

Novell Developer Services Program Guide

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Novell Developer Services Program Guide

The Novell Developer Service Program is a program which offers services, expertise and support for customers and partners as they develop solutions for the SUSE Linux Enterprise platform or against other Novell products which leverage the SUSE Linux Enterprise platform. This program was created for developers and provides the tools, training and support needed by independent hardware vendors and software vendors to develop and certify their solutions on the Novell SUSE Linux Enterprise platform.

Program Overview

Program Levels

The Novell Developer Service Programs offers several options to meet the distinct needs of partners throughout the world. Whether you are simply interested in certifying hardware or you need more one to one assistance with your development process, Novell has a program to meet your needs. The Novell Developer Service Programs offer several levels of support which provides the flexibility for an organization to choose which features they require, based on their level of skill, along with the tools and resources for building partnerships which are mutually beneficial. The key areas of focus are:

- Certification
- Development assistance from leading engineers of both proprietary and open source solutions.
- Development tools and resources
- Access to Novell product development roadmaps and feature submission access
- Linux drivers
- Membership in Novell's PartnerNet program for Technology Partners
- Basic account management to oversee program participation.
- Training on Novell technologies and solutions

The Novell developer service program is a contractual agreement between the partner and Novell. Each partner will be expected to sign a formal agreement, which includes non-disclosure terms. These non-disclosure terms are meant to provide Novell and the partner the ability to discuss ongoing development issues along with roadmaps and other confidential information.

The DS500 and DS1000 programs are by invitation only. Partners interested in these levels should submit their request and will be contacted by a Novell representative.

The features for each level of the program are outlined below .Features

Certifications

Hardware certifications are a key feature customers evaluate as they make their purchasing decisions. The Novell Developer service program provides the tools necessary for partners to conduct the necessary tests to ensure their hardware solutions are operational and function as expected against SUSE Linux Enterprise and other Novell products. Novell will provide each partner in the developer service program access to the YES certification kit tools and training modules. After completing the training modules, partners can then submit their certification test results and Novell will verify and publish the results in the Partner Product Guide along with Novell's website. Partners in these programs will also have access to use the Novell YES certified logos, located at:

<http://www.novell.com/partners/technology/>. Note that Novell does not conduct certifications on behalf of its

partners. For partners interested in outsourcing the certification process to a 3rd party, Novell recommends that they contact a Novell Authorized Testing Center.¹

Service Requests

Developer support service requests (SRs) provide members a method for contacting a Novell engineering professional to receive assistance with development questions concerning certifications, development tools or other issues related to developing solutions on the SUSE Linux Enterprise platform or other Novell products. These service requests can be submitted either by phone or online. A service request is defined as assistance with one issue, problem or question.

Development Tools and Processes

Novell's primary goal is to ensure partners have the tools they need to successfully develop and release solutions which leverage the SUSE Linux Enterprise platform or other Novell products. In order to ensure partners have the level of support needed to achieve this goal, Novell will create processes and tools to facilitate the development cycle for the SUSE Linux Enterprise platform. For more information please visit

<https://developer.novell.com/partners/tools>

Roadmap Reviews, feature submissions and Linux drivers

One of the greatest challenges faced by partners is the alignment of schedules and resources to match each parties respective business lifecycle. Novell recognizes that partners will join programs throughout the product lifecycle and will need methods for aligning with Novell's releases while still being able to capitalize on market opportunities relating to their business. With this in mind, Novell has integrated several key features into various levels of their developer service programs.

First, Novell will work with all partners to provide information concerning upcoming product release schedules and feature submission deadlines.² Once schedules are finalized by Novell, the partner will be notified regarding important deadlines for feature submission, code submission, beta cycles and release dates. Novell will accept feature submissions up until the published feature submission deadline date. Once the submission deadline has passed, will provide the date by which the partner can expect feedback on the status of their feature request and whether it will be included in the next release of a given product. Novell strongly recommends all partners participate in beta cycles to ensure problems are identified early and can be resolved prior to product release.

For instances where partners have hardware cycles or driver requirements that are not aligned with Novell product release cycle, Novell has created the Partner Linux Driver Process (PLDP). The PLDP is meant to provide partners a method for compiling drivers against the current supported version of the SUSE Linux Enterprise Kernel. Novell's Partner Linux Driver Process (PLDP) allows vendors to provide Linux drivers and driver updates via **Driver Kits** which are completely integrated with the SUSE Linux Enterprise "Software Updater". A **Driver Kit** includes drivers, necessary installation media and instructions, and an associated online update site. Supplying drivers via driver kits means providing customers with the drivers they need --- *and ensuring that those drivers will continue to work in the future*. For additional information on this process please refer to http://developer.novell.com/wiki/index.php/Partner_Linux_Driver_Process

Novell PartnerNet for Technology Partners

¹ <http://developer.novell.com/devnet/yes/page6.html>

² The availability of release schedules will vary by program level; program levels DS100-1000 will be the only levels to receive access to feature request submission process.

