# Entry Systems

digital

**Customer Services**

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# Customer Services

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# Preface

This guide provides an overview of the hardware, software, self-maintenance, consulting, educational, and customized support services that are available from Digital Equipment Corporation for your system.

This guide contains five chapters:

Chapter 1 describes the hardware and software maintenance and support warranties and services.

Chapter 2 describes the self-maintenance and support services.

Chapter 3 describes the professional and consulting services.

Chapter 4 describes the educational services.

Chapter 5 describes the customized support services.

To find out more about the services that are available for your system, contact your sales representative or dial DECdirect in the United States at 1–800–DIGITAL.

# Chapter 1
# Maintenance and Support Services

This chapter describes the maintenance and support services provided by Digital for your system.

## 1.1 Introduction

Digital's Customer Services organization has the resources to provide total system support to customers around the world. With more than 29,000 service professionals in over 450 locations worldwide and 14 Customer Support Centers, Customer Services can provide technical support whenever and wherever you need it.

Through contractual and noncontractual arrangements, Customer Services offers a wide variety of services that support Digital's hardware, software, and networks, as well as support services for self-maintenance customers and for a wide variety of equipment from vendors other than Digital.

## 1.2 Warranty Services

Digital offers you a choice of two full-year warranties:

* The List Warranty, which allows the return of your hardware to Digital's Customer Return Center (CRC)

* The Standard Warranty, which is a full-support integrated service covering your hardware and software

The primary features of those warranties are described in the following sections.

### 1.2.1 List Warranty

The List Warranty is a 1-year limited warranty that lets you return your hardware to Digital's Customer Return Center (CRC) for free repair or replacement of the field-replaceable units (FRUs). A list of FRUs is available from Digital on request.

To use this service call 1–800–225–5385 from 8:15 A.M. to 7:00 P.M. EST.

### 1.2.2 Standard Warranty

The Standard Warranty (Warranty E) has the following features.

* Hardware installation

* Hardware Basic Service for 1 year, 8:00 A.M. to 5:00 P.M., Monday through Friday, except locally observed Digital holidays, next-day response time

* Telephone assistance for hardware, operating system, and Digital layered products purchased with Standard Warranty

* Critical on-site software support

* The Digital Service Network Link (DSNlink, formerly DSIN)

* The right to use new versions of software

* A Product Foundation Warranty for kernel software (operating system, DECnet, VAXcluster, or Workstation software)

The Product Foundation Warranty is described in Digital's *U.S. Price List* and *Customer Services Price List*.

### 1.2.3 Factory Loaded Software

Factory loaded software (software delivered on a system disk) is provided as a convenience to you and is not covered by a warranty.

You are solely responsible for completing the installation of factory loaded software. For that reason Digital encourages you to buy the VMS media and documentation kit because it includes complete installation instructions.

## 1.3 Postwarranty (Second Year) Integrated Hardware and Software Service Agreements

Digital offers you a choice of full or limited integrated support agreements that combine hardware and software services. The following sections describe those agreements.

The equivalent Standard Warranty service for your second year, if you did not purchase an extended warranty, is the Basic System Support Service outlined in Section 1.3.5.

### 1.3.1 DECsystem Support Service 24x7

DECsystem Support Service 24x7 (DSS) integrates Digital's most comprehensive on-site hardware service with efficient software support. This is the service you need if you require maximum system performance and highly responsive answers to software-related questions or problems.

This service features:

- DECservice hardware on-site service, available 24 hours a day, 7 days a week, including weekends and Digital observed holidays (See Section 1.4.1 for more information on the DECservice hardware agreement.)

- Telephone hardware and software support from the Customer Support Center, available 24 hours a day, 7 days a week

- Access to DSNlink (Digital Service Network Link, formerly Digital Software Information Network), the problem/solution database

- The right to use new versions of software on your system, as supplied by Digital

- Critical on-site software service

### 1.3.2 DECsystem Support Service 9x5

The features of DECsystem Support Service 9x5 (DS9) are the same as those described in Section 1.3.1, except the coverage is 9 hours a day, Monday through Friday, excluding weekends and locally observed Digital holidays.

### 1.3.3 DECservice Node Service 24x7

DECservice Node Service 24x7 (DNS) provides the same on-site hardware service outlined in Section 1.4.1. Software support, however, is limited to the right to use new versions of software.

