

# Operational Level Agreement (OLA)

## Blog Application

**Version:** v1.0 [15-04-2025]

### Scope

This OLA defines the operational collaboration between the **Product Development Team** and the **Testing Team**. It sets expectations for service levels, response times, and responsibilities to ensure seamless testing, debugging and deployment of the project.

### Service Provider Roles and Responsibility

Roles	Name	Responsibilities
Developers	Pooja Jagtap Divya Gatkal	<ul style="list-style-type: none"><li>Develop and deliver the software features as per specifications.</li><li>Provide proper inputs and expected outputs</li><li>Address and resolve defects in a timely manner.</li><li>Collaborate with testers to verify and validate defect fixes.</li><li>Document known errors in the Known Error Database (KEDB)</li></ul>
Reviewer	Divya Gatkal	<ul style="list-style-type: none"><li>Checks for the resolution done by the developer for the issue</li><li>Updates about the solution in the Known Error Database</li></ul>
Testers	Sayali Deshmukh Sanika Kundekar Shravani Sakore	<ul style="list-style-type: none"><li>Create and execute test cases based on project requirements.</li><li>Identify, log, and track defects with clear descriptions</li><li>Conduct regression testing to ensure fixes do not introduce new issues.</li><li>Provide detailed reports on testing progress and defect status</li></ul>

### Hours of Coverage

- Product Development Team:**
  - 5:00 PM - 8:00 PM (Weekdays)
  - 10:00 AM - 4:00 PM (Weekends)
- Testing Team:** \_\_\_\_ - \_\_\_\_ (Weekdays)
- Critical Issues:** 24/7 support.

### Response Times:

Parameter	Measurement Criteria	Time Line	Service provider (tester)	consumer (Devs)
Test on bugs	Dysfunctionality of any component (e.g., post creation, image upload, authentication, etc.)	2 days		
Post Publish Time	Time taken for a blog post to be created and displayed to all users	1 day		
Comment Load Time	Time taken for a comment to appear after submission	1 day		
Page Load Time	Time taken for blog pages (home, post detail, dashboard) to fully load	1 day		
Concurrent User Load	Performance under multiple users browsing, commenting, and posting simultaneously	1 day		
Image Upload Speed	Time taken to upload and display images within a blog post	2 days		
Notification Delivery Time	Time taken for real-time update notifications (e.g., new comment or post) to reach the UI	2 days		
System Crash Tolerance	Ensuring system stability under high traffic or concurrent post/comment activity	2 days		

## Agreement Acceptance

By signing this OLA, both teams agree to adhere to the outlined processes and responsibilities.

Name	Role	Email Verification Date
Pooja Jagtap	Developer	
Divya Gatkal	Reviewer	
SayaliDeshmukh	Tester	
Sanika Kundekar	Tester	
Shravani Sakore	Tester	