Bahwan CyberTek Pvt Ltd
&
Karur Vysya Bank

Annual Maintenance Contract for Cuecent ESB Middleware

Version 1.0

Table of Contents

Document Control

Change Record

Date	Author	Version	Change Reference
25/02/2021	K Vijay Bhaskar Rao	1.0	Initial Version

Reviewers

Name	Position
Shaik G	Associate Vice President - Delivery
Kalirajan M	Vice President – Business Development

Note to Holders:

If you receive an electronic copy of this document and print it out, please write your name on the equivalent of the cover page, for document control purposes.

If you receive a hard copy of this document, please write your name on the front cover, for document control purposes.

References

Sr	Contract Reference Name	Reference No.	Invoice Value	Date
1	Original Contract for Implementation and Deployment of Cuecent ESB Middleware	Ref: ITD/ORD/12102/2012-13	66,00,000.00	03/10/2012

Definitions

This section will provide the accepted definitions to the standard terms and their usage in the context of this document.

CLIENT	Karur Vysya Bank having its Principal Office at LNS Post, Erode Road, Karur – 639002, Tamilnadu) (Here After referred to as KVB)
COMPANY	Bahwan Cybertek PVT LTD having its Registered Office at 148, Rajiv Gandhi Salai (OMR), Okkiyam Thoraipakkam, Chennai - 600 097. (Here After referred to as BCT)
Karur Vysya Bank ESB Team	Refers to the IT team of Karur Vysya Bank who is responsible for the Cuecent ESB Middleware maintenance. This team may consist of one or more individuals.
Bug Tracking Tool	The Web-based Issue Tracker tool used by the COMPANY to monitor and resolve issues related to the application. Please refer Appendix 1 - Bugzilla
Change Request	Refers to the request for enhancement, change in the delivered scope of work.

Introduction

This contract document (hereinafter referred to as this 'Agreement'), made on 1st April 2021, covers the agreed terms and conditions for offering the annual maintenance support services including but not limited to Technical service level agreement (SLAs) for support, commercial terms and conditions, exclusion of services, extended scope requirements provided by the COMPANY, towards the Cuecent ESB Middleware Support, to the CLIENT, effective from 1st April 2021 and valid until 30th September 2021.

The Cuecent ESB Middleware Production Support would be provided by the COMPANY from its support facility.

The Support Services covered in this Agreement will be limited to the scope work of the solution / component / features listed and agreed in the Statement of work submitted to the CLIENT for due acceptance and subsequent Purchase Orders released by the CLIENT.

Maintenance and Support Services

Support and Maintenance services includes critical processes, such as request, incident, problem, change, release, and configuration management, to enhance user and client satisfaction; increase the stability and integrity of the services; and increase productivity for users and the business by exceeding the agreed service SLAs.

Support Services

- BCT will render the Application support services in the following process:
    - Provide resolutions to issues faced and registered by the users in the functionality of the application delivered by BCT deployed at the Client"s office at the address stated in the contract as location of work.
    - Provide off-site support for problem resolution based on criticality of the problems / issues and as deemed necessary by the BCT.
    - Maintain Call Logs on the Problem Tickets raised by the KVB.
    - Provide assistance to KVB"s help desk, in bug tracking tool (Technical Assistance Request) management, which includes, identifying bugs, raising TARs and follow up with BCT"s ODC for obtaining bug-fixes (patches).
    - Provide periodic reporting on Issue resolution, which would form a base for knowledge management to KVB.

Support Methodology

Help Desk – Overview

BCT provides Standard Helpdesk support services throughout the week, during the working hours excluding holidays. The details of the Help Desk to be contacted for support, its phone numbers, and fax numbers will be intimated once the agreement is finalized.

The Standard Helpdesk support includes logging of KVB"s call through an agreed online bug tracking and tracing tool hosted and managed by BCT. It also includes providing information to resolve the call. KVB Application in charge will log in and register the Ticket (Bug). A detailed Issue Resolution Mechanism is provided for the benefit of the business users to enable them with faster and efficient services.

Issue / Problem Resolution Mechanism

The objective of Issues Management is to identify and provide a mechanism to record and track issues through the resolution and approval process

The method is to define any inaccuracy, inconsistency or inappropriate result of any deliverable against an approved set of requirements. All issues, identified during various phases of the project, will be recorded and managed.

Communication Plan

The objective of our communication strategy is to ensure „right people have the right information at the right time". This helps all members receive needed information in time and without any ambiguity. The focus will be to address the progress, issues, project status and concerns (if any), at different levels in a project life cycle, between various

groups (BCT's PMT and the Customer groups) and responsibility areas within the groups. Thus, the individual or group receiving information can directly help in the resolution/decision-making process relating to the issue(s) at hand.

A brief summary of what our communication plan will encompass:

✶ Communication at Organizational level will address broad management and strategic issues. Frequency of high-level policy decisions, updates and procedures will be followed and documented to address critical issues. A response turnaround time for queries etc. will also be formalized.

✶ Communication at the Project Groups (Teams) level to address the conceptual, functional and operational issues pertaining to queries, resolution, design clarifications, alternative options, logic (gaps) understanding, etc. All resolutions will be documented and agreements obtained. In addition to these real-time exchanges, there will be a mutually agreed formal reporting system (daily, weekly, monthly) and face-to-face periodic meetings to resolve issues.

✶ Communication at the Technical level to evolve the interfacing strategies and resolve any foreseen issues, which will help eliminate and reduce re-work in design and development phases.

