MAXIMIZING
DATA
INTEGRATION

Operational Intelligence Support Guide

Honeywell

HONEYWELL
OPERATIONAL
INTELLIGENCE

Honeywell's Operational Intelligence is backed by the Honeywell Product Cybersecurity platform, ensuring robust security and operational performance.

This guide provides a comprehensive overview of our support structure, release schedules, and roadmap features to help our customers understand and navigate our services effectively.

## SECURITY, CLOUD INFRASTRUCTURE AND UPTIME

- **Powered by Microsoft Azure:** Our cloud services target an uptime of 99.9%.
- **Resiliency:** Operation critical features such as Check Out/In, Launcher, and Browser are designed to operate without dependency on cloud connectivity.
- **Regular Updates:** Security patches and enhancements are regularly applied to keep our system robust and secure.
- **Designed in Security:** We follow best practices from ISA 62443, NIST, and ISO 27001.
- **Automated Monitoring:** The ELK Stack (Elasticsearch, Logstash, and Kibana) is a critical component of our monitoring infrastructure, providing robust capabilities to ensure uptime and maintain the health of our applications and services.

TECH SUPPORT PORTAL

The **Honeywell Productivity Solutions and Services** technical support portal enables customers to submit support cases and engage with the AIDC community about Honeywell solutions, such as Operational Intelligence, barcode scanners, mobile computers, printers and other software.

The portal provides access to a vast knowledge base and offers multilingual support in English, Chinese, Portuguese, French, German, Italian, and Spanish.

Learn More: https://sps.honeywell.com/us/en/support/technical-support/productivity
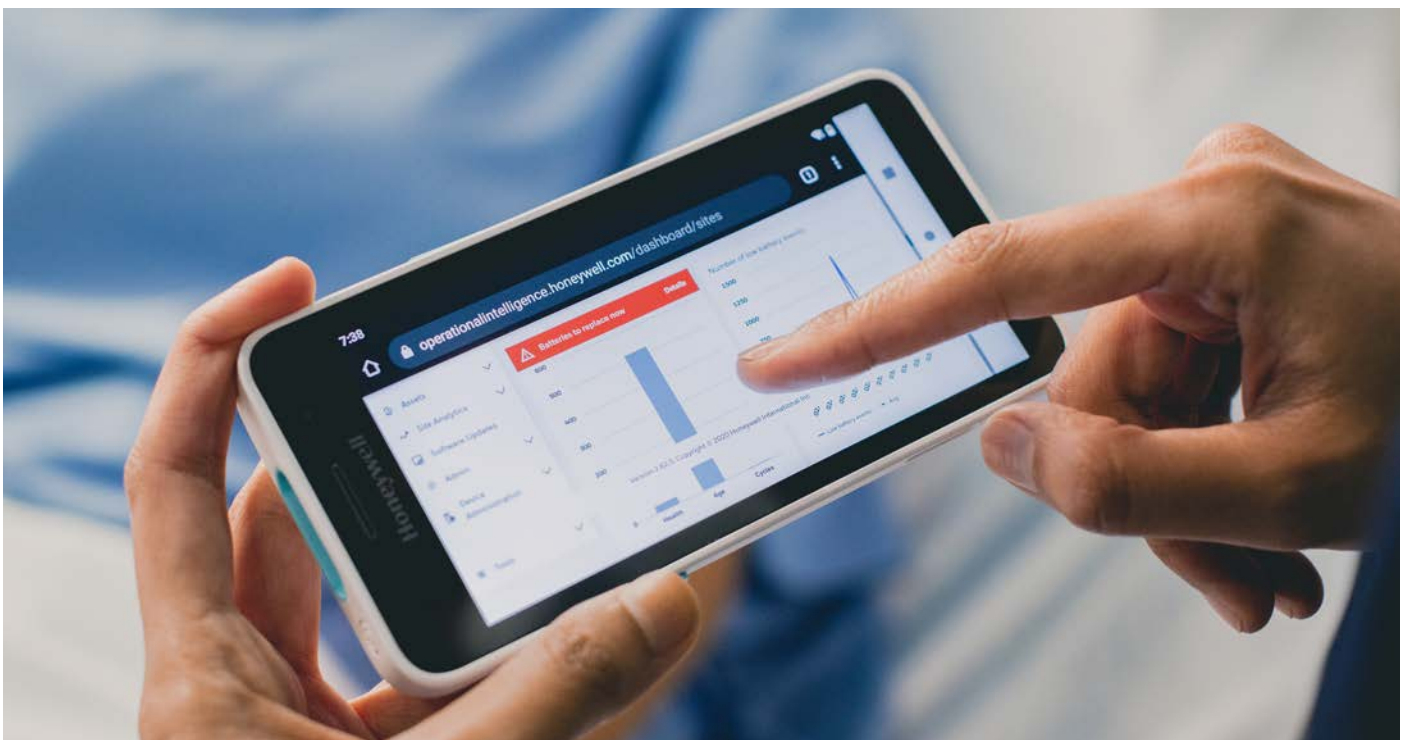
GLOBAL CLOUD SUPPORT

