

DevOps SLA

Internal [🔗](#)

Purpose [🔗](#)

The purpose of this document is to define the Service-Level Agreement between the DevOps Team and the Product Team.

Scope [🔗](#)

This procedure applies to the PartnerLinQ Portal, Azure Artifacts, Azure Functions, server and storage firmware, Azure Web Jobs, end-point security, and standard apps.

Service Availability [🔗](#)

Service coverage by The DevOps Team as outlined in this agreement follows the schedule specified below:

Working Hours of DevOps Team: [🔗](#)

12 pm – 3 am (PKT) or 3 am – 6 pm (EST)

Responses and Responsibilities [🔗](#)

The Responsibilities are divided based on the level of priority the task holds. The Priority is decided by the two factors: urgency and impact

Production Environment [🔗](#)

The Production Environment is a priority as it has a greater impact, the following rules will be followed for the production environment:

Production Deployment Requests [🔗](#)

The DevOps team needs to be informed a **minimum of 2 days** before the activity day as they need to ensure the availability of a person from the DevOps team.

Troubleshooting Requests [🔗](#)

- For Troubleshooting requests, the acknowledgment response time will be within **15 mins**.
- Updates will be provided **every 30 mins** until the issue is resolved.

Production hot-fix [🔗](#)

- For any production hot-fix, The DevOps team needs to be informed before the end-time which is **12 pm – 12 am (PKT) or 3 am – 3 pm (EST)**
- The DevOps team will ensure the availability of someone for the activity.

Weekend Production issues [🔗](#)

If there is any production issue on weekend, then the person **on-call** from the DevOps team will be contacted.

On-call:

- The person on call will not be working on any dev deployments.
- He will only work on the production issues or any planned production activity.

Dev Environment [🔗](#)

As the dev environment does not have much impact compared to Production, the following are the rules are set for the dev environment

Dev Deployments Requests [🔗](#)

- The acknowledgment response time for the Ad-Hoc requests regarding the deployment, creation, and changing configurations of the function will be **30-45 mins**.
- ETA will be mentioned in the acknowledgment email.
- If any request comes after working hours, the response time will shift to next day.

Troubleshooting Requests [🔗](#)

- For Troubleshooting requests, the acknowledgment response time will be **30-45 mins**.
- No ETA will be mentioned but updates will be provided until the issue is resolved.

Note: DEV SLA can increase if any production work is going on.