Tier. PCS Messaging Portal

Principle. *"SaaS goes above PaaS; PaaS goes above IaaS; IaaS goes above On-Premise."*

Rationale.
SaaS solutions help to reduce the cost and maintenance overhead of running cloud services.

The technical knowledge does not need to be at company level and can be pass to the provider. This minimizes the risk of incidents.

It is necessary to ensure that the cloud solution comply with the company infrastructure and can be integrated.

Sustainability QA		Goal and Metric/KPI	Tool
TECHNICAL	Fault tolerance.	**ETO2 - Reliable Delivery** UPT - Up-Time	**SPLUNK**
TECHNICAL	Scalability.	**ETO2 - Reliable Delivery** MSGC - Message Capacity	**SPLUNK**
ECONOMIC	Serviceability.	**PO3 - Efficient way-of-working** SPBI - Story Points for LCM Backlog Items	**JIRA**
SOCIAL	Availability	**ETO2 - Reliable Delivery** UPT - Up-Time	**SPLUNK**
ENVIRON.	Reusability	**ETO1 - Realize enabling technology outlook** NoETBB - Number of ET Building Blocks	**ICD + NodeMap**