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	*Metric/KPI and Goal*	*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**