### 1.3.4 DECservice Node Service 9x5

DECservice Node Service 9x5 (DN9) is the same as DNS in Section 1.3.3, except the coverage is 9 hours a day, Monday through Friday, excluding weekends and locally observed Digital holidays.

### 1.3.5 Basic System Support Service

Basic System Support (BSS) service features a Basic on-site hardware service agreement integrated with the same software support features described in Section 1.3.1 for DSS. See Section 1.4.2 for a description of the on-site hardware services.

### 1.3.6 Basic Node Service

Basic Node Service (BNS) includes the same Basic on-site service features, described in Section 1.4.2, integrated with the right to use new versions of software.

## 1.4 Hardware Service Agreements

Digital offers you a choice of two hardware on-site agreements:

- DECservice Agreement

- Basic Service Agreement

### 1.4.1 DECservice Agreement

On-site service agreements are available with coverage from 9 to 24 hours a day, and up to 7 days a week, including local Digital holidays.

Digital's most comprehensive on-site hardware service includes a written commitment to respond to your call for service within a specified time (within 4 hours if your site is within 100 miles of a Digital Customer Services office). Once a service representative is on site, repairs will be made quickly and remedial work will continue until your system is operational again.

Automatic problem escalation is also a part of the DECservice agreement, drawing on additional backup support as required to achieve timely repairs.

Parts, labor and tools are provided under the DECservice agreement. Under DECservice, Digital installs the latest engineering modifications to keep your equipment up to date. In addition, an assigned Customer Services representative is responsible for your system maintenance and remedial service.

### 1.4.2 Basic Service Agreement

If you do not require a committed response time with continuous remedial effort, Customer Services offers a hardware-only Basic Service agreement.

Basic Service provides next-day response and repair effort during coverage hours. Basic Service also provides problem escalation, parts, labor, tools and installation of engineering modifications.

## 1.5 Software Support Agreements

Digital's Software Product Services (SPS) organization provides advisory support, preventive maintenance, and remedial services to help you before, during, and after software installation. Those services are available in startup packages or as part of a software agreement.

### 1.5.1 Startup Service Packages

Startup Service Packages (SSPs) are designed to complement your system warranty. SSPs provide startup assistance during software installation and provide ongoing support during the first year of operation.

Depending on the package that best suits your needs, SSPs include the following.

*   Startup phase: Software installation, on-site orientation, initial media and documentation, and educational training

*   Ongoing support: Media and documentation services, system management service, and software update installation service

### 1.5.2 Software Support Service

Software Support Service (SSS) provides ongoing advisory support, which includes the right to use and copy new versions of Digital operating systems and new layered software products developed by Digital.

Software Support Service includes the following.

*   Telephone support from the Customer Support Center (CSC), available 24 hours a day, 7 days a week

*   The right to use new versions of software

*   Access to Digital's Service Network Link (DSNlink, formerly DSIN), an on-line information database

### 1.5.3 Software Node Service

The Software Node Service (SNS) gives you the right to use new versions of any applicable kernel software (operating system, DECnet, VAXcluster, or Workstation software).

This service does not include the Media and Documentation Distribution
Service (MDDS) or the Documentation Update Service.

## 1.5.4 Supplemental Services

Table 1–1 outlines four value-added services that are available to
complement your warranty package and Software Support Service.

### Table 1–1: Supplemental Services

| Service | Description |
| --- | --- |
| Media and Documentation Distribution Service (MDDS) | A subscription service to ensure that the latest updates of media and documentation are shipped directly to your site. The right to use the update is included in your warranty. Software Support Service (Section 1.5.2) is a prerequisite to MDDS. MDDS provides the physical media containing the service and documentation. The service includes:<br><br>• Media updates<br><br>• Documentation updates<br><br>• Technical newsletter, if applicable |
| Documentation Update Service | For customers who require additional copies of documentation. The service includes:<br><br>• Documentation updates<br><br>• Technical newsletter, if applicable |
| System Management Service (SMS) | A system-level advisory service that provides personalized support and the added expertise of an assigned specialist at the Customer Support Center (CSC). The specialist assists you in the management of your system performance and operation. The service includes:<br><br>• An assigned software CSC specialist<br><br>• Software performance reporting<br><br>• Problem management |

**Table 1–1 (Cont.):  Supplemental Services**

| Service | Description |
|---------|-------------|
| Software Update Installation Service (SUIS) | Assists you with software update installation.  A CSC specialist helps you plan for the installation of the update and then performs the installation at a convenient time to minimize disruption of your operations.   System Management Service is a prerequisite to SUIS. The service includes:<br><br>•  New version impact planning and analysis<br><br>•  Installation of software updates |

# 1.6  Network Services

Digital offers three network-related services:

• NETplan

• NETstart

• NETsupport

## 1.6.1 NETplan Service

The NETplan service helps you to plan and design a network.  Table 1–2 lists the NETplan features.

