

Service Readiness Levels

Service Readiness Levels (SRL) are a type of measurement system used to assess the maturity of software services deployed in an orchestration and management platform. SRL are loosely based on the NASA Technology Readiness Levels.

SRL Phase	SRL	Description	Evidence	Documentation	Integration	User Experience	Testing	Availability
1	IDEA	Basic research, investigating underlying technologies	Papers	Papers	None	None	None	Individual
2	SMALL SCALE PROTOTYPE	Proof of concept of key parts working	Basic	Code	Manual activation	Developer focused	Evidence	Engineering
3	PROTOTYPE SYSTEM	Proof of concept includes all parts in environment	Real data and metrics	Whitepaper	Service endpoint		Unit	Product Management
4	DEMONSTRATION SYSTEM	Operating in pre-sales environment	Scale testing	Demo script	Automated Deployment	User-centered	Designed	Integration
5	FIRST OF A KIND COMMERCIAL	All technical and support systems operating and available in customer environment	Customer data	Manual	Optimized			Customer
6	GENERAL AVAILABILITY	Proven through customer use and evidence		Training	Monitored	Managed		