# CUBIT Customer Support Plan

The Design through Analysis Realization Team (DART) project established the *Analyst Homepage* as a resource website for identifying and interacting with specific project*s* under its umbrella. Each project maintains a webpage with project information and links in an effort to simplify learning about the project, submitting bugs, finding points-of-contact (POCs), viewing documentation, and downloading "how to " instructions for installing and running the product. The webpage for CUBIT, **http://www-irn.sandia.gov/analyst/codetool/cubit.html**, maintains updated information for sections of the following project customer support plan.

**Product/Project Name: CUBIT**

**Date Customer Support Plan Becomes Effective: 11/23/2004 Phase-Out Date**: **N/A**

**Preferred Contact Method**: **e-mail**

The CUBIT team prefers that customers e-mail requests for support or product issues, including bugs or enhancements, as indicated under *Preferred Contact Method* in Table 1. This is primarily for reasons of quick response. If this preferred contact method, namely e-mail, does not result in a timely response, the secondary contact method includes emailing or calling the subsequently identified project team POCs listed in Table 1.

**Table 1. Contact Roles and Responsibilities**

| Project Member Name | E-mail/Website Address | Phone Number | Roles |
|---|---|---|---|
| **Preferred Contact Method** | | | |
| Cubit email help list. | cubit-help@sandia.gov | -none- | Email list which will reach all developers |
| **Secondary Points-of-Contact** | | | |
| Bob Kerr | rakerr@sandia.gov | (505) 844-8606 | Support Manager |
| Mike Borden | mborden@sandia.gov | (505) 844-8441 | Support Team Member |
| Steve Owen | sjowen@sandia.gov | (505) 284-6599 | CUBIT Team Lead |
| Ted Blacker | tdblack@sandia.gov | (505) 284-9398 | CUBIT Team Manager |

**Customers Supported:** (Identify groups or classes of customer, if any. See examples in Table 2.)

**Table 2. Customer Support Categories**

| Class | Description | Level of Support | Response Time* |
|---|---|---|---|
| A | 9100 user or anyone supporting a Level 1 milestone | Inquiries or issues get immediate attention. Other work put on hold to address this customer's concern. | Within 2 days |
| B | Other Sandia analysts, other Government agencies, external customers with working relationships | Will address issues on a time available basis. | Within 3 days |
| C | Non-SNL user who likely obtains product from project's website | Will take calls or inquiries; will address issues if such work doesn't interfere with project schedule | Within 3 days |
| * Response is defined as the acknowledgement of the issue, not the resolution for it. | | | |

## Submitting Product Issues and Bugs

### *How to submit an issue*

The CUBIT team accepts and tracks product issues and bugs via an issue tracking system called Bugzilla. Bugzilla is implemented around the DART Issue Tracking System process. Users may submit issues by e-mailing **cubit-help@sandia.gov**. The e-mail should contain the following information:

1. Title: a one-line summary of the issue
2. Issue Description: a detailed description of the issue or problem including environment, platforms, and operating system
3. Issue Type: an identification as to whether the issue is an enhancement, a problem, a change, request for training, or an action item for the CUBIT team
4. Customer Severity: an indication of the criticality of the issue (critical, high, medium, low)

CUBIT users are also encouraged to join and participate in the CUBIT users' forum, which takes place via the mailing list cubit@sandia.gov. This allows the users of CUBIT a place for discussing issues and sharing tips and tricks.

### *Prioritizing issues*

The CUBIT team considers several factors in deciding how to prioritize outstanding issues. The team assigns a priority based upon such factors as:

- The severity of the issue as reported by the customer. Critical issues take precedence over high, medium, and low issues.
- The severity of the issue as determined by the developers and the availability of a work-around.
- The class to which the customer submitting the issue belongs—Class A users receive a higher priority than Class B or Class C users.
- The number of users estimated to be affected by the issue—if an issue is understood to have wide-reaching consequences, then it will be addressed sooner rather than later.
- The time estimated to resolve the issue. If the support manager or other developers have a block of time available to work on issues that are estimated to take minutes or only an hour or two, they will try to fit a number of these issues into their block.

### *Acknowledging issues*

The CUBIT team acknowledges all submitted issues via a return e-mail or phone call to the customer submitting said issue. The team also notifies the customer via e-mail or phone when the issue has been resolved so that the customer can resume normal use of the application.