**Table 1–2:  NETplan Features**

| Feature | Description |
|---------|-------------|
| Requirements analysis | Analyzes your business needs and application requirements and translates them into network design criteria. |
| Design analysis | Helps you select a network design based on an analysis of predicted performance, communication facilities and their cost, and the limitations of the network design. |
| Application design | Helps you specify and design an application that uses your own network resources. |
| Protocol design | Helps you specify and design network applications for communication with other vendors' hardware and software. |

**Table 1–2 (Cont.): NETplan Features**

| Feature | Description |
| --- | --- |
| Physical design | Helps you plan and design a local area network tailored to suit your facility. |
| Planning seminars | Help you determine the appropriate networking strategy for your specific needs. |

## 1.6.2 NETstart Service

The NETstart service assists you in all network-related implementation and startup activities. Table 1–3 lists the NETstart features.

**Table 1–3: NETstart Features**

| Feature | Description |
| --- | --- |
| Installation management | Provides you with a comprehensive installation plan. This service is for customers who require professional management of their data or voice communication network. |
| Certification | Ensures that your broadband cable facility is maintainable by Digital Customer Services and that it qualifies for a remedial maintenance contract. |
| Startup assistance | Provides you with startup assistance to familiarize users and network support personnel with the use and operation of the network. |
| Application development | Helps you develop and implement a distributed application. |
| Protocol development | Helps you develop and implement protocol interfaces between Digital and other vendors' hardware and software. |
| Startup training | Offers courses that help you design and develop distributed applications and use the network. |

## 1.6.3 NETsupport Service

The NETsupport service provides network operation assistance and helps you maintain your network in a multivendor environment. NETsupport also helps you use Digital's network management products and trains you to manage, maintain, and troubleshoot your own network. Table 1–4 lists the NETsupport features.

### Table 1–4: NETsupport Features

| Feature | Description |
| --- | --- |
| Maintenance management | Provides you with a single contact from Digital to resolve all network maintenance issues for Digital and multivendor networks. |
| Management tool assistance | Helps you implement Digital's family of network management products and teaches you how to use them in your network. |
| Operation training | Offers courses that help you operate and manage your data communication network. |

## 1.7 Other Support Services

Digital's Customer Services organization strives to provide needed support services. Some additional services are listed in Table 1–5.

