



# Enterprise Service Bus Upgrade

## **Statement of Work**

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Prepared for:

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## 1. Introduction

The scope of this SOW is to upgrade the software and hardware for the internally developed Enterprise Service Bus (ESB) due to an upgrade for the Apache Servers that host the software. The ESB will be upgraded from version 4 to 7. The effort will require changes to the software to enable the same or improved services on the new hardware and provide a better level of service due to the new infrastructure.

The overall benefits of this project will be:

- Lower JMMB's total cost of ownership for technology solutions
- Improve integration across solutions to enhance efficiencies
- Enhance performance of the ESB on the new hardware
- Provide more stable environment for a critical component of the data interchange between applications in the portfolio

IGT will review, upgrade, and evaluate the ESB software components utilizing a structured methodology and approach. Details associated with this approach can be found in the section of this document, "Consultant Roles and Services."

This Statement of Work (SOW) is incorporated into, made part of, takes precedence over, and is subject to the terms and conditions of the Contract or Master Services Agreement between IGT, Inc. ("IGT") and JMMB, (hereinafter referred to as the "Agreement") dated **December 16, 2022**.

SLAs for development work IGT hands over to JMMB QA will conform with the standards in the Appendix. Work done by IGT in the fixing of bugs introduced by the upgrade development will not be included in billing.



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<b>Batch#</b>	<b>Bundle/Service</b>	<b># Lines of Code</b>	<b>Dependencies</b>	<b>Possible Sprint</b>
1	T24DataXFerBundle* (1.0.0)	864		1&2
1	AFPXFerBundle (1.0.0)	925		1&2
1	SMSBundle (1.0.0)	1,632		1&2
1	T24CaseWareBundle (1.2.0)	1,954		1&2
1	PM8Bundle (1.0.0)	5,715		1&2
2	T24InvestmentRelayBundle (1.0.0)	1,112	InvestmentGatewayBundle (1.2.0)	3&4
2	PortfolioManagementBundle	3,438		3&4
2	InvestmentGatewayBundle (1.2.0)	6,086		3&4
2	GlobalAccountBundle (1.0.0)	12,020		3&4
2	UnitTrustBundle (2.2.4)	16,586		3&4
3	BillPaymentBundle (1.0.0)	5,436		5&6
3	RateServiceBundle (1.0.0)	3,672		5&6
3	ATMDataXFerBundle (1.1.0)	7,282		5&6
3	UniversalCustomerBundle (2.6.1)	33,560		5&6
3	MoneylineCoreBundle (1.0.0)	37,124		5&6

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The following is a high-level plan that will provide an overview of the tasks to be conducted during the effort:

Task Name	Estimate Duration	Resource Names
<b>JMMB ESB Upgrade Project</b>	<b>110 days</b>	<b>PM</b>
<b>Initiation</b>	<b>6 days</b>	
Contract signed	1 day	JMMB EA
Setup access to environments	5 days	JMMB Infrastructure & Security,IA
<b>Discovery</b>	<b>10 days</b>	
Document current APIs	5 days	SE,ESBL,TSTL
Review production environment	2 days	ESBL,SE,IA
Build dev and test environments	3 days	JMMB Infrastructure,IA
<b>Design</b>	<b>45 days</b>	
Build EA view of interface architecture	10 days	ESBL,IA
Review ESB Architecture Design	2 days	JMMB EA & ESB Architect
Build Interface Architecture	10 days	ESBL,IA
Build API policies and standards	10 days	ESBL,JMMB EA
Design/Select migration tools	10 days	ESBL,IA,JMMB EA,TSTL
Code and Tech review	10 days	JMMB EA
Design & build roll back process	3 days	ESBL,IA,JMMB EA & Infrastructure,SE
<b>Test</b>	<b>123 days</b>	
Build Test environments	3 days (TBC by JMMB)	JMMB Infrastructure ,IA ,TSTL
Install v 7	2 days (TBC by JMMB)	JMMB Infrastructure
Setup security services	3 days (TBC by JMMB)	JMMB Security
Batch 1 - Run performance tests	3 days	TE,TSTL
Batch 1 - Run QA	15 days (TBC by JMMB)	JMMB QA
Batch 1 - Run UAT	15 days (TBC by JMMB)	JMMB UAT
Batch 1 - Test roll back process	3 days	IA,TE,TSTL
Batch 2 - Run performance tests	3 days	TE,TSTL
Batch 2 - Run QA	15 days (TBC by JMMB)	JMMB QA
Batch 2 - Run UAT	15 days (TBC by JMMB)	JMMB UAT
Batch 2 - Test roll back process	3 days	IA,TE,TSTL
Batch 3 - Run performance tests	3 days	TE,TSTL
Batch 3 - Run QA	20 days (TBC by JMMB)	JMMB QA
Batch 3 - Run UAT	20 days (TBC by JMMB)	JMMB UAT
Batch 3 - Test roll back process	3 days	IA,TE,TSTL
<b>Deploy</b>	<b>57 days</b>	
Setup Migration tools	1 day	ESBL,IA,SE
Migrate Bundle Batch 1	1 day	ESBL,IA,SE
Check and test	1 day	ESBL,IA,SE,TE,TSTL,JMMB Infrastructure
Time to Validate Performance in Production *****	7 days	JMMB Infrastructure Monitoring
Migrate Bundle Batch 2	2 days	ESBL,IA,SE
Check and test	1 day	ESBL,IA,SE,TE,TSTL,JMMB Infrastructure
Time to Validate Performance in Production *****	7 days	JMMB Infrastructure Monitoring
Migrate Bundle Batch 3	2 days	ESBL,IA,SE
Check and test	1 day	ESBL,IA,SE,TE,TSTL,JMMB Infrastructure
Certify environment	2 days	ESBL,JMMB,TE,TSTL
Initiate production services	1 day	JMMB
Post implementation monitoring	30 days	ESBL,IA,SE,JMMB
Project sign off	1 day	ESBL,JMMB

This SOW is dated: **October 12, 2023.**



## 2. Consultant Roles and Services

IGT will provide consultants for the following roles under this SOW. IGT has the right to reassign consultants upon advance written notice. IGT reserves the right to, in its sole discretion, replace any assigned consultant with a consultant possessing the skills required to perform the assigned activities. The parties' service managers will mutually agree whether an IGT consultant should be removed and/or replaced due to inferior performance, insufficient skills, or non-compliance with JMMB policies, which shall be documented in writing. An individual consultant may perform one or more of these roles.

**Table 1: Consultant Roles**

Role	Services/Skills
Delivery Director	The delivery director is responsible for the overall strategic <b>direction</b> and <b>quality of the deliverables</b> . The delivery director advises and collaborates with the JMMB sponsors.
Delivery Lead	The delivery lead is responsible for the overall coordination of projects and activities within the upgrade project. The <b>delivery lead will report</b> the status of the project to JMMB sponsors on a periodic basis.
ESB Architect/Tech Lead	The ESB Architect and Tech lead is responsible for the <b>direction of project</b> and <b>activities within the</b> ESB Upgrade. The Tech Lead works with the <u>current ESB support team</u> to ensure a seamless implementation and alignment to JMMB standards and policies.
ESB Service Mix Lead	Lead developer <b>to support the configuration and design activities</b> for the upgrade. The responsibility for the <b>detailed technical design</b> and documentation will be with the lead who will also <b>support the testing and deployment</b> of the upgraded solution.
ESB Service Mix Engineer	Software engineer <b>to manage the conversion changes</b> required and <b>supporting the migration and testing efforts</b> to address any changes or configuration updates.
Test Engineer Lead and Test Engineer	The Technical test engineering team will have experience testing and validating ESB services. <b>They will evaluate the upgrade differences</b> and <b>prepare test scenarios and data</b> to certify the performance of the upgraded solution.