✶ Communication Methods

✶ We use a variety of practical methods to communicate with our customers. Following are our preferred methods of communication in case of failure to access bug tracking tool (Online Tool).
- E-mail
- Video conferencing

Issue Management Schematic
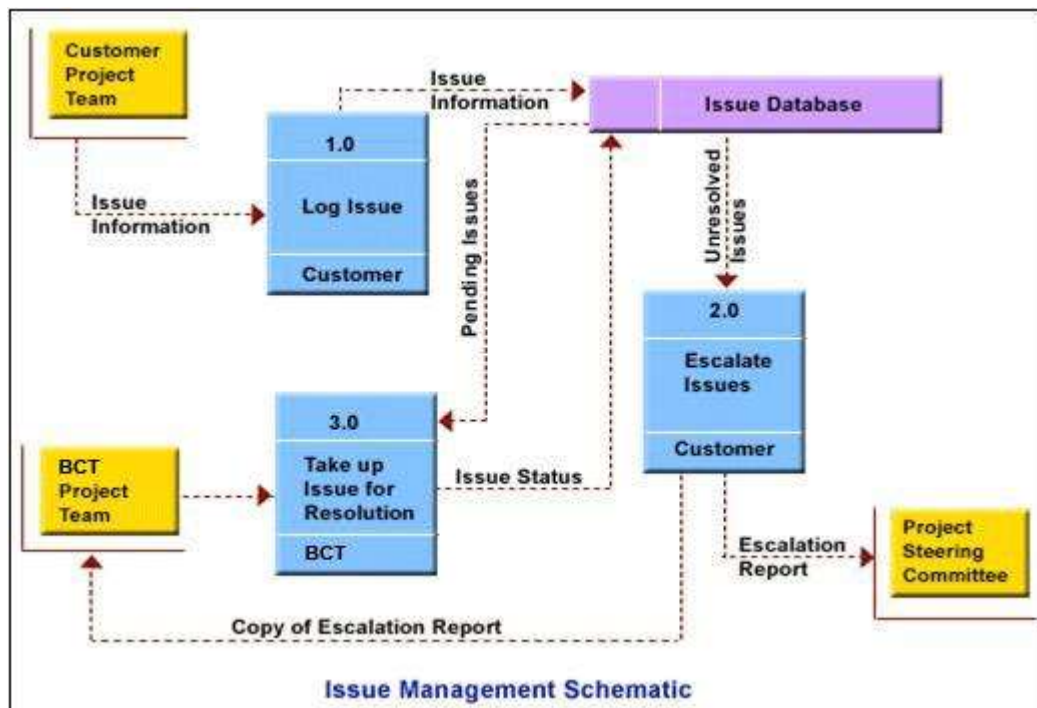
All the above said processes are tracked and closed effectively through an automated tool. Any new request to be raised to offshore will be recorded in the Change and Defect Tracking tool. This will ensure that no request is lost in email or simply overlooked and will be the master record of any request raised to offshore. Please note that all requests will be tracked at the Unit level.

Initial Setup Instructions

★ Bug tracking tool can be accessed over the web by accessing the URL mentioned in Appendix 1.

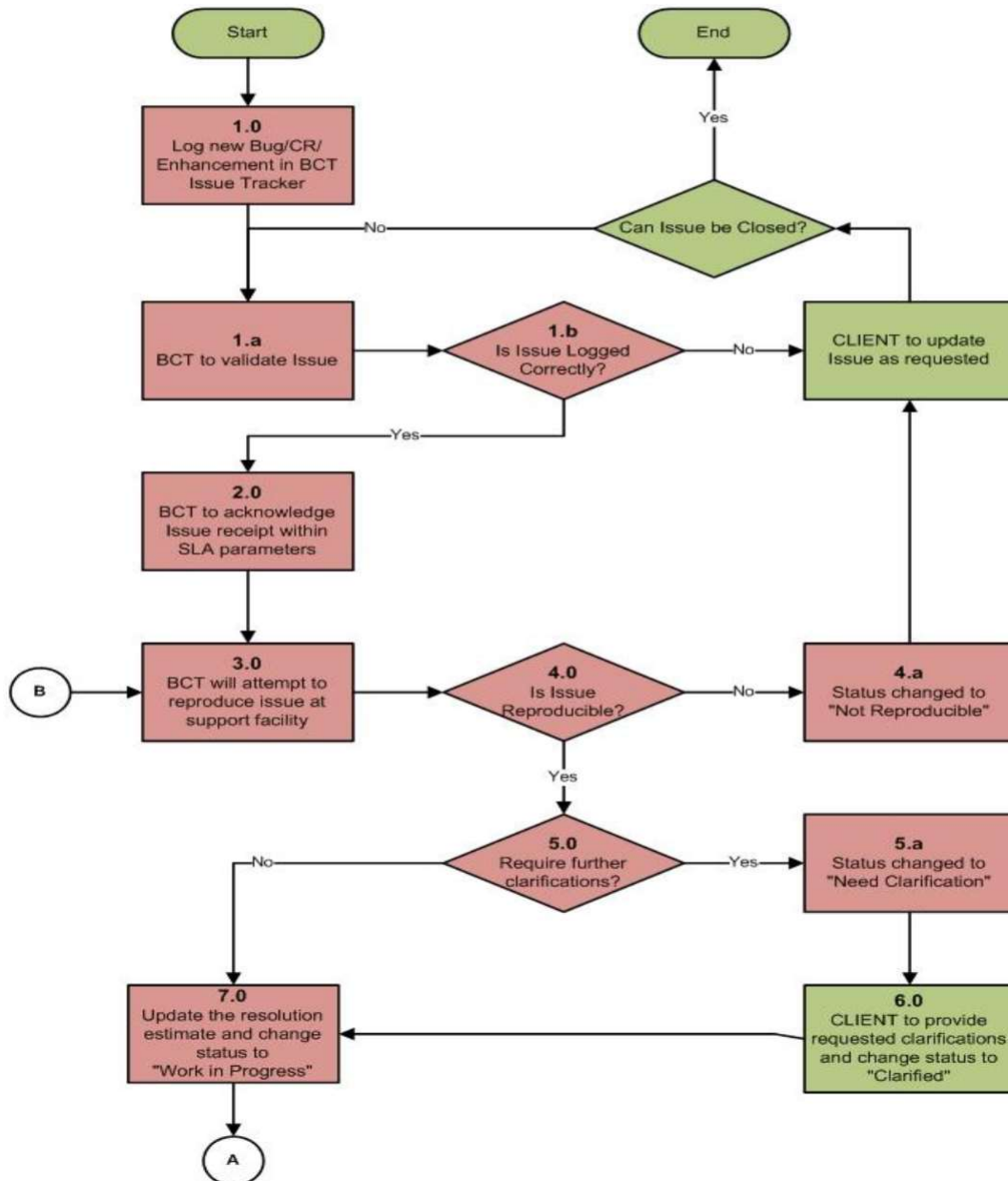★ KVB Personnel will be given the user ids and password to use Bug Tracking Tool.