### Table 1–5: Other Support Services

| Service | Description |
| --- | --- |
| Recover Service | An optional enhancement to Digital's system services. It extends a system service agreement to provide immediate recovery from loss due to emergency situations such as fire, flood, and vandalism. Offers the most comprehensive system insurance, up to and including replacement of the entire system. |
| Data Protection Service | Allows you to store data (tapes, disks, microfiche or paper) in a Digital high-security, fire-rated facility. Includes pickup and delivery of media. |
| DECcompatible Service | An optional enhancement to a system support agreement. It provides coverage for selected products from vendors other than Digital that are connected to Digital systems or networks. |
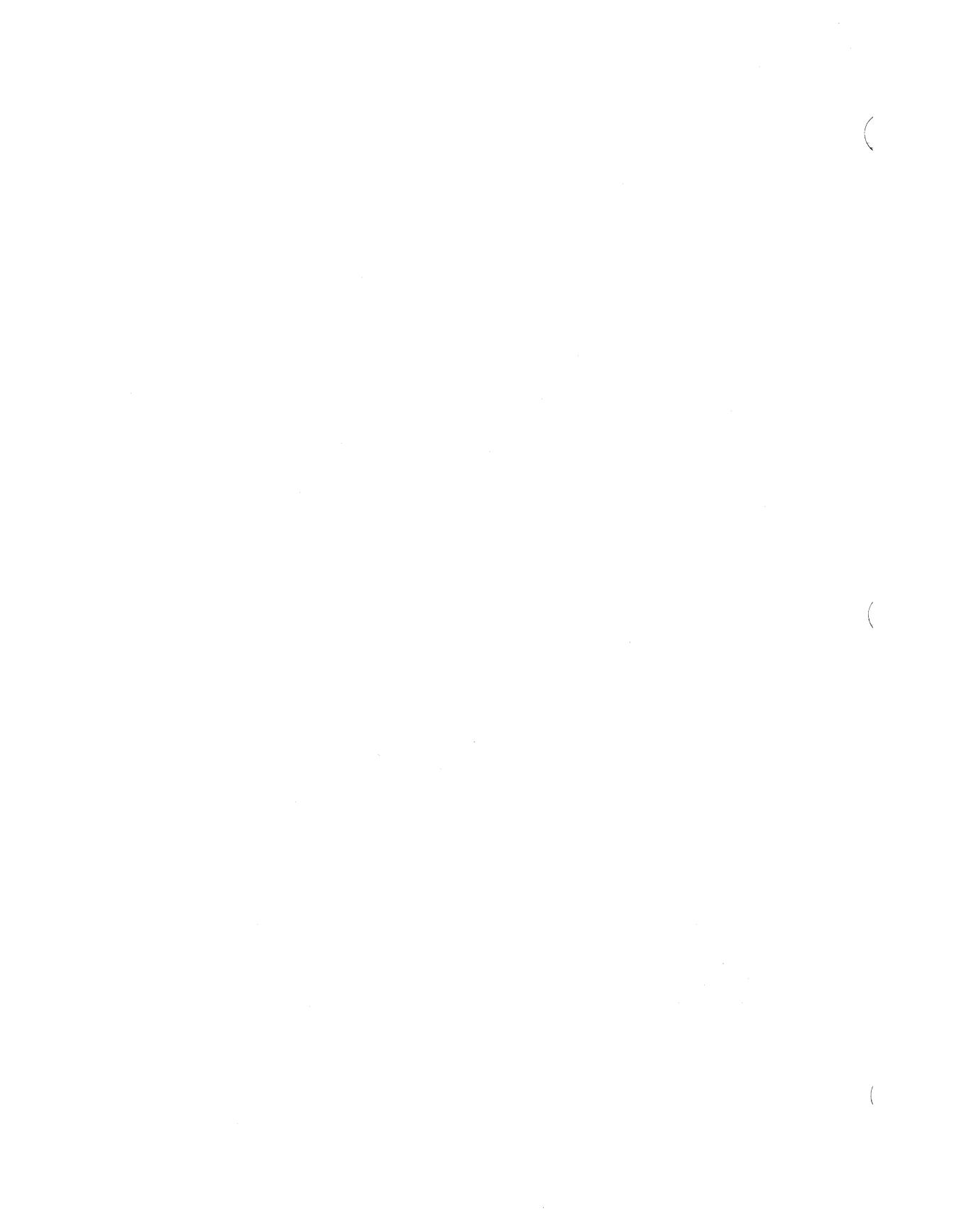
# Chapter 2

# Self-Maintenance and Support Services

This chapter describes the self-maintenance services provided by Digital for you, if you choose to maintain your own system.

## 2.1 Introduction

Digital recognizes that your environment may require you to manage the remedial aspect of your information system and for that reason offers you a tailored alternative to the Standard Warranty through the:

- Digital Assisted Service Program

- Maintenance Product Recommendation Service

### 2.1.1 Digital Assisted Service Program

Digital's commitment to self-maintenance customers includes the Digital Assisted Service Program (DASP), which begins with a contractual agreement that provides selected products and services under an annuity payment schedule. Other services can be purchased on an event basis. DASP can be purchased as a packaged product with:

- Hardware Diagnostics and Documentation, including print sets, service manuals, and relevant microfiche

- A Hardware Diagnostic and Documentation Update Service

- Access to Digital's Customer Service Centers through 24-hour telephone support and use of remote diagnostic tools

- Unlimited use of DECmailer for product repair and Field Change Orders (FCOs) for all equipment under the DASP agreement

### 2.1.2 Maintenance Product Recommendation Service

If you choose to maintain your own system, Digital's Maintenance Product Recommendation Service (MPRS) can recommend the self-maintenance products you need to service each unique configuration.

Your customized response from MPRS includes lists of:

- Spare parts (field-replaceable units, called FRUs) needed for on-site repair

- Tools and test equipment necessary to maintain your equipment

- Preventive maintenance parts (parts that require routine replacement on a scheduled basis)

- Hardware documentation for individual options and complete systems

- Diagnostics to isolate and identify faults

## 2.2 Part Number Assistance

Part Number Assistance supplies part numbers over the telephone for spare parts, hardware documentation, and diagnostics. The Self-Maintenance Services organization has an extensive technical library and a well-trained staff to assist you in finding the correct part number.

## 2.3 Maintenance Documentation Service (MDS)

Maintenance Documentation Service (MDS) ensures that your maintenance documentation is current by providing timely microfiche updates. The MDS library provides complete, current information on the entire family of systems and includes the following.

- Hardware manuals

- Illustrated part breakdowns (IPBs)

- Preventive maintenance manuals

- Diagnostic listings

- Field change orders (FCOs)

- DEC–O–LOG (FCO synopses)

## 2.4 DEC–O–LOG Service

DEC–O–LOG, an MDS component, is a notification service for field change orders (FCOs). DEC–O–LOG provides synopses of changes to hardware products that have been manufactured. FCO synopses also contain information on topics such as problem symptoms, FCO quick check, and hardware compatibility.

## 2.5 Service Mode Diagnostics

Self-Maintenance Services licenses the use of system diagnostics and the MicroVAX Diagnostic Monitor (MDM).

MDM is a standalone operating system with diagnostic programs. MDM verifies that your system is operating correctly and tests the system devices. The objective of diagnostic testing is to isolate a problem to a field-replaceable unit (FRU) that can be easily removed and replaced. Service mode diagnostics can check a device more completely than can the verify mode tests (MDM) shipped with the system.

System diagnostic kits can be kept up-to-date with the annual Diagnostic Update Service. Subscribers to that service are automatically sent new or revised diagnostics on release from Diagnostic Engineering.

## 2.6 Unlisted Parts Service

You may require parts that are not included on Digital's current price list. Unlisted Parts Service checks the availability of such parts. When parts are available, you may receive a quotation of the price and time required to deliver them.

## 2.7 Spares Emergency Order Service

The Spares Emergency Order Service, a spare-part order and delivery service, helps you when your system is down. You can order parts 7 days a week, 24 hours a day. If the parts are available, they will be shipped to you on the next working day.

There is a moderate fee associated with that service. You cannot discount parts ordered through it.

## 2.8 DECmailer and Emergency Dispatch Service (U.S. Only)

DECmailer is Digital's fast, reliable, and economical mail-in part replacement service for customers in the United States. When you mail a faulty part to Digital, DECmailer Service sends a replacement part within 5 days of receiving the part.

If you require faster service, DECmailer Emergency Dispatch Service (EDS) ships replacement parts within 24 hours of your phone call.

## 2.9 Factory Repair Service (U.S. Only)

Factory Repair (and Same Board Repair) Service provides the same quality repair service as DECmailer but with an extended turnaround time and a lower cost. That service is available for all Digital customers in the United States who maintain their equipment to the module or subassembly level.

If you need assistance, call your local Customer Services office. A service call will be scheduled and a Digital Customer Services representative dispatched on a time-and-materials basis.

## 2.10 Self-Maintenance Information Line (U.S. Only)

The Self-Maintenance Information Line telephone number for the United States is 1–603–884–5000. The service is available Monday through Friday from 8:30 A.M. to 5:00 P.M. EST.

The Self-Maintenance Information Line is staffed with people who can help plan and implement a maintenance program by providing the following support.

* Suggestions for planning a maintenance strategy

* Literature references

* Information about any of Digital's self-maintenance programs and customer support services

## 2.11 Environmental Products

Self-Maintenance Services also offers environmental products that provide solutions to power-related problems. You can purchase environmental products from a Digital sales representative. In the United States you can order those products through DECdirect at 1–800–344–4825 from 8:30 A.M. to 8:00 P.M. EST.

Table 2–1 lists the environmental products available from Digital.

**Table 2–1:   Environmental Products**

| Product | Description |
| --- | --- |
| Standby Uninterruptible Power Supply (SUPS) | Enables a system to continue functioning in a blackout for a minimum of 12 minutes at full load. It provides transient suppression and power distribution for most system components. |

## Table 2–1 (Cont.): Environmental Products

| Product | Description |
|---------|-------------|
| Constant Voltage Conditioner (CVC) | Protects equipment from unwanted power disturbances. It can correct fluctuations in the power line such as sags, surges, and incoming noise spikes by providing continuous operating voltage to your system. |
| Transient Voltage Surge Suppressor (TVSS) | Protects against high energy transients or sudden electrical impulses. It is available for power lines, data lines, and power and data lines. It is compatible with all Digital systems. |

## 2.12 Self-Maintenance Training Service

Educational Services offers up-to-date hardware maintenance training on your system.

For more information, refer to Chapter 4 of this guide.

<div align="right">Chapter 3</div>

# Professional and Consulting Services

This chapter describes the professional and consulting services provided by Digital for your system.

## 3.1 Introduction

Digital offers a wide range of services that support system analysis, software development, and software implementation. Those services begin with the personal attention of a Digital software consultant and continue for as long as you own the system.

## 3.2 Professional Services

Digital's Professional Services organization offers consulting services to help you analyze, develop, implement, and productively use your Digital system. Those services provide benefits at all stages of the system life cycle:

- Planning and design
- Development and delivery of solutions
- Successful system startup
- User implementation

In addition, Professional Services offers performance monitoring, capacity planning, and migration and conversion services.

Professional Services' consultants have extensive practical experience in manufacturing, office automation, information systems, artificial intelligence, and networks.

The following sections outline Digital's Professional Services offerings.

### 3.2.1 Planning and Design Services

Planning and Design Services helps you select the optimal computing solution by analyzing structure, systems, environment, and cost. Areas of concentration include long-range growth planning, networks, office systems, and specific applications.

Table 3–1 lists the programs offered by Planning and Design Services.

**Table 3–1:  Planning and Design Services Programs**

| Program | Description |
|---|---|
| Network Planning and Design Services | Help you construct a new network, or reconstruct an existing one, to meet information flow requirements based on your business needs, organizational structure, and operational procedures. |
| Office Analysis and Design Services | Provide the critical management analysis and planning that must precede the implementation of an office automation system. |
| | A Digital consultant studies how each department in your organization works and determines the technology and applications that will service those departments most effectively. |
| Artificial Intelligence (AI) Planning and Design Services | Provide critical data to help you select AI applications that meet your business objectives, with the highest potential payoff and the lowest potential risk. |

### 3.2.2 Custom Application Consulting

By working with you to understand and analyze your unique computing needs and applications, Professional Services provides solutions designed for specific applications. A large-scale project could result in an entire turnkey solution. A smaller scale project could mean the building of a new application or the expansion of an existing one.

### 3.2.3 DECstart Consulting Services

DECstart Consulting Services offers a structured set of automated system management tools that can help you use and manage your system more effectively. DECstart Consulting Services is available for all major Digital operating systems and networks.

### 3.2.4 Office Application Support Services

Office Application Support Services provides customized support and individualized on-site consulting for office staff. That service includes orientation in the use of office products, support for the transition to an automated office, consulting on office procedures, and training in customized applications installed on your system.

### 3.2.5 Performance and Capacity Planning

Performance and Capacity Planning helps you monitor your system, evaluate performance, resolve problems, and make recommendations on how to get the most use from your system capabilities. Specific areas of focus are system performance monitoring, capacity planning, network management control, and DECnet monitoring.

# Chapter 4
# Educational Services

This chapter describes the educational services provided by Digital for your system.

## 4.1 Introduction

Digital's Educational Services organization offers a wide range of high-quality instructional programs and courses. Those programs and courses enable you to make the most effective use of training funds before, during, and after your system installation. Comprehensive educational curricula are available in a selection of course formats:

- Seminars

- Instructor-led training

- Audiovisual courses

- On-site training

- Self-paced instruction (SPI)

- Computer-based instruction (CBI)

You may select the format, program, or delivery mechanism that best matches your training needs.

## 4.2 Technical and Management Seminars

Technical and management seminars are designed for data processing professionals and managers, as well as for nontechnical personnel. Seminars that enable students to understand data processing and that focus on the newest technologies can be delivered at your site, at a local Digital Training Center, or in a hotel conference facility.

## 4.3 Instructor-Led Courses

Instructor-led courses provide classroom lectures, combined with hands-on experience in system or application software, at one of Digital's Training Centers or at your facility. Students benefit from the expertise and personal attention of an expert instructor, as well as from classroom interaction with other course participants.

## 4.4 Self-Paced Instruction (SPI)

Self-paced instruction (SPI) provides self-contained modular instructional units, exercises, and texts. The instruction lets students select specific topics necessary for their job requirements.

SPI course content is often comparable to the content of Digital's instructor-led courses. With SPI, however, you can learn at your own site, at your own pace.

## 4.5 Interactive Video Information System (IVIS)

The Interactive Video Information System (IVIS) is a powerful integrated hardware and software training tool. Digital's IVIS combines the computing power of the Professional 300-series computers with high-resolution video, dual-channel audio, sophisticated graphics, and text, resulting in a versatile, dynamic learning workstation.

## 4.6 Computer-Based Instruction (CBI)

Computer-based instruction (CBI) provides a series of packaged courses that allow training to be presented on line, thereby combining study from text or workbook and interactive dialog with the student's computer. Students can schedule CBI instruction around their work needs and can learn at their own pace through convenient magnetic tape or diskette access.

## 4.7 Digital Press

Digital Press publishes books for the computer community, which includes engineers, computer professionals, and first-time computer users.

Written by authorities and practitioners in the computer field, Digital Press publications address the interests of computer designers, system managers, and users, as well as the academic needs of students and instructors. Digital Press develops books under the following topics.

* Computer technology

* Computer management and business applications

* General applications

* The history of computing

* Subjects for first-time computer users

* Books with specific reference to Digital products

## 4.8 On-Site Training

Seminars and instructor-led courses can be delivered at your site for your large-scale and multiuser training needs. On-site instruction provides the added benefit of allowing users to learn one subject or more, together with their colleagues, on their own systems.

# Chapter 5

# Customized Support Services

This chapter describes the basic features of Digital's Customized Support Services (DCSS), formerly known as Enterprise Services.

## 5.1 Introduction

To help you meet the challenges of the 1990s, Digital's customized support services provide single-source accountability worldwide for the management, administration, and logistics support of your technology investment. Although there is much talk today of system integration, Digital believes that support integration is equally necessary and that support integration means much more than mere fix-it solutions. The delivery of Digital support integration is based on:

- Service technology—AI, remote diagnosis, networks

- Multivendor support—networks, sites and alliances

- Advanced global logistics

- Single-point accountability worldwide

Those abilities are the foundation of Digital's service history. Digital now offers those abilities, as described in the following sections, to you through its customized support services.

## 5.2 System and Support Integration

Digital can mobilize its comprehensive service capabilities to help resolve your business problems. System and support integration is not a product you can buy. It is an ongoing business relationship achieved through understanding your business objectives and needs. The following stages help support your objectives and needs.

- Planning—how to support your objectives and needs

- Design—the solutions called for by the plans

- Implementation of the solutions

- Management of the end state to ensure performance as planned

## 5.3 Logistic Support Services

To support your information system infrastructure, Digital offers a portfolio of support services. The first of those services includes the following functions.

- Customized staging
- Final assembly and test
- Service part planning and management
- Warehousing and inventory control
- Distribution network planning

## 5.4 Service Project Management

The Digital service portfolio also includes the ability to execute facility and operation management programs and industry support programs. Service project management includes but is not limited to:

- Multisite project rollouts
- Facility implementation
- Multivendor complex program management

## 5.5 Service Administrative Support

Service administrative support answers the following needs.

- Call management
- Warranty and contract
- Revision and configuration
- End user support

## 5.6 Service Management Support

Service management support integrates services from multiple vendors in support of your primary line of business. Such support includes:

- Vendor service management

- Service audit, appraisal, and planning

- Operational support

- Multivendor optimization

## 5.7 Facility Management

Support does not cease with implementation. Rather, the end state must be managed to ensure that it continues to perform as planned, responsive to change. Digital's facility management supports that ongoing dynamic by including:

- Operations

- Security

- Administration

- Capacity

- Contingency

- Performance management

For more information on how you can make use of Digital's customized support services, contact your local Digital Customer Services office.

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# HOW TO ORDER ADDITIONAL DOCUMENTATION

| From | Call | Write |
|------|------|-------|
| Alaska, Hawaii, or New Hampshire | 603–884–6660 | Digital Equipment Corporation<br>P.O. Box CS2008<br>Nashua NH 03061 |
| Rest of U.S.A. and Puerto Rico[1] | 800–DIGITAL | |

[1]Prepaid orders from Puerto Rico, call Digital's local subsidiary (809–754–7575)

| | | |
|------|------|-------|
| Canada | 800–267–6219<br>(for software<br>documentation) | Digital Equipment of Canada Ltd.<br>100 Herzberg Road<br>Kanata, Ontario, Canada K2K 2A6<br>Attn: Direct Order Desk |
| | 613–592–5111<br>(for hardware<br>documentation) | |

| | | |
|------|------|-------|
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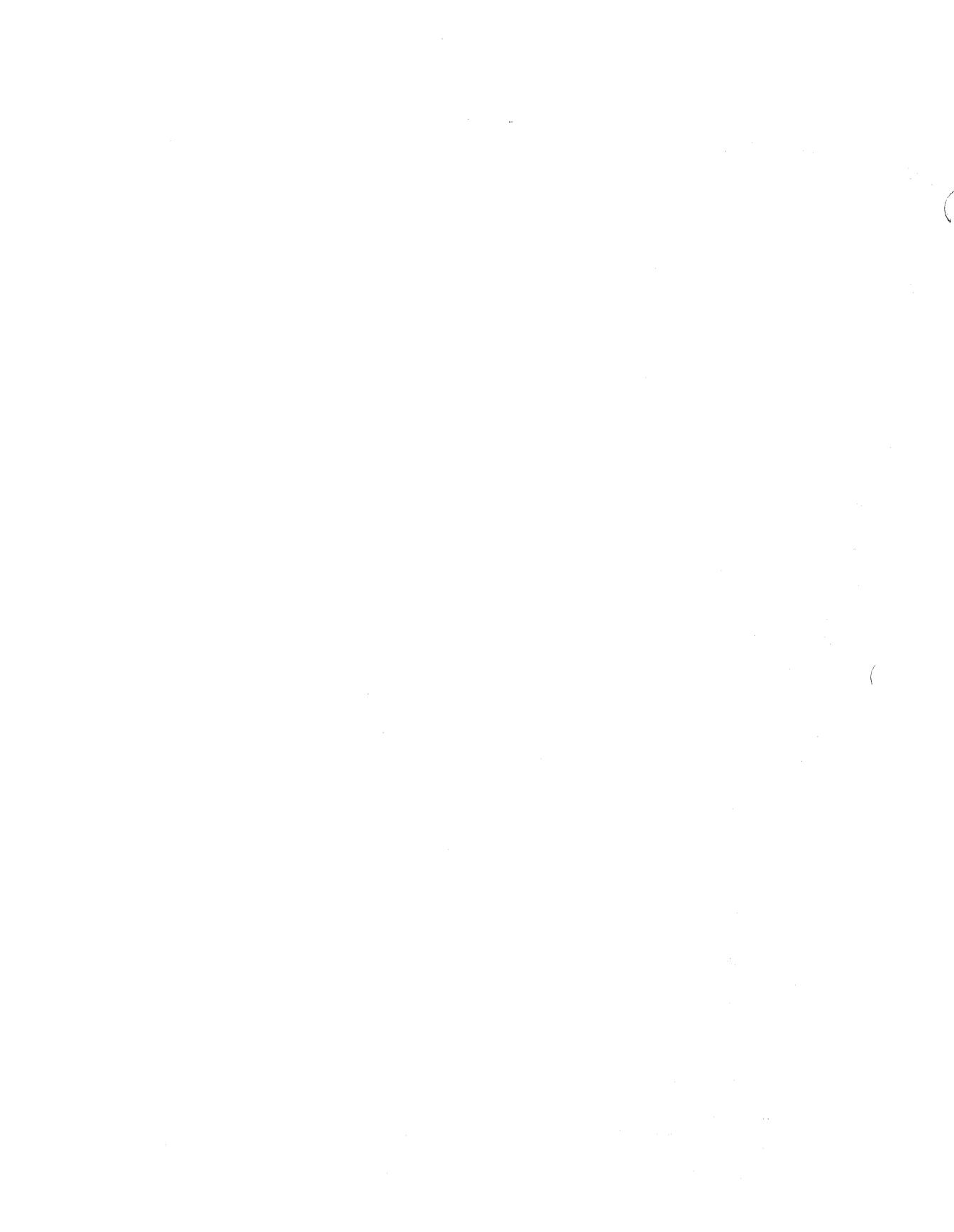
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