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The ESB upgrade steps will address these major phases based on our methodology:

Major Phases	Key Activities
<b>Design &amp; Gap Analysis</b>	<ul style="list-style-type: none"> <li>• Refine and publish project plan</li> <li>• Review current software code</li> <li>• Review Apache upgrade information</li> <li>• Build gap analysis report</li> <li>• Design changes to software and config specs</li> </ul>
<b>Development</b>	<ul style="list-style-type: none"> <li>• Stage software for changes</li> <li>• Change code and perform reviews</li> <li>• Configure and change any interface code or bundle</li> <li>• Build test, deployment, and certification plans</li> <li>• Build and test rollback plan</li> </ul>
<b>Testing</b>	<ul style="list-style-type: none"> <li>• Perform unit and Systems test</li> <li>• Build and run regression test to validate gaps and upgrade features</li> <li>• Build and run performance tests</li> </ul>
<b>Deployment</b>	<ul style="list-style-type: none"> <li>• Build production servers</li> <li>• Create migration services plan (by bundles)</li> <li>• Test migration plan</li> <li>• Execute software and hardware upgrade</li> <li>• Test connectivity with ESB</li> </ul>
<b>Handover</b>	<ul style="list-style-type: none"> <li>• Setup monitoring services and reporting processes</li> <li>• Transition code to production libraries and setup change management and maintenance plans</li> <li>• Documentation library setup and reception by JMMB</li> </ul>

### Organization

The support for the upgrade effort will be done in close collaboration with the JMMB staff. The roles required to support IGT's team will be the following:

#### JMMB ESB Team

- Group Enterprise Architect
- Application Owner
- ESB Architect
- Server Manager/Lead
- Infrastructure/Network Architect
- QA Analysts
- Security Architect
- Release Manager



### 3. Service Location

✓ The services described in this document will be delivered remotely by IGT consultants.

### 4. Work Schedule

The standard working hours for this engagement are 8AM to 5PM, Monday through Friday and the services defined herein are based upon a 40-hour work week, recognizing IGT holiday and personal leave policies. Standard **JMMB** holidays that differ from the seven (7) IGT holidays will be scheduled workdays for the consultants. Overtime, weekend and holiday work schedules, and changes in a consultant's regular work schedule will be mutually agreed to by IGT and **JMMB** prior to scheduling.

### 5. JMMB Responsibilities

**JMMB** will have integral activities as laid out in the high-level plan related to the environments and current service information, it is expected that **JMMB** will drive the following:

✓ Table 2: JMMB Responsibilities

Area	Responsibilities
Environment Management	<b>JMMB</b> is responsible for the provisioning of environments and their maintenance, management, and monitoring during the project
Functional Certification	<b>JMMB</b> will manage the functional certification of the interface services after the upgrade and migration of the platform to ensure the applications perform as expected and even with improvements based on the updated version. <b>IGT</b> will technically assess and <b>validate the capabilities</b> as provided by the platform vendor.
QA, UAT, End-to-End, Performance and Load Testing	<b>JMMB</b> is responsible for the quality assurance, user acceptance, end-to-end, performance and load testing of the ESB services prior to production release.
Data Protection	<b>JMMB</b> is responsible for all physical, administrative, network, and electronic data protection required by applicable law for its facilities, operations, policies, and data, including without limitation, providing appropriate notices and systems of records required under applicable law. <b>JMMB</b> is responsible for compliance with all legal requirements.



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Area	Responsibilities
Release Management	<b>JMMB</b> is responsible for migrating the source code to upper environments (QA, UAT, Pre-Prod, Prod, etc.) and all other configuration management, test data management, etc.
Project Manager	<b>JMMB</b> will assign a Project Manager to manage the scope, schedule and budget. The Project Manager will coordinate daily activities with the IGT Delivery Lead and escalate as needed to <b>JMMB</b> leadership and the IGT Delivery Director.
Project Information	<b>JMMB</b> will ensure that all information supplied to IGT with respect to this effort is complete and accurate, to the best of its knowledge. Incomplete, inaccurate, or erroneous information may impact the project scope, budget and/or schedule. Information must be transmitted in a timely manner.
Resource Management	<b>JMMB</b> will assign a manager to supervise and direct the work and schedule for the assigned IGT consultant(s) for the duration of the service in this SOW. The assigned client manager is responsible for orienting IGT consultants to applicable policies and procedures while working at and with <b>JMMB</b> and managing issues and risks associated with the assigned activities.
Facilities	<b>JMMB</b> will provide a work area and the necessary hardware, software, communications, access, and other facilities in accordance with the Agreement for onsite IGT consultants to perform the services defined in this SOW.
Access Management	<b>JMMB</b> will provide the necessary system access for IGT consultants to perform the services described herein.
Information Security	<b>JMMB</b> is responsible for the information