Analysis and Resolution Model

1) CLIENT raises an issue in the Issue Tracker. Any new issue will have a default status of "Open".
   a. The COMPANY will analyze the issue.
   b. If the issue is incorrectly categorized (either for Severity or Priority), it will change the status of the Issue appropriately, after due discussion with the CLIENT.

2) COMPANY acknowledges the receipt of the issue within the SLA time as mentioned in this support agreement and changes the status in the Issue Tracker as "Assigned".

3) The Issue will be reviewed to determine the root cause and replicated in the COMPANY"s support facility.

4) The COMPANY"s support team will try to reproduce the issue.
   a. In case the COMPANY"s support team is not able to reproduce the issue, the status of the issue is changed to "Not Reproducible" and re-assigned to the CLIENT.

5) If the COMPANY is able to reproduce the issue, then it will be checked if any further clarification is required with respect to the issue.
   a. If additional information is needed from the CLIENT to clarify the issue, then the necessary request will be entered in the bug tracking tool and the issue status will be changed to "Need Clarification".

6) The CLIENT is required to assist in the issue reproduction or clarification raised by the support team of the COMPANY and upon providing all the requested clarifications the CLIENT will change the issue status to "CLARIFIED".

7) The COMPANY will update the resolution estimate time in the issue tracker and also change the status to "Work In Progress".

   a. Measures will be taken to correct the source of the problem, and reports will be furnished in a timely fashion.

   b. Changes to the code are made in accordance to the impact analysis and to the relevant project documents (System Requirements Specifications document & Technical Specifications Document), if necessary.

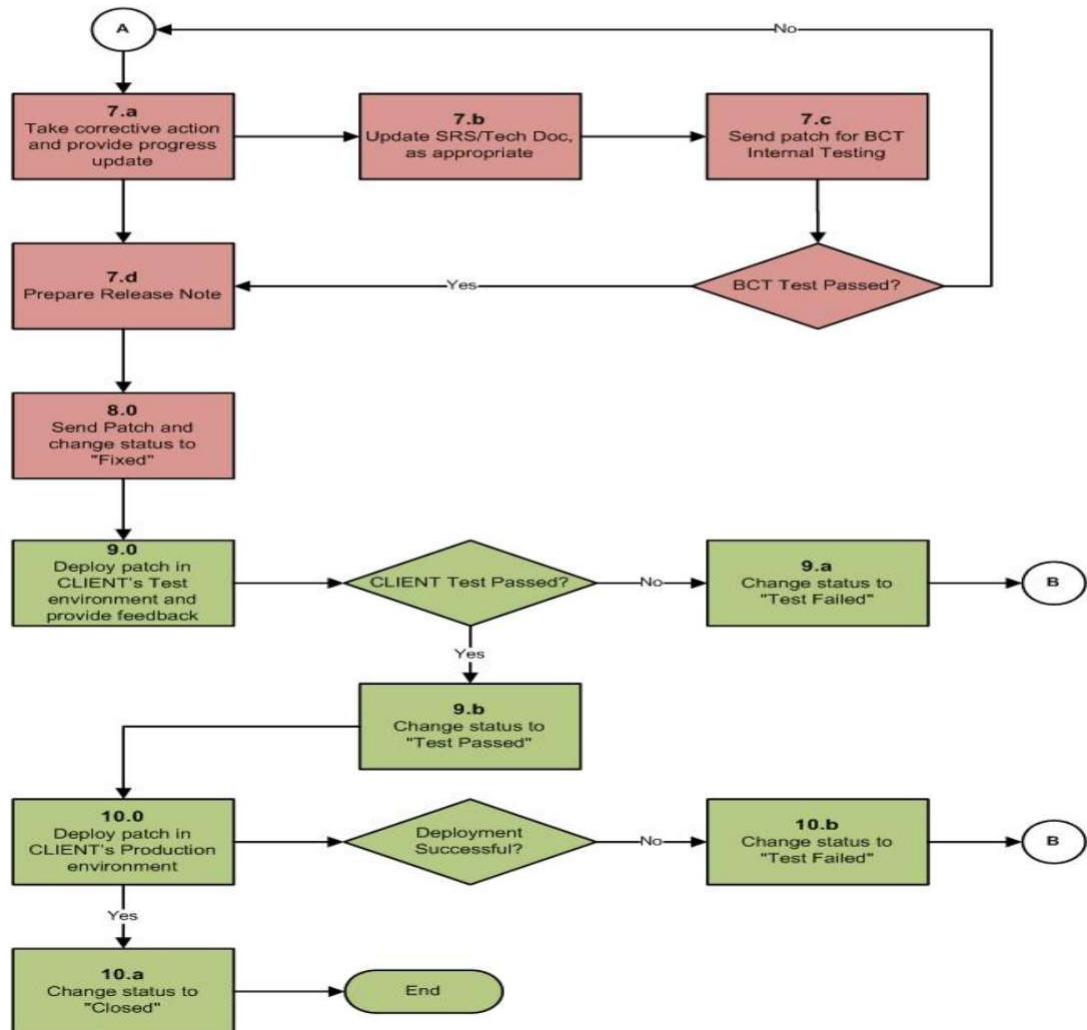   c. The Modified code, updated SRS & Tech Specs (where necessary) are sent to the COMPANY"s QA/QC team for testing.

d. COMPANY shall maintain the replica of the file structure of configuration management at CLIENT environment and shall send the changed files according to the folder structure.

e. On approval by the COMPANY"s QA/QC team, a release note, whose format is mutually agreed by both parties, is prepared for the bug fix. The release note is sent to the CLIENT will contain :
   i. List of files with size and checksum for verification by on site
   ii. Location where the files are be copied
   iii. Any specific changes in the environment setup like CLASSPATH changes and the steps to do the same
   iv. Issue numbers from bug tracking site

8) The COMPANY will upload the patch executable (.ear file) in the CLIENT"s FTP server and provide the latest version of build to the CLIENT. Should the FTP mechanism fail, then the COMPANY will send out an email of the build as a backup mechanism. The status of the issue will now be changed to "Fixed".

