Operational Level Agreement (OLA)

Sequelize Model Designer

Version: v2.0 [09-03-2025]

Scope

This OLA defines the operational collaboration between the **Product Development Team** and the **Testing Team.** It sets expectations for service levels, response times, and responsibilities to ensure seamless testing, debugging, and deployment of the project.

Service Provider Roles and Responsibility

Roles	Name	Responsibilities
Developers	Srivaths Iyer Ramani Vemula	- Develop and deliver the software features as per specifications. - Provide proper inputs and expected outputs - Address and resolve defects in a timely manner. - Collaborate with testers to verify and validate defect fixes. - Adds about the errors in the KEDB
Reviewer	Amrik Bhadra Riddhi Dethe	- Checks for the resolution done by the developer for the issue - updates about the solution in the Known Error Database
Testers	Jayesh Raut Om Pawar Akshit Dhake Prathamesh Kapadne	- Create and execute test cases based on project requirements. - Identify, log, and track defects with clear descriptions - Conduct regression testing to ensure fixes do not introduce new issues. - Provide detailed reports on testing progress and defect status

Hours of Coverage

- **Product Development Team:**
  - 5:00 PM - 8:00 PM (Weekdays)
  - 10:00 AM - 12:00 PM (Weekends)

- **Testing Team:** 2:00 PM - 7:00 PM **(subject to their availability and convenience)**
- **Critical Issues:** 24/7 support.

Response Times:

Parameter	Measurement Criteria	Timeline	Tester	Developers
Bug Identification testing	Dysfunctionality of any component	24-48 business hours		
Search Bar Response Time	Time taken for search queries to return results	2 days		
Search Accuracy	Percentage of correct and relevant search results	1 day		
Page Load Time	Time taken for any page to fully load	1 day		
Concurrent User Load	Performance testing under simultaneous user access	1 day		
Data Retrieval Speed	Time taken to fetch data from the database during user interaction	2 days		
Data Upload Speed	Time taken for bulk uploads (e.g., file attachments)	2 days		
System Crash Tolerance	Ensuring system stability under high traffic	2 days		
UI Responsiveness	Time taken for UI elements (buttons, forms) to respond	1 day		

Agreement Acceptance

By signing this OLA, both teams agree to adhere to the outlined processes and responsibilities.

Name	Role	Email Verification Date
Srivaths Iyer	Developer	
Amrik Bhadra	Reviewer	
Ramani Vemula	Developer	
Riddhi Dethe	Reviewer	
Jayesh Raut	Tester	
Om Pawar	Tester	
Akshit Dhake	Tester	
Prathamesh kapadne	Tester	