### *Expected response time*

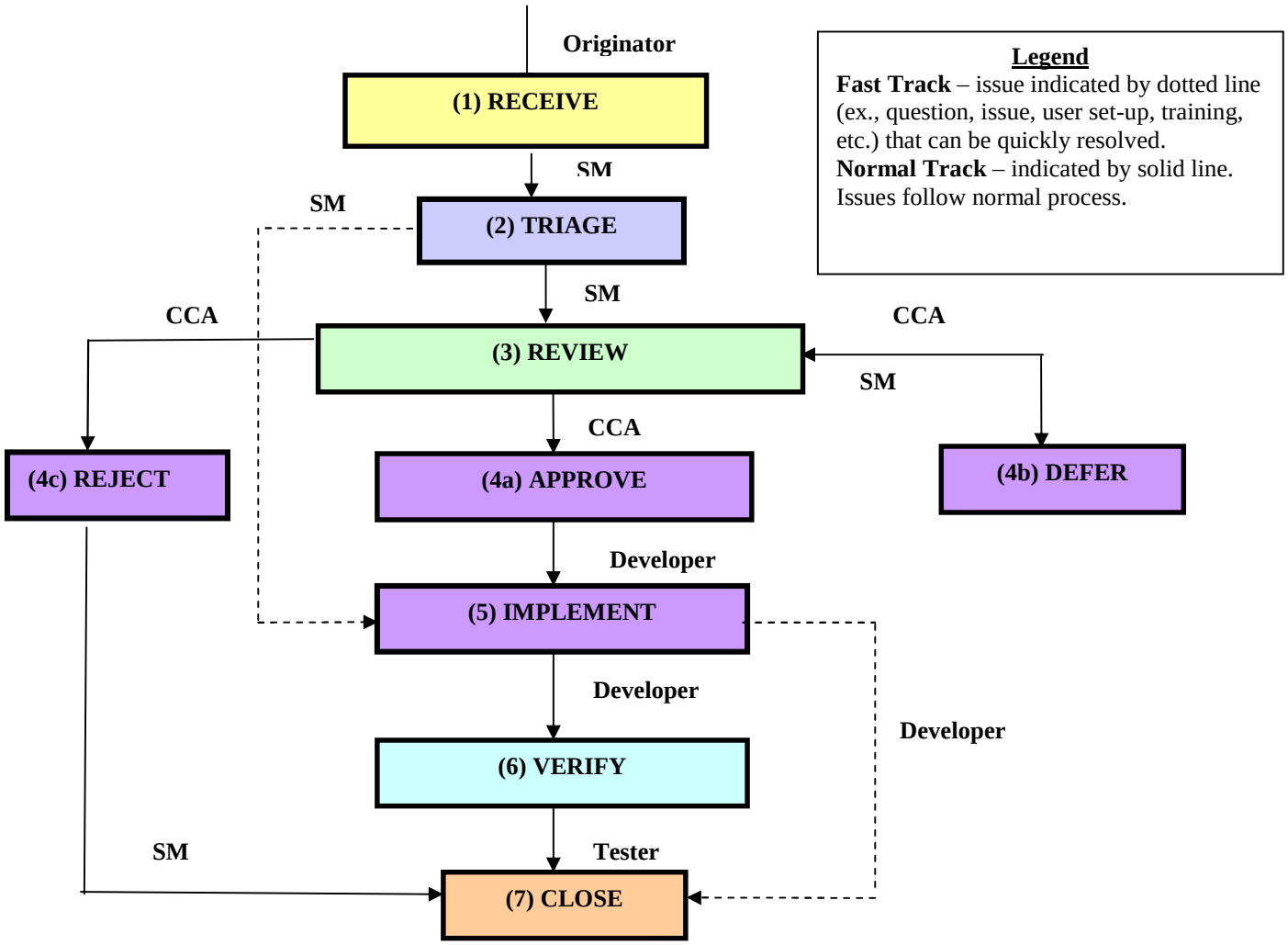
The CUBIT team categorizes its customers according to the guidelines defined in Table 2. Class A customers are guaranteed a two-day response in acknowledging the issue while Class C customers are guaranteed a three-day response acknowledgement. While the CUBIT team strives to provide a two-day response to all user-submitted issues, this may be impossible depending on their work load, available resources, etc.

### *Escalating issues*

While the CUBIT team strives to provide outstanding service and response in resolving submitted issues, the team realizes that occasionally a customer may feel the need to escalate the level of support they perceive they are receiving. In cases where the expected response time is unacceptable or not honored, where the response is unacceptable or unclear, or if the customer is unsatisfied in some other way, the customer may escalate their issue by directly contacting one of the individuals identified in Table 1, starting with the Support Manager and working down to the Principal Investigator or even the Department Manager who oversees the CUBIT team's activities.

Below is a high-level lifecycle diagram of the overall DART Issue Tracking Process. Included in this diagram are the general steps/states of a change request lifecycle that include: Receive; Triage, Review; Approve, Reject, or Defer; Implement; Verify; and Close.

**Figure 1. DART Issue Tracking Request (ITR) Lifecycle**




**Documentation Provided:** (*list the various documentation and where it can be accessed*)

- User manual http://cubit.sandia.gov/documentation.html
- Release notes http://cubit.sandia.gov/release.html
- How to install product (contained in individual download directories)
- Product tutorial http://cubit.sandia.gov/tutorials.html
- Tips and tricks for running the software project http://cubit.sandia.gov/cgi-bin/fom.cgi
- FAQs http://cubit.sandia.gov/cgi-bin/fom.cgi

**Training Provided:** (*list training options*)

- On-line: See tutorials above
- Scheduled one-to-many training classes: See tutorials above for schedule.
- One-on-one training session: As arranged between user and developer.

**Server and Supported Platforms Information:** (list all servers and platforms on which this product runs and is currently supported)
CUBIT runs on Windows 2000 and XP, Solaris 8.0, HP-UX 11.x, Linux Redhat 9.0 and similar, SGI IRIX 6.5.

**Product Interfaces:** (list any product interfaces that user may need to access or use in the course of running this application)
CUBIT exports mesh in the exodusII format, so any post-processing code should understand this format.

**Customer Feedback:** (identify how customer feedback may be submitted or how it will be solicited by the support team. This feedback is in addition to on-going customer-support issues that are submitted through the product's issue tracking process)
Customer feedback, on an ad-hoc basis, is always welcome via our email support line, or phone call. Periodically throughout the year, the CUBIT team will conduct surveys of selected analysts to determine future directions. The CUBIT team Product Manager will also conduct informal investigations into the needs of the users.

The CUBIT team will follow DART direction (as it becomes available and as appropriate) for collecting and analyzing customer feedback.