9) CLIENT would then take a backup of the current running version, before applying the patch. In case of any issues that arise after application of the patch then the CLIENT will restore this back up to roll back the application to the previous state. The COMPANY will not provide any rollback script.

10) CLIENT would then apply the patch, using the release notes and the existing deployment process for Cuecent ESB Middleware, in the SI or QA (Testing) environment also acknowledge the receipt of the latest version of build.

   a) If the CLIENT testing of the patch fails, then the issue status is changed to "Reopened". The CLIENT testing team must provide all the steps taken during testing of the provided patch due to which it failed. A failed patch is then re-opened for investigation by the COMPANY by changing the status back to "Assigned" and it follows the steps outlined from Step 3 through Step 8 above. In such a case the priority to assign will be one level up.

   b) If the CLIENT testing of the patch is successful, then the issue status is changed to "Resolved".

11) CLIENT applies the patch using the release notes in the Production environment.

   a) The issue status is changed to "Closed", if the production deployment was successful and the issue is no more reproducible
   b) Or to "Patch Failed", if there was an issue during the production deployment. The steps outlined from Step 3 through Step 9 above are repeated.

Please refer Figure 1 & 2 for a diagrammatic representation of the process above mentioned process

BCT Issue Resolution Mechanism

Start

1.0 Log new Bug/CR/Enhancement in BCT Issue Tracker

1.a BCT to validate Issue

1.b Is Issue Logged Correctly? — No → **CLIENT to update Issue as requested**

1.b Is Issue Logged Correctly? — Yes → **2.0**

Can Issue be Closed? — Yes → **End**

Can Issue be Closed? — No → (back to 1.a flow)

2.0 BCT to acknowledge Issue receipt within SLA parameters

B → **3.0** BCT will attempt to reproduce issue at support facility

4.0 Is Issue Reproducible? — No → **4.a** Status changed to "Not Reproducible"

4.0 Is Issue Reproducible? — Yes ↓

5.0 Require further clarifications? — Yes → **5.a** Status changed to "Need Clarification"

5.0 Require further clarifications? — No ↓

5.a → **6.0** CLIENT to provide requested clarifications and change status to "Clarified"

6.0 → **7.0** Update the resolution estimate and change status to "Work in Progress"

7.0 → **A**

BCT Issue Resolution Mechanism

Covered Services

* Perform Issue analysis
* Register Incident at Production
* Validate Site"s Operational Criticality at the time of Incident Reporting
* Issue a Ticket or accept / reject the ticket with required comments and explanation
* Study impact on Cuecent ESB Instance
* Sync up with offshore development team during impact analysis
* Carryout Issue Resolution Activity
* Prepare for Cuecent ESB Middleware fixes/service patches
* Perform relevant tests for upgrades/service patches at offshore
* Release Test report for upgrades/service patches

* Prepare deployment document/Release notes for upgrades/service patch updates

* Deploy the fix / patch in the SI and QA (Testing) environment

* Ensure build sync up between onsite and offshore for every upgrade or patch update

* Provide periodic management updates on bugs and failure conditions

* Project / Support Communications (through email, Minutes of Meetings, Reports) with Offshore Development Team, KVB, Partners (third Parties) if any.

Excluded Services

This agreement does not cover the following requests. However, COMPANY would be pleased to provide a separate proposal if required by the CLIENT to address any of the following:

* Activities specific to Operating System and the Database outside the scope of the Cuecent ESB Middleware Production Environment.

* Transition to new or modified applications or any other applicable services is not covered in the scope of this support agreement. However, in case of any upgrades to the existing environment, the same will be taken up on a case-to-case basis and can be undertaken as a separate proposal.

* Customization / Enhancements:

    o Data corrections / entry / reconciliation / Migration.

    o Development of any interfaces for exports or imports of data to or from any external applications.

* Maintenance / Support services required as a result of accident, relocation or other movement, improper operation, neglect or misuse of any component thereof, failure to maintain proper site environmental conditions, or any fault of the customer or its agents or employees or any other cause external to the product or component thereof, excepting the ordinary use thereof.

* Maintenance / Support Services for the product thereof which has been modified or otherwise altered by the CLIENT, without COMPANY"s permission, in whole or in part, because of any maintenance, modification to or other service performed on the product or component thereof by other than the COMPANY / CLIENT authorized coordinator.

* Restoration or repair of any damage to the product or component thereof arising from or caused by any casualty, act of God, riot, war or the unauthorized acts of third parties, failure or interruption or improper functioning of any electrical power, air conditioning, humidity control, computer hardware, third party software or telephone or communication line or any other like cause.

* Modifications required due to change of any of the components like later or higher versions of operating systems, databases, hardware, ODBC drivers etc, which are not specified by COMPANY in the installation/technical manuals shall not be part of the contract. There is no performance tuning, archival or cleanup of table structures, data and/or associated database elements under the contract.

* Data related issues or changes, and networking related issues will not be part of this contract.

★ Efforts made and calls attended and found to be not related to Cuecent ESB Middleware bug will be charged extra basis the expended effort to be mutually agreed between COMPANY and CLIENT.

Note: All excluded services shall be executed upon mutually accepted rates between the COMPANY and the CLIENT.

Service Level Agreement

BCT clearly understands the significance of CLIENT"s business and as a standard practice had aligned its strategic resources at various locations to take immediate attention of the issues and tickets registered by CLIENT"s personnel"s.

Response Time: means the time to respond to the issue registered / communicated by CLIENT to BCT, excluding standard Maintenance.

Resolution Time: means the time to provide a time estimate to resolve the support call logged, excluding standard Maintenance.

Business Hours: Resolution estimate hours are measured in terms of Business Hours based on BCT – India working hours. The working hours for the support team are from Monday through Friday between 9am and 6pm.