Cloud Technical Support is available across three time zones. Severity 1 and Severity 2 after-hours calls to tech support are forwarded to the on-call time zone. Tech support tickets (not high severity phone calls) submitted after hours will wait in queue for the tech support team in that time zone.

GLOBAL CLOUD SUPPORT																								
UTC	12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM
India					9:30 AM – 7:30 PM IST																			
US														8:00 AM – 5:00 PM EST										
Mexico																10:00 AM – 7:00 PM CST								

DEVOPS PROCESS OVERVIEW

PSS Operations Team (L1) Support

- Monitors critical P1 alerts related to uptime and health checks from ELK.

- Verifies the availability of service endpoints and the portal.

- Initiates communication with the L2 team for further investigation when issues are identified.

PSS DevOps Team (L2) Support

- Receives notifications about application anomalies or alerts.

- Uses observability tools to assess the overall health and performance of applications and services.

- Escalates critical issues affecting application availability or performance to the L3 team.

- Communicates with various stakeholders about potential downtimes or functional issues with the application or service.

- Coordinates with vendors for further investigation and manages incidents before escalating to the engineering team.

PSS Engineering Team (L3) Support

- Subject Matter Experts, including architects, collaborate with different functions and service owners, involving all relevant vendors and incident management teams.

- They identify issues or bugs and strategize for quick fixes during the incident window through emergency changes or plan scheduled changes for normal updates.

SERVICE LEVEL AGREEMENTS (SLA)

SLAs may be impacted based on the complexity and availability of resources and experts. The SLAs apply to the following capabilities:

- Op Intel Dashboard, Device Finder, Check Out/In, HUpgrader, Launcher, Browser

SERVICE LEVEL AGREEMENTS			
Severity	**Description**	**SLA**	
		First Response	**Target Resolution**
4	Low Impact/Marginal	8h	Next quarterly release
3	Minor Impact/Some part of system functionality is not as expected	8h	Next quarterly release
2	Significant Impact/Severe downgrade of functionalities	4h	24h
1	Critical Impact/System Down/Outage	1h	4h

POST INCIDENT: EVENT AND INCIDENT MANAGEMENT

After an incident, the Event and Incident Management team conducts Root Cause Analysis. The L2 and L3 teams work together to identify corrective actions to be implemented immediately.

COMMUNICATION METHOD FOR SERVICE INTERRUPTION

For Operational Intelligence the Dev Ops team sends out the communication to both internal and external parties. Contact PSS-Operations@Honeywell.com to be added to the communications.

TARGETED RELEASE SCHEDULE

Release Schedule

Releases are on a quarterly schedule.

External Communications

- **Target Dates:** Releases are not guaranteed to be delivered on the target date. There are many variables inevitably resulting in some target release dates to change.

- **Notices:** Notice of planned releases are typically provided 2 weeks in advance. More advanced notice may be provided through account managers. Account managers may request this information from the respective Offering Manager and/or Offering Program Manager.

ROADMAP

Roadmaps are based on strategic priorities, customer feedback, and market trends. We place a heavy emphasis on customer feature requests.

ROADMAP COLLABORATION

- Roadmaps are shared under NDA.

- More detailed roadmap reviews may be requested by Account Managers to Offering Management.

- Roadmap input is encouraged. Feedback may be provided through Account Management or supporting teams to Offering Management and/or during roadmap reviews with Offering Management. New feature requests must be submitted via Product Change Request in SFDC by Account Managers or supporting teams.

- **Targets:** Roadmap features and timing are subject to change and not guaranteed. Features planned to be released within the current quarter are roughly 75%-99% confident of being completed in that quarter. Features planned for the next quarter are roughly 60%-80% confident of being completed in that quarter. Features planned for six to 12 months out are roughly 50% confident of being delivered in that time frame.

- Customers can secure features in the roadmap through paid SOW arrangement.

For more information

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