

Project Android Real Media Ad Lib – Service Delivery Mode

|  |  |  |  |
| --- | --- | --- | --- |
| Version | *Status* | Approved by | Date |
| 1.0 |  |  |  |

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# TARGET

Servicio gestionado por Real Media.

# SERVICE DELIVERY MODE

|  |  |  |  |
| --- | --- | --- | --- |
| **Provision of** | **Responsible (\*)** | **Hours** | **S.P.O.E** |
| ***ServiceDesk (CAU)*** |  |  |  |
| ***Operation*** |  |  |  |
| ***Product Maintenance (corrective/evolutive)*** |  |  |  |
| ***IT Infraestructure Support*** |  |  |  |
| ***Third part (content, technology) provider (specify SLA if exist)*** |  |  |  |

(\*) Responsible could be PSD, or external provider

SPOE refers to the email where incidents/request has to be reported (not necessary if responsible is PSD).

# INFORMED OF CRITICAL INCIDENTS/DEVIATIONS

Contact in case of deviation or crytical incident/resquest

|  |  |  |
| --- | --- | --- |
|  | **contact** | **Schedule** |
| ***BU*** |  |  |
| ***Product/Content responsible*** |  |  |
| ***Third part*** |  |  |

# CONTACT TO REQUEST

Contact who can request for evolutives of the product

|  |  |
| --- | --- |
|  | **contact** |
| ***BU*** |  |