Severity (Showstopper): means the application failure creates a serious business and financial exposure or otherwise it cannot be used at all or disrupts the functionality of the Application to the extent that the Application cannot be used per User Manual / Guidelines / Specifications of the Application.

Severity (Major): means the application failure creates a low business and financial exposure or otherwise that the functionality of the Application is affected, but it could still continue to be used with the intervention of the consultant. Alternatively it also implies that a program or feature in the Application cannot be used, although other programs or features remain unaffected, or that the Application as a whole functions, but a certain feature is somewhat disabled.

Severity (Minor): means the application failure creates a minimal business and financial exposure or otherwise that the functionality of the Application is affected in a non-critical area and can be rectified temporarily by a workaround done by the client themselves, with or without the assistance of the consultant so that the application can be used. It also implies that a program or feature in the Application cannot be used but does not critically affect the overall operation of the customer or that the Application as a whole functions but a certain feature, which is non critical, is somewhat disabled.

Priority	Severity	Response Period (Working Hrs)	Resolution Period (Working Hrs)
S1	Showstopper	2	24
S2	Major	4	48
S3	Minor	8	72

For Critical Calls, the CLIENT may call the COMPANY"s local office number in Chennai, India.

Responsibility of Client

To enable the COMPANY"s support team to diagnose and fix defects, it is the CLIENT"s responsibility to protect its installation - hardware, software and data from environmental hazards like electrical fluctuation, fire, etc. CLIENT is also responsible for archival and ensure regular back-ups so that restoration of the system and operating software can be done in case of any failure.

CLIENT shall provide the following:

✻ Full available information that would be required to reproduce the defect at the COMPANY support facility including any data that is relevant.

✻ Full available information on any other software being run concurrently with the product covered with in this agreement, which may have a bearing on the defect.

✻ Full available information on any modifications or changes made by their personnel in the product.

✻ Full available information on sequence of operations performed before encountering the defect.

✻ Full communication access with the Onsite System Team to obtain details related to the installation, product extensions and any other software running concurrently with Cuecent ESB Middleware and or its relevant environment that supports the running of the software is required.

Contact Person Information – BCT & KVB

BCT offshore Office, Chennai

Sl.No	Name	Designation	Tel	Mobile	Email
1	Vijay Bhaskar K	Project Manager	044 43449000	9551249549	vijaybhaskar.k@bahwancybertek.com
2	Shaik Ghiasuddin	AVP – Delivery	044 43449000	9840079756	shaikg@bahwancybertek.com
3	Kalirajan M	VP – Business Development	044 43449000	9840877130	kaliraj@bahwancybertek.com

KVB Application Support Head,

Sl.No	Name	Designation	Tel	Mobile	Email
1	Nellaperumal B	Chief Manager	044 22543853	9843422148	nellaperumal@kvbmail.com

Escalation Mechanism

BCT recognizes the importance of a strong governance model in order to deliver business value and ensure Quality of Services delivered to KVB. Our proposed approach to governance is based on a collaborative relationship and designed to align with KVB"s Business strategies & priorities.

The proposed Governance structure is organized in multiple layers as shown in the following diagram. Apart from the current service delivery towers (development, maintenance & support), BCT will develop best practice capability model (BCM) to advise/ support the business as well as implement best practices based on KVB"s engagement ecosystem.

Executive Governance Board - Group of high-level stakeholders who are responsible for providing guidance on overall strategic direction. The Executive Sponsors & CIO from KVB and Business Unit Head from BCT will represent the business interests of the two organizations and monitor the relationship maturity. This Strategic Governance entity will provide the following,

* Provide overall direction for exploring opportunities, change management, and strengthening the relationship

* Facilitate alignment between IT and business strategies, to enable realization of business value.

* Facilitate resolution on issues involving multiple stakeholders and those escalated from lower levels.

* Review service delivery trends and suggest corrective actions, if required.

Relationship Management – BCT Business Strategy Head will be responsible for establishing and maintaining relationships with key KVB business sponsors, Business Director, Strategy Manager and commercial/ financial control teams to

* Identify and develop additional services for delivery and finalizing new agreements

* Track new business opportunities in existing service delivery

* Manage ongoing service delivery contracts with KVB commercials team, as touch point for billing/ invoicing and finance related aspects

Addressing overall satisfaction of KVB Business Sponsors.

Delivery Management – Working with the Business Strategy Head, the individual Business Area Heads along with Offshore Delivery Head (who will provide oversight at offshore) will be responsible for all deliveries. Delivery Leadership team will work closely with the KVB Application Services Director, ecommerce and Technical team leadership.

* Responsible for the overall transition from current KVB IT organization

* Reviewing and reporting Cost & Effort for all Application Development activities.

* Reviewing and reporting Service Delivery Metrics for all Application Development activities. (by business manager)

* Consolidating and reporting customer satisfaction on Quality of Services provided to KVB (by business area)

* Implementing change management relating to delivery (new services)

* Resolving service delivery issues.

Delivery management will closely work with the Technology teams in implementing solutions for KVB.

Program Management Office (PMO)

BCT will establish a PMO that will act as a facilitator in delivering Business Value. The PMO will be established at the start of the transition period to provide central management and corporate-level contact. Towards this objective, the PMO will do the following,

* Enable leverage of experience and skills available throughout BCT

* Proactively facilitate the engagement in strategic planning, program management, quality assurance, continuous process improvement, and business management

* Drive change management at the start of engagement and subsequent initiatives

* Effectively induct & orient teams to the engagement through sessions and maintain KVB engagement handbook outlining principles and guidelines.

* Track and maintain a value register for engagement.

* Facilitate contract management for the engagement in conjunction with BCT internal teams.

Service Delivery - Ensures Service delivery alignment across requirements of multiple business areas. Service Delivery will be managed by the Delivery Head, and facilitated by PMO. This will involve acquiring, positioning and optimizing allocation of resources to multiple projects, application support and infrastructure support teams resolve conflicts that cannot be resolved at a lower level. Offshore Delivery Head will have final authority for stage-end deliverable approval.

Project Delivery - Layer where individual programs / projects/ support are executed and managed. Includes Project Managers / Support Leads with authority to manage a particular project. This includes leading the planning and the development of all project deliverables.

