

SecurID U.S. Federal Technical Support

Supporting the needs of the U.S. Federal Government

U.S. Citizen/U.S. Soil support is designed to meet the needs of the U.S. Federal Government and specifically those working in sensitive areas relating to critical infrastructure and national security.

Eligible customers with enhanced maintenance contracts can purchase this type of support, enabling them to communicate with experienced SecurID technical support engineers who are U.S. citizens located on U.S. soil. This level of support is available to customers who have purchased their SecurID licenses using the U.S. Federal price list or GSA schedule through our authorized government dealers.

U.S. Federal Technical Support does not require any additional support contracts outside of [standard terms and conditions](#).

Key Features

SecurID U.S. Citizen/U.S. Soil support is available for purchase to U.S. Federal customers with an enhanced maintenance contract in place and includes the following features:

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| Overview | Resources on RSA Link https://community.rsa.com Open & manage support cases; self-help access; knowledge base; product documentation; communities | RSA Link Customer Support Customer Guide to Technical Support Case Submission Process Definitions for Case Severity Levels |
| | Online access to product updates and upgrades | Yes |
| | Length of contract duration | 1 - 3 Years |
| | Products supported | SecurID Access |
| Initial Target Response Times | Severity 1 (Critical): Severe problem preventing customer or workgroup from performing critical business functions | Within 1 hour (24 x 7 x 365) |
| | Severity 2 (High): Customer or workgroup able to perform job function, but performance of job function degraded or severely limited | Within 3 hours (24 x 7 during customer business hours) |
| | Severity 3 (Medium): Customer or workgroup performance of job function is largely unaffected | Within 4 hours (9 x 5 during SecurID business hours) |
| | Severity 4 (Request): Minimal system impact; includes feature requests and other non-critical questions | Within 10 hours (9 x 5 during SecurID business hours) |

Key benefits

- **Addresses U.S. government security-sensitive needs** – SecurID technical support is offered by U.S. Citizens located on U.S. soil.
- **Minimizes downtime** – Tiered severity levels with targeted response times for case resolution support.

About SecurID Customer Support

SecurID's world-class global support organization can enhance your security solution with a comprehensive support plan that provides important security alerts, valuable upgrades and access to expert advice. SecurID support provides the resources you need to quickly and proactively resolve product-related issues and questions to ensure business continuity.

Please contact your federal sales representative or email identity.federal.sales@rsa.com for more information about our technical support services.