# T**-ROUTE SLA**

## Basic information

1. T-ROUTE SLA Key points as below in this document.
2. T-ROUTE Process flow as in separate document (T-Route process flow v3.0).
3. For project management use online software like Jira, Trello etc.
4. Organization
   1. Project owner – Pavel Bohac, TTESA
   2. Person responsible for communication - ???, TTESA
   3. Business analyst – external supplier
   4. Application developer – external supplier

## Main requirments towards external supplier

1. T-Route maintenance and help desk function. Detail in SLA points in section SLA points linked to T-Route maintenance.
2. T-Route modification within SLA – implement missing key system functions
   1. Git
   2. Composer
   3. dev / test / production environment
   4. automatic deploy between dev / test / production
3. To secure and provide function of Business Analyst

## SLA points linked to T-ROUTE maintenance

1. SLA monthly fee (fixed running cost + cost of T-Route modification).
2. T-Route maintenance + help desk function. Meaning to secure T-Route system running. Tasks will be mark with priority:
   1. **HIGH** – High risk points = T-Route server out of order, points A+B+D from T-Route process flow.
      1. Reaction time = max 3 hours from reporting
      2. Diagnostics = soon as posible
      3. Recovery = soon as posible
   2. **LOW** – Low risk points = point 2 from T-Route process flow.
      1. Reaction time = max 2 working days from reporting
      2. Diagnostics = reaction + max 2 working day
      3. Recovery = diagnostics + max 5 working days
3. Diagnostics steps.
   1. Key user to report incident supported by relevant information from user point of view (basic description of the issue, basic investigation on user level, prtscr of error/warning message, etc.)
   2. Business Analyst received information. Process it and hand over to Developer.
   3. If further information needed this circle can be repeated and supported by proactive approach of each party.