The Project Managers are responsible for managing the budget and work plan and all project management procedures (scope management, issues management, risk management, etc.). Similarly, Support Leads will be responsible for ensuring support functions meet SLAs and quality requirements.

Escalation Model

The escalation path between the BCT and KVB will be as per the 3-tier diagram shown below. BCT PMO will be responsible to facilitate preparation and maintenance of the escalation process (as part of the overall communication). Broadly, escalation process will function as follows:

✴ Rule based escalation to the next higher level, based on impact of the issue, and the timeframe pending resolution at that level.

✴ Escalation to next level based on request from that level.
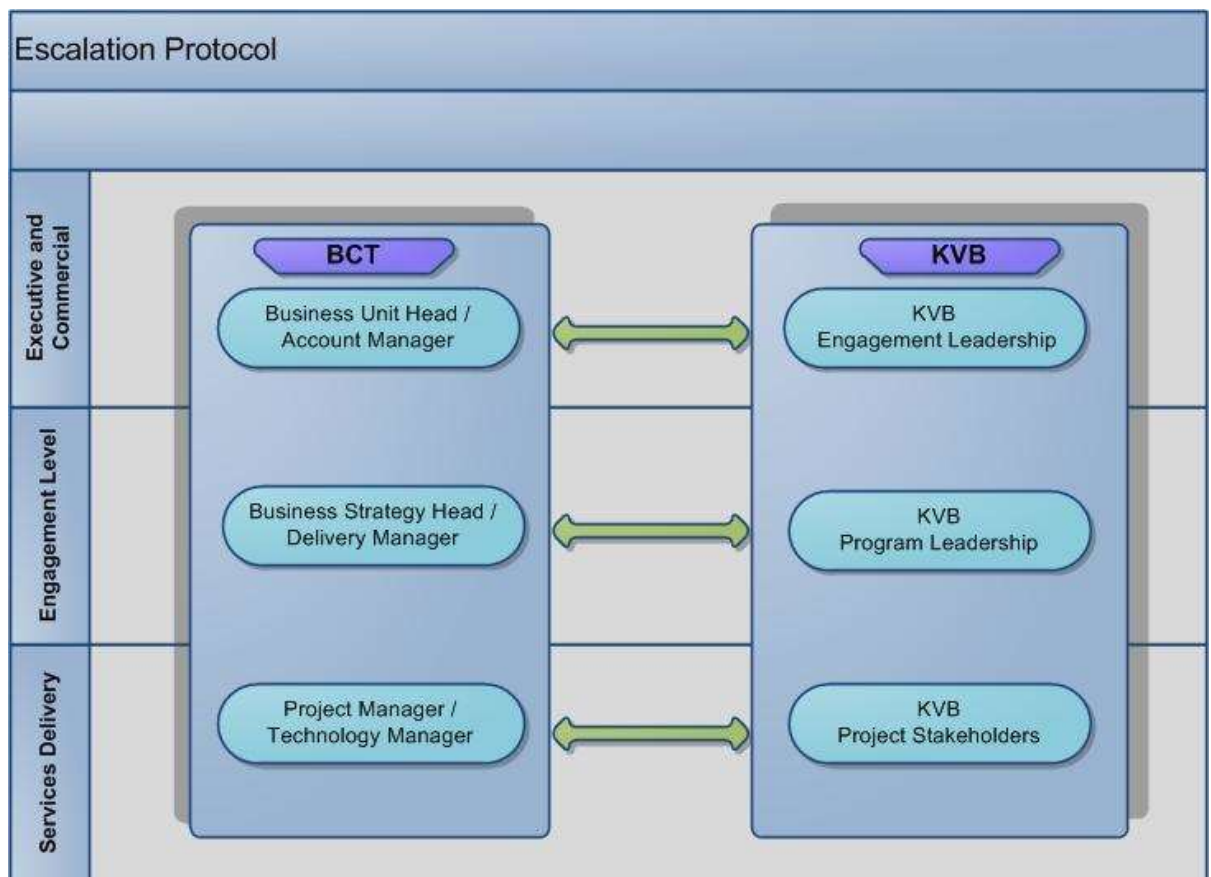
The typical issue to be addressed at a level of escalation is as given below:

✴ Services Delivery – Service levels, Defect levels.

✴ Engagement – Change management, Common processes, Resources, Infrastructure.

✴ Executive & Commercial – Contract, Engagement direction.
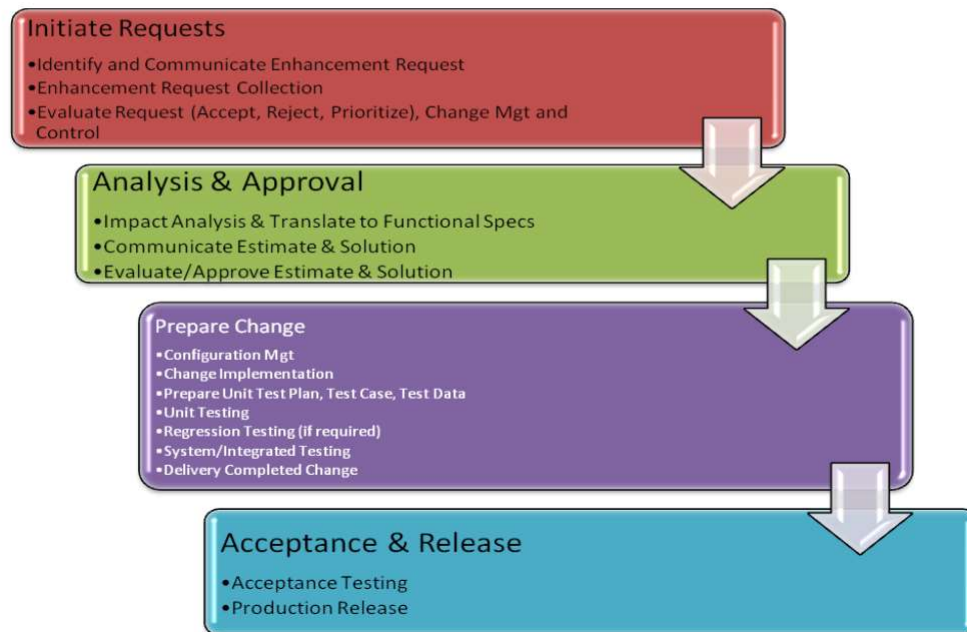
Change Management

