# Title: Maturity Model - Compliance Metrics

**Overall Status**

|  |  |  |  |
| --- | --- | --- | --- |
| Maturity Model Level 1 Compliance | Complete | 100% |  |
| Maturity Model Level 2 Compliance | In Progress | 89% | 11 SLA breached - P2s |

**List of action items to achieve Level 2 compliance**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.No | Key Action Items | Status | % of Complete | Comments |
| 1 | Integration of SAST & SCA (BugAudit) framework in Freshsales CI pipeline | Completed | 100 % |  |
| 2 | P0's not introduced in Production | Completed | 100% | No P0's reported as on 25 Nov 2019 |
| 3 | SLA compliance - P0s, P1s and P2s | In Progress | 89% | [SLA Compliance Calculator](https://docs.google.com/spreadsheets/d/1-u77Do-zUOFutYUkZwjThsoUp-di24lL6jm4HLe8NdM)  As on 25 Nov 2019  P0s - SLA compliant  P1s - SLA compliant  P2s - 11 SLA breached issues  P3s - 1 SLA breached issue |
| 4 | QA Security Training | Completed | 100% |  |
| 5 | QA Security War Session | Yet-To-Start |  | Planned for December 2019 |
| 6 | Developer Security Training | Yet-To-Start |  | Planned for December 2019 |

**Unresolved Security issues in Freshsales - As on 25 Nov 2019**

SLA breached issues dashboard - <http://fw-security.freshrelease.com/>

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Priority** | **Total Unresolved** | | | | **SLA Breached** | | | | **Within SLA** | | | |
| 18 Sept 2019 | 10 Oct 2019 | 15 Oct 2019 | 25 Nov 2019 | 18 Sept 2019 | 10 Oct 2019 | 15 Oct 2019 | 25 Nov 2019 | 18 Sept 2019 | 10 Oct 2019 | 15 Oct 2019 | 21 Nov 2019 |
| P0s | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| P1s | 8 | 10 | 10 | 13 | 0 | 0 | 0 | 2 | 8 | 10 | 10 | 11 |
| P2s | 17 | 18 | 17 | 28 | 11 | 11 | 11 | 12 | 6 | 7 | 6 | 16 |
| P3s | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 0 |

**Status progress - As on 25 Nov 2019**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Priority** | **Open** | | | | **In Progress** | | | | **Closed** | | | | **Reopened** | | | | **Risk Accepted** | | | |
| 18 Sept 2019 | 10 Oct 2019 | 15 Oct 2019 | 25 Nov 2019 | 18 Sept 2019 | 10 Oct 2019 | 15 Oct 2019 | 25 Nov 2019 | 18 Sept 2019 | 10 Oct 2019 | 15 Oct 2019 | 25 Nov 2019 | 18 Sept 2019 | 10 Oct 2019 | 15 Oct 2019 | 25 Nov 2019 | 18 Sept 2019 | 10 Oct 2019 | 15 Oct 2019 | 25 Nov 2019 |
| P0s | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| P1s | 7 | 9 | 9 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 |
| P2s | 16 | 17 | 16 | 26 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| P3S | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

**Lambda Difference**

|  |  |  |  |
| --- | --- | --- | --- |
| Priority | Issues Reported | Resolved | Unresolved |
| P0s | 0 | 0 | 0 |
| P1s | 12 | 9 | 3 |
| P2s | 22 | 11 | 11 |
| P3s | 2 | 3 | **-1** |

Note:

|  |
| --- |
| **-1** issue unresolved within SLA & Risk Accepted was "Resolved" |