



## IBM Software Accelerated Value Program for IBM Cognos SDK

Support Offering Components		Standard Subscription and Support of Cognos 8 SDK License (annual renewal)	SDK Component Included with Heritage IBM Cognos Premier	Accelerated Value Program for Cognos SDK Support Hours	Accelerated Value Program for Cognos SDK Accelerated Value Developer
Product Continuation	New Releases	√	√	√	√
	Maintenance Releases	√	√	√	√
	Documentation	√	√	√	√
White Pages/ Best Practices	Access to Online Forums	√	√	√	√
Code Sample Library	Unlimited Access	√	√	√	√
Code-Level Assisted Support	Answers generic code questions		√	√	√
	Provides generic tips and techniques		√	√	√
	On Demand One on One tailored SDK development			√	√
	Direct Connect with SDK Team			√	√
	Dedicated SDK development support resource			√	√
Debugging and Code Reviews	SDK new features, deprecated APIs, help with code upgrades		√	√	√
	Training and Guidance			√	√
	Provide Solutions and workarounds			√	√
Design Assistance and Performance Tuning	Evaluate step by step Requirements for new projects or upgrades			√	√
	SDK Design and implementation discussions		√	√	√
	Recommendations to boost overall SDK application performance		√ Reactive	√ Proactive	√ Proactive
Proactive SDK Partnership	SDK Training tailored to your needs			√	√
	On-site Visits				√
	Direct Call Routing to SDK team			√	√
	Assigned a dedicated SDK Developer				√
	Troubleshooting Diagnostics and Utilities			√	√
Support Contacts	Escalation to SDK Team		√		
	Accelerated Value Support Contacts that work directly with a SDK resource			√	√