Change Control Procedures

BCT has a very effective Change Control Process and Procedures as part of the BCT"s Quality Methodology. These procedures ensure that all changes to controlled items, especially in Requirements and Design (because of their direct relevance and critical nature) from a previously approved baseline are efficient and prompt handling of all changes, in order to minimize the impact of change related incidents and are executed in conformance with the stipulated change control process depicted in the below diagram.
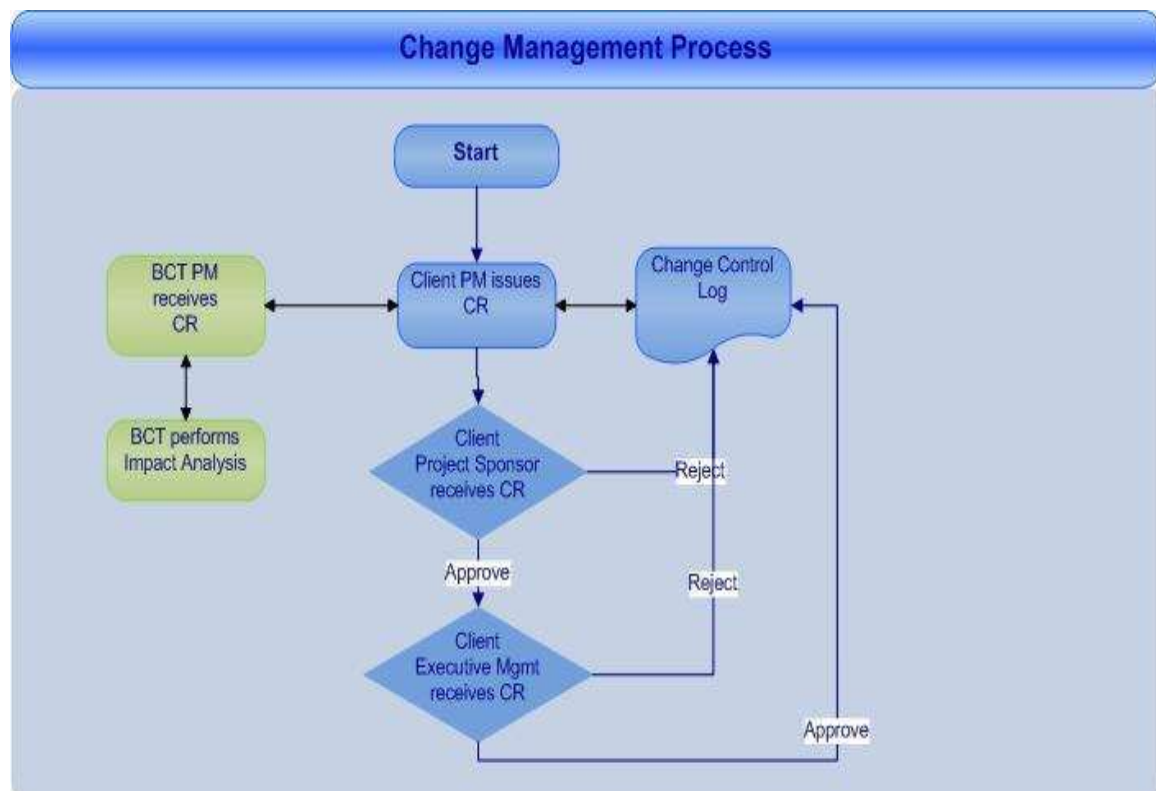
BCT through this Change Control Process shall ensure that standardized methods and procedures are used for.

As soon as the Change Request is received which is registered in the change tracking tool, from the Client Project Manager BCT goes through the following steps of process to ensure complete understanding of the change is validated through an Impact Analysis which will evaluate the changes to the Project"s Scope, Schedule, Cost, and Quality. All change requests progress through the following steps:

Initiate Requests
- Identify and Communicate Enhancement Request
- Enhancement Request Collection
- Evaluate Request (Accept, Reject, Prioritize), Change Mgt and Control

Analysis & Approval
- Impact Analysis & Translate to Functional Specs
- Communicate Estimate & Solution
- Evaluate/Approve Estimate & Solution

Prepare Change
- Configuration Mgt
- Change Implementation
- Prepare Unit Test Plan, Test Case, Test Data
- Unit Testing
- Regression Testing (if required)
- System/Integrated Testing
- Delivery Completed Change

Acceptance & Release
- Acceptance Testing
- Production Release

BCT Onsite team will proactively analyze and identify the business process gaps and estimate the approach and efforts for mitigating the same.

* Change Initiation - Change request received by the BCT project manager is logged in the change request tracker, describing in detail the requested change and the rationale for the request. Please note this request is received by BCT project manager from Client Project Manager.

* Change Evaluation and Approval - Change request is analyzed by a designated team who reports on its impact on schedule, effort, cost and quality. The complete requirement is verified against the Bidirectional Tractability Matrix document which will highlight the sections of change impact which are likely to get affected.

* Change Request Confirmation – BCT Project Manager will internally submit the CR impact report to the BCT project stake holders who will internally evaluate the risks associated to the CR.

* Change Acceptance and Authorization – The Project Manager upon acceptance of Change Request from BCT Internal, will submit the CR report to Client Project Manager and wait for the confirmation / work order from the Client Project Manager if the proposed change is approved from the Sponsor"s office.

* Change Execution and Verification – Teams are assigned to execute the change. The assigned team members perform the tasks defined within the revised time frames.

Commercial Summary

Sr	Contract Reference Name	License Value (INR)	AMC Support Value (INR)
1	Ref: ITD/ORD/12102/2012-13	66,00,000	5,17,440

Note:

1. KVB BANK entitled to pay AMC cost of change requests (CR) / T & M delivered from 01 - Apr -17 onwards. The contract value shall include 15% of CR / T & M value on pro rata basis from the date of Go-Live of the enhancement support value. For every CR executed the Maintenance Fee shall go up by 15% of such agreed CR value.

