Drawdown Report: June 2022

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| **Project Name: Center for Study of Insurance Operations** | Project Number: A9ZM4001 |
| **For Period: June 1st, 2022 to June 30th, 2022** |  |

***Executive Summary***

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| Overall | Key topics   * 2022 Enhancement Items:   Release 1: DLVR-40 | Have the eSlip show as an expired slip once the expire date has passed  Release 2: DLVR-98 | Alberta provincial Financial Responsibility Card  Release 3: DLVR-89 | Garage Automobile policy Case |
| SLA Targets | For P1 and P2 tickets only: **0 P1/P2 incident reported in June 2022**   |  |  |  | | --- | --- | --- | | **Priority** | **Response** | **Resolution** | | P1 | 100.00% | 100.00% | | P2 | 100.00% | 100.00% |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | Within 100% of SLA |  | Within 90%-99% of SLA |  | Below 90% of SLA | |

**Support Retainer Hours: Summary**

Time consumed in June 2022

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| Total Retainer Hours – Mar 9, 2022 – Mar 9, 2023 | **800** |
| Hours consumed in **June 2022** | **183** |
| Total Draw Down | -196.5 |
| Total Remaining | **603.5** |

**Ticket Summary: Work effort breakdown – June**

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| --- | --- | --- | --- | --- |
| **Number** | **Title** | **Date** | **Dev** | **Time (h)** |
| MSCSIO-652 | Production Deployment Placeholder - ADAL and AD Graph Migration | June 15, 2022 | Hiroyuki Takada | 2 |
| MSCSIO-654 | Azure: Activated Severity: 3 http 500 | June 20, 2022 | Ijaz Babu M | 4 |
| MSCSIO-642 | Status questions for Wawanesa MPOI emails | June 22, 2022 | Roopamdeep Kaur | 2 |
| MSCSIO-631 | DLVR-89 Garage Automobile policy Case | June 23, 2022 | Roxanne Orquillas | 1 |
| MSCSIO-656 | Azure: Activated Severity 3 http 500 | June 30, 2022 | Hiroyuki Takada | 2 |
| MSCSIO-646 | DLVR-98: Alberta provincial Financial Responsibility Card | June 27, 2022 | Hiroyuki Takada | 172 |

**2022 Release Target Schedule**

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| **Ticket** | **Status** | **Target date to be in PROD** |
| DLVR-87: Extend the validation to include address outside of Canada | In PRD | Complete |
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| DLVR-95: Update the UI with new branding materials | In PRD | Complete |  |
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| DLVR-94: System/Admin API User Type | In PRD | Complete |  |
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| DLVR-88: Admin APIs for profile/user creation | In PRD | Complete |  |
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| DLVR-82: Self-serve Schema file updating | In PRD | Complete |  |
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| DLVR-84: Adding the namespace attributes in the response message for a Send API | In PRD | Complete |  |
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| DLVR-86: New element for endorsement date to display on the eSlips | In PRD | Complete |  |
| DLVR-97: Adding French for doc name of the printable eSlips | In PRD | Complete |  |
| DLVR-92: For HTML template keyword "logo", return the "name" if the logo source is not defined or broken | In PRD | Complete |
| DLVR-90: Split the printed version of the eSlips (PDF) per Vehicle | In PRD | Complete |
| DLVR-3: Error for multiple eSlips without VIN | In PRD | Complete |
| DLVR-89: Garage Automobile policy Case | In progress |  |
| DLVR-40: Have the eSlip show as an expired slip once the expire date has passed | Waiting for cancellation confirmation |  |
| DLVR-98: Alberta provincial Financial Responsibility Card | UAT in progress |  |

**Service Level Agreement Matrix**

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| --- | --- | --- | --- | --- |
| Severity Level | Description | Support Hours | Target Response Time | Target Resolution Time |
| P1 | Complete Failure of Platform software during operation or a critical function of the Platform. Performance of the Platform is significantly reduced and/or the operations of the Platform is severely limited. | 24x7\* | Up to 1 Hour\* | Up to 4 Hours\* |
| P2 | The reported incident disables a specific non-critical function of the Platform and is not critical to continuing operation. | Regular Business Hours  (09:00 – 17:00 EST) | Up to 4 Business Hours | Up to 1 Business Day |
| P3 | An error that has no significant effect on functionality of the Platform and causes only minor inconvenience to its users. | Regular Business Hours  (09:00 – 17:00 EST) | 1 Business Day | As agreed based on release schedule |
| P4 | Service requests, requests for information etc. not categorized as incidents | Regular Business Hours  (09:00 – 17:00 EST) | 1 Business Days | As agreed based on release schedule |

***\*When On-call plan is activated***