner was in attendance to deliver this.

COB Tests will be performed periodically– **Action** – Citi/EGG Technical team to complete a Pre-Emptive request form for each COB Test at least 2 weeks ahead of scheduled testing. TH to raise a due dated case from the details within this form.

Pre-emptive case creation, there is a new form to be used for Pre-emptive cases, this is the ideal mechanism for handling the regular COB tests. **Action** – TH to supply the revised form and additional information on Pre-emptive case creation.

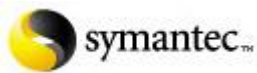
TH – To obtain details of the enhancements/fixes between NBU 6.5.0 and 6.5.4.

Review content and dates for future meetings

Next meeting – TBC Week commencing 22/02/09

Symantec Contacts:

Michelle Humphrey	Mobile: 07834 434855	Education
Terry Hardwick	Mobile: 07525 691447	Business Critical Account Manager
Eckhard Trumper	Mobile: 07515315019	Business Critical Engineer
Rowland Huelin	Mobile: 07881 516660	Account Director
Rod Wayne	Mobile: 07799 863265	Pre Sales Consultant
Jason Dowzell	Mobile: 07802 779 796	Pre Sales Consultant -NBU



Product Support Matrix

EOES End of Engineering support

EOPS/EOSL End of product support / End of Support Life

Product	Platform	Version	EOES	EOPS/EOSL	CATE Cert'd	Supp Exception
NBU (EGG only)	All Platforms	4.5	1 Jul 2006	29 Apr, 2007		
		5.x	31 Mar 2008	01 Dec 2008		
		6.0	-	03 Oct 2012		
		6.5.x	-	03 Oct 2012		
SFW	Windows	4.0	7 Jun 2006	16 Dec 2008		
		4.x	16 Jul 2009	18 Jun 2011	In Use	
		5.x	-	16 Jan 2014		
Cluster Server Volume Manager File System Storage Foundation	Solaris	3.2 (VM only)	06 Sep 2004	19 Nov 2006	In Use	
		3.2 (FS only)	13 Jun 2001	28 Oct 2002	In Use	
		3.5	20 Feb 2006	06 Sep 2007	In Use	Until 31 Dec 2010
		4.0	10 Jul 2008	12 Dec 2010	In Use	16 Feb 2010 Sol 8 31 Dec 2010 Sol 10
		4.1	31 Dec 2008	12 Dec 2010	In Use	16 Feb 2010 Sol 8 31 Dec 2010 Sol 10
		5.0	-	6 Aug 2013	In Use	
	AIX	3.2.1 (VM only)	13 May 2005	10 Feb 2008		
		3.4.4 (FS only)	-	23 May, 2010		
		3.5	06 Sep 2006	18 Feb 2008		
		4.0	10 Jul 2008	20 Dec 2009	In Use	31 Dec 2010
		5.0	-	6 Aug 2013		
	Linux	2.2	10 Jul 2008	05 Jan 2009		
		4.0	13 Apr 2009	13 Sep 2011	In Use VM	
		4.1	-	6 Aug 2013	In Use	
		5.0	-	6 Aug 2013		
	HP-UX	3.1 (VM only)	25 Oct, 2004	4 Jun, 2005		
		3.2 (VM only)	20 Dec 2004	19 Mar 2007		
		3.5	-	TBA	In Use	
		3.5 (Itanium)	-	24 Mar 2011		
		4.1	10 Jul 2008	13 Jul 2010		
		5.0	-	6 Aug 2013		