Service Readiness Levels (SRL)

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
1	IDEA	Basic research, investigating underlying technologies
2	SMALL SCALE PROTOTYPE	Proof of concept of key parts working
3	PROTOTYPE SYSTEM	Proof of concept includes all parts in environment
4	DEMONSTRATION SYSTEM	Operating in pre-sales environment
5	FIRST OF A KIND COMMERICAL	All technical and support systems operating and available in customer environment
6	GENERAL AVAILABILITY	Proven through customer use and evidence

SRL Dimensions

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	Basic	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 COMMERICAL	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		

SRL 1 Calculator

Questions for SRL 1, Idea, Basic research, investigating underlying technologies

SRL Dimension: Value	Question	Y/N	Basis and Supporting Documentation
Evidence: Papers	Are there prior systems, packages or research you are basing the feasibility of the service on?		
Documentation: Papers	Is the basic capability, or functionality, of the service clear?		
Integration: None	N/A		
User Experience: None	N/A		
Testing: None	N/A		
Availability: Individual	Is a proof of concept implementation available?		

SRL 2 Calculator

Questions for SRL 2, Small Scale Prototype, Proof of concept of key parts working

SRL Dimension: Value	Question	Y/N	Basis and Supporting Documentation
Evidence: Basic	Does the service address the core functionality, or capability?		
Documentation: Code	Is the code documented to understand it's implementation?		
Integration: Manual activation	Does the service allow for ad-hoc and scale testing using manual activation?		
User Experience: Developer focused	Are the APIs defined and tested?		
Testing: Basic	Is there a high-level functionality test available to demonstrate the service's main capability?		

SRL 3 Calculator

Questions for SRL 3, Prototype System, Proof of concept includes all parts in environment

SRL Dimension: Value	Question	Y/N	Basis and Supporting Documentation
Evidence: Real data and metrics	Has the service been applied to real data and assessed with published metrics and documented?		
Documentation: Whitepaper	Has the service been described in terms of background, customer need, alternatives, and performance?		
Integration: Service endpoint	Is the service available as a functioning endpoint such that real data can be run through it?		
User Experience: N/A	As for SRL2		
Testing: Unit	Does the service contain adequate unit tests to verify code functionality?		

SRL 4 Calculator

Questions for SRL 4, Demonstration System, Operating in pre-sales environment

SRL Dimension: Value	Question	Y/N	Basis and Supporting Documentation
Evidence: Scale Testing	Has the service performance been demonstrated with real data types and volumes?		
Documentation: Demo script	Is there a clear set of steps to follow to demonstrate the service capability and value?		
Integration: Automated Deployment	Can the service be integrated into the platform build and deployment process?		
User Experience: User-centered	Is the service designed for the user's needed functionality with the best experience possible?		
Testing: Designed	Does the service contain 100% unit test coverage, component and integration tests?		

SRL 5 Calculator

Questions for SRL 5, First of a Kind Commercial, All technical and support systems operating and available in customer environment

SRL Dimension: Value	Question	Y/N	Basis and Supporting Documentation
Evidence: Customer data	Is the service processing real customer data?		
Documentation: Manual	Is there a manual available to customers on how to use the service?		
Integration: Optimized	Has the build and deployment of the service optimized to provide meaningful logs and errors?		
User Experience: N/A	As for SRL4		
Testing: N/A	As for SRL4		

SRL 6 Calculator

Questions for SRL 6, Demonstration System, Proven through customer use and evidence

SRL Dimension: Value	Question	Y/N	Basis and Supporting Documentation
Evidence: N/A	As for SRL5		
Documentation: Training	Is there suitable training material available for customers to use the service?		
Integration: Monitored	Is the health of the service actively tracked and managed to ensure its performance?		
User Experience: Managed	Can the user actions be monitored and measured to gauge the service effectiveness and experience?		
Testing: N/A	As for SRL5		