As a member of Novell's Developer Service program, partners will be enrolled as a Gold member of the Novell PartnerNet for Technology Partners program. This program provides additional features and benefits which can be seen by going to <http://www.novell.com/partners/technology> and selecting the tab labeled “ Benefits and Requirements”.

Account Management

Account management is provided to ensure partners have channels for discussing business issues relating to their partnership with Novell. Our account managers provide partners the support they need for questions concerning Novell or the developer service program options. The level of account management is based on the program level the partner has purchased.

Training

Novell will provide online training on certification processes and kits to all members of the Novell Developer Service programs. Additional training may be included dependent on the program level of the partner.

Program Levels

DS 50

The DS50 program is tailored for organizations with the technical expertise to complete their own development and certifications. The goal of this program is to provide the tools necessary for a partner to certify their solutions and submit their results to be included in Novell's Partner Program Guide . The features of this program are:

- Access to Novell Certification Kit to conduct certification tests
- Submission process to submit test results to Novell for validation and release; maximum of 25 bulletins
- Online training for certification kit and submission process
- Silver level membership to Novell PartnerNet Technology Partner Program¹
- Access to Novell YES certified logos and associated rights to use logos in literature and on websites.
- Listing of certified solution in Novell's Partner Product Guide

DS100

The DS100 program targets partners who not only need to certify their solutions, but also require additional support during the development process. The features included in this program are:

- Access to Novell Certification Kit to conduct certification tests
- Submission process to submit test results to Novell for validation and release; maximum of 50 bulletins
- Online training for certification kit and submission process
- Gold level membership to Novell PartnerNet Technology Partner Program
- Access to Novell YES certified logos and associated rights to use logos in literature and on websites.
- Listing of certified solution in Novell's Partner Product Guide
- 20 service requests (SRs)
- Account management²

DS250

The DS250 program is designed for partners with complex or large solution sets, which require additional assistance and certifications resources. The features included in this program are:

- Access to Novell Certification Kit to conduct certification tests

1 Partner interested in joining the DS50 program will be required to have a Silver membership in Novell's PartnerNet program, which is not included in the program price. For information on this program, please go to www.novell.com/partners/technology for details.

2 Level of account management varies by contract levels. For more details please contact your Novell sales representative.

- Submission process to submit test results to Novell for validation and release; unlimited number of bulletins
- Online training for certification kit and submission process
- Gold level membership to Novell PartnerNet Technology Partner Program
- Access to Novell YES certified logos and associated rights to use logos in literature and on websites.
- Listing of certified solution in Novell's Partner Product Guide
- 50 service requests (SRs)
- Account management¹

DS500

The DS500 program is also targeted for large partners with extensive solutions which require a high degree of engagement for development and certification purposes. The DS500 program is available to new and renewing partners by invitation only, after a review of the partners business model and strategy related to Novell products and solutions. The features included in this program are:

- Access to Novell Certification Kit to conduct certification tests
- Submission process to submit test results to Novell for validation and release; unlimited number of bulletins
- Online training for certification kit and submission process
- Gold level membership to Novell PartnerNet Technology Partner Program
- Access to Novell YES certified logos and associated rights to use logos in literature and on websites.
- Listing of certified solution in Novell's Partner Product Guide
- Unlimited service requests (SRs)
- Account management²
- Access to the Partner Linux Driver Process (PLDP)
- Technology roadmap reviews³
- 1 week of Novell training⁴

DS1000

The DS1000 program is the premier program for large partners with extensive solutions which require a high degree of engagement for development and certification purposes. The DS1000 program is available to new and renewing partners by invitation only, after a review of the partners business model and strategy related to Novell products and solutions. The features included in this program are:

- Access to Novell Certification Kit to conduct certification tests
- Submission process to submit test results to Novell for validation and release; unlimited number of bulletins
- Online training for certification kit and submission process
- Gold level membership to Novell PartnerNet Technology Partner Program
- Access to Novell YES certified logos and associated rights to use logos in literature and on websites.
- Listing of certified solution in Novell's Partner Product Guide
- Unlimited service requests (SRs)
- Account management⁵
- Designated developer service engineer
- Access to the Partner Linux Driver Process (PLDP)
- Technology roadmap reviews⁶
- 1 week of training provided by Novell or an authorized Novell Training Partner

1 Level of account management varies by contract levels. For more details please contact your Novell sales representative.

2 Level of account management varies by contract levels. For more details please contact your Novell sales representative.

3 DS500 provides 1 day up to twice yearly, depending on product release schedules. This can be provided by virtual meeting.

4 Novell Training can be tailored based on customer needs and requests;

5 Level of account management varies by contract levels. For more details please contact your Novell sales representative.

6 DS1000 provides 2 days up to twice yearly, depending on product release schedules. This can be provided by virtual meeting.

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