

DESIGNATED Directory UPGRADE WEEKEND

1 PROBLEM

On premise software upgrades are complex and high risk due to the importance of Directory to your operations. A failed upgrade is very costly, frustrating and leaves you on older code lines.

Impact of running older code lines:

- Missing features & functionality
- Missing patches
- Hardware & software compatibility

Upgrades are typically performed on weekends, during low traffic periods, when the Support and Development teams are only staffed for Production Outage incidents.

2 SOLUTION

The Support Team will be hosting a dedicated Directory upgrade weekend event from 6am to 6pm EST on **Saturday, January 28, 2023**, and **Sunday, January 29, 2023**.

During this weekend, the Support Team will be staffed to work all upgrade issues. The team will provide support for all severity upgrade-related cases, while providing proactive check-ins to answer questions and provide guidance.

Additionally, prior to the dedicated Upgrade Weekend, the team will review registered customer's written upgrade plans to help ensure a successful upgrade. Customers should submit these plans early to allow time for both review and revisions.

3 OPPORTUNITY

The Broadcom Software Dedicated Upgrade Weekend Program helps:

- Reduce risk of production outages in your environments
- Ensure higher success rates that the upgrade will be completed during your critical windows.
- Deliver new features and functionality to business for faster consumption and adoption

Next Steps

- ➔ Register for the January 28-29, 2023 [Directory Upgrade Weekend](#)
- ➔ Prepare a Written Upgrade Plan, at least 2 weeks in advance of your upgrade
- ➔ Setup call with Support Team to review your plan

SUPPORT **BENEFITS**

STANDARD WEEKEND

DESIGNATED WEEKEND UPGRADE PROGRAM

One Support Engineer “On Call”



Support team staffed to work all upgrade issues

On Call Support Engineer to be paged



Support Engineers online and available as cases are created

Severity 1 production down ONLY support



All severity cases related to upgrade are handled

Development paged by Support Engineer for assistance



Development staffed and online for direct access to Support

POST **UPGRADE**



What is the customer responsibility after the weekend?

Customer to Inform L1 team and account team whether the upgrade was successful

Customer to provide any additional feedback about their weekend upgrade experience

About Broadcom Software

Broadcom Software is a world leader in business-critical software that modernizes, optimizes, and protects the world's most complex hybrid environments. With its engineering-centered culture, Broadcom Software has an extensive portfolio of industry-leading infrastructure and security software, including AIOps, Cybersecurity, Value Stream Management, DevOps, Mainframe, and Payment Security. Our software portfolio enables scalability, agility, and security for the largest global companies in the world.

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