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	**UPT - Up-Time** ETO2 - Reliable Delivery	**SPLUNK**
TECHNICAL	Scalability	**MSGC - Message Capacity** ETO2 - Reliable Delivery	**SPLUNK**
ECONOMIC	Serviceability	**SPBI - Story Points for LCM Backlog Items** PO3 - Efficient way-of-working	**JIRA**
SOCIAL	Availability	**UPT - Up-Time** ETO2 - Reliable Delivery	**SPLUNK**
ENVIRON.	Reusability	**NoETBB - Number of ET Building Blocks** ETO1 - Realize ETO	**ICD + NodeMap**