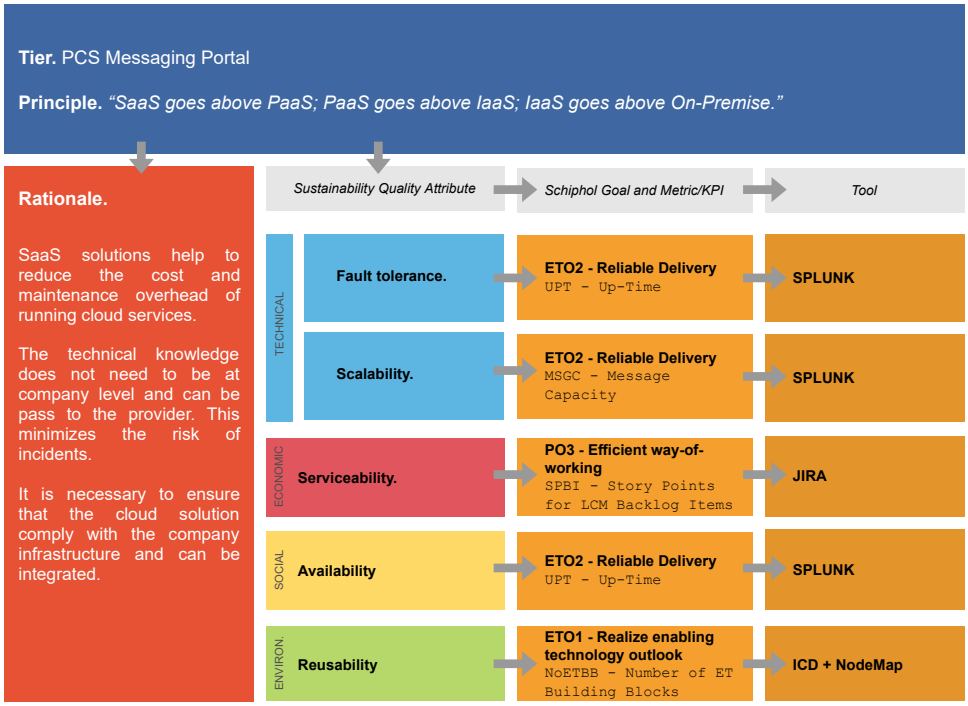
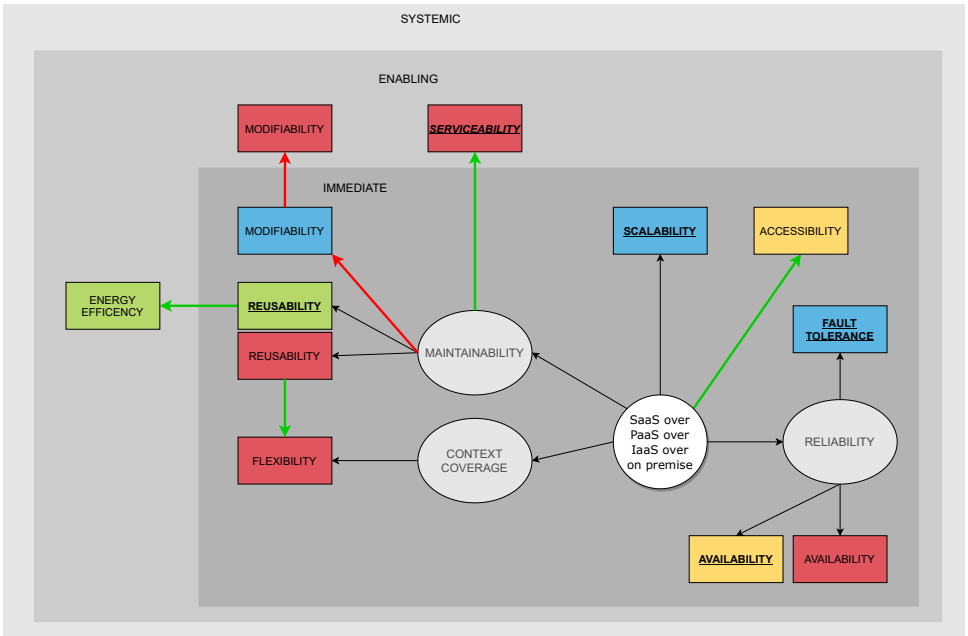


PRSM+T model - PCS Messaging Portal.



Decision Map - PCS Messaging Portal.

ISO/IEC 25010 Quality Model		Sustainability Dimension			
Characteristics	Attributes	Technical	Environmental	Economic	Social
Maintainability	Modifiability	SaaS solutions can not be easily modified due to the provider dependencies. Modifications might be not possible due to provider restrictions.		The SaaS provider takes care of the modification, hence custom modifications might be either not possible at all or expensive.	
	Reusability		SaaS solutions can be reused by more than one system, even over customers and can be part of other solutions. Resources at the provider side can be shared.	If SaaS components can be reused across solutions, costs can be reduced.	
	Serviceability			LCM for SaaS solutions is handled by the provider, hence, less support employees are necessary. System has attributes that make it easy to maintain beyond the software development cycle. It continues even when the software is no longer used.	
Context coverage	Flexibility			SaaS solutions can be used in contexts beyond the PCS Cargonaut solution. SaaS solutions have the ability to match with business needs as they flow [30].	
Reliability	Availability			System, i.e. the SaaS solution needs to be highly available. If not, delays in the Cargo process can occur, leading to flight delays and thus enormous economical costs.	If the system is not available, the users and customers do not trust and do not use the solution.
	Fault tolerance	Even in case of software or hardware faults on the provider side, the SaaS solution would/should operate as usual due to redundancy on the provider side.			
Accessibility	Accessibility				SaaS solutions are usable by users with different disabilities [30]. This leads to access by many different user groups and with many different devices. In addition, the access to SaaS solutions are easier which decreases the barriers to the service.

SQ model - PCS Messaging Portal.