Payment Details:

- 100% in Advance upon signing of Support Agreement.

- Duration of the Support Contract is from 1st April 2021 to 30th September 2021.

- Prices do not include any taxes, duties, levies which would be extra, if applicable.

- Service Tax as applicable extra.

S. No.	Effort Description	Amount (INR)
1	Per Man Day Effort Cost	11,000

Payment Details:

- Prices do not include any taxes, duties, levies which would be extra, if applicable.

- GST extra as applicable.

- 8 hours of resource working is considered as one day

- Invoice will be submitted as per the payment milestones.

IN WITNESS WHEREOF THE PARTIES HEREIN HAVE HEREUNTO SET THEIR RESPECTIVE HANDS AND SEAL, THE DAY, MONTH AND YEAR FIRST HEREINABOVE MENTIONED.

Signed by:	Signed by:
Duly authorized to sign this Agreement for and on behalf of **Bahwan CyberTek PVT LTD.,**	Duly authorized to sign this Agreement for and on behalf of **Karur Vysya Bank**
Name: **Mr. V.M.Murlidharan**	Name: **Mr. S. Sekar**
Chief Executive Officer - CoE	**General Manager -IT**
Signature:	Signature:
Address: **Bahwancybertek Pvt Ltd.** 148, Rajiv Gandhi Salai (OMR) Okkiyam Thoraipakkam Chennai-600 097	Address: **Karur Vysya Bank**, Central Office- I T Department,LNS Post, Erode Road, Karur – 639002, Tamilnadu
Occupation: Service	Occupation: Service
Date:	Date:

Appendix 1 - Bugzilla

Working with Bugzilla
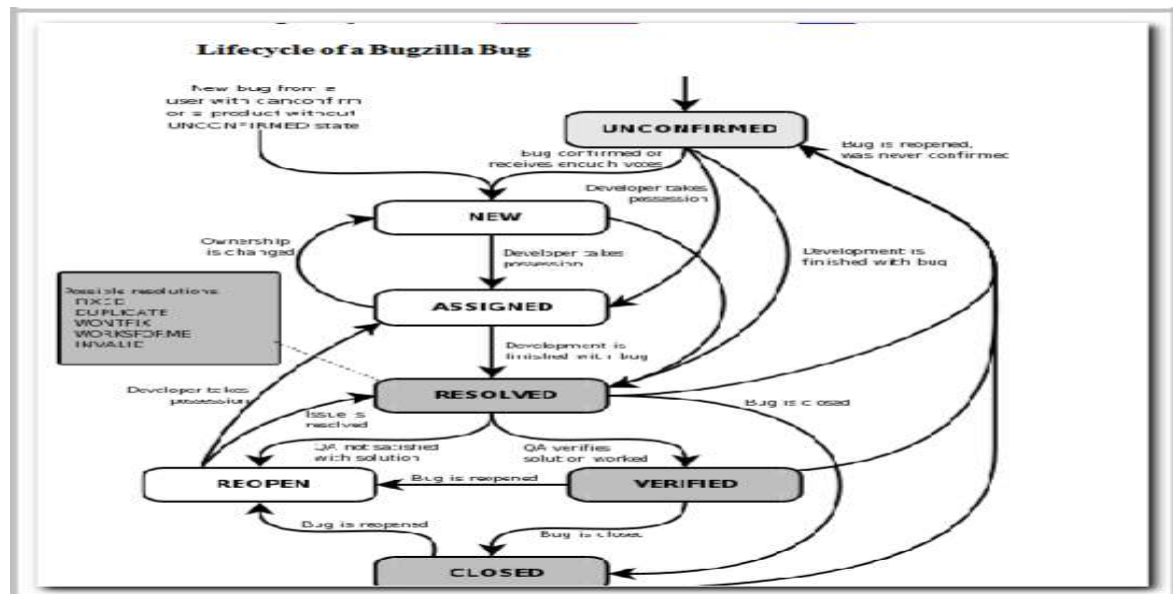
<u>URL</u>: (http://bugzilla.bahwancybertek.com/)

- **Reporting a New Bug**
  - ✸ A possible scenario (This is only an example) from inception to completion will follow the numbered steps.
    - o Select the Product
    - o Select the Module(Units) from the drop down list; For ex; Bill payment
    - o Select the Defect Type For ex; Incorrect
    - o Select the Defect cause if any; For ex. Over sight
    - o Select the Defect Source; For ex. Testing
    - o Select the Priority; For ex. High o Select the Severity; For ex. Major
    - o Specify Summary and Short Description which help the developer to identify the Bug details easily
    - o Press „Commit" button to save the bug

- **Testing/Closing or Re-open a Bug**

  - ✸ The Logged bugs will be intimated to the Reporter through mail and the status of the bugs will be changed to „Fixed"

  - ✸ Upon completion of the testing; the reporter can either close the bug or Re-open the bug

* When the bug Re-opened the bug status will be changed to „New"

* When the bug Closed the bug status will be changed to „Closed"

Life cycle of Bugzilla Bug

Methodology

The following elements will be identified and recorded for every issue that is raised:
* Issue identification

* The person raising the issue

* Issue classification

* Time frame for resolution

* Resources required

* Log of comments

* Graded escalation process, if the issue is not resolved within the stipulated time frame.
* Cost of resolution (if any)

* Contact information

* Record of Issue closure

* Once an issue is identified, it will be logged into the system. This system automatically notifies the concerned party about the issue via e-mail
* Each issue will be assigned a unique identifier

* Issues will be analyzed and addressed

* Clarifications and proceedings on each issue will be logged into the system facilitating audit trails

★ All resolved issues would be updated into the system to reflect the present status and time taken for resolution

★ The concerned software unit, documentation, etc., associated with the issue, will be linked by the version number ensuring complete traceability throughout the project lifecycle

★ An automatic escalation process to any higher authority (e.g. Project Steering Committee) can also be configured if the issue is not resolved within the stipulated time frame