

Tech Note Execution

Tech Notes are documents provided by AVEVA Global Technical Support in order to install, configure, optimize and/or diagnose AVEVA software. This offering provides you with an AVEVA Select certified technical expert who will assist with the steps described in any given tech note.

\$2,000

The value of this offering is having access to an AVEVA Select certified technical expert who has direct access to both level 1 and level 2 AVEVA support should the need arise. This helps reduce risk and save time, assure that best practices are employed following the steps in the Tech Note, and provides a contingency resource should emergency restoration, rollback or recovery be needed.

What's Included

- Review of existing architecture and software version information to assess Tech Note applicability
- Ensure backups are properly created
- Execution of Tech Note and provided instructions following best practices for minimizing production interruption
- Confirmation of successful execution of the Tech Note when possible
- Standby support during return to operations immediately following the changes implemented as described in the Tech Note
- Troubleshooting support in the case issues arise following the changes
- Emergency rollback to previous confirmation, when applicable, if changes made introduce new issues to the system
- Post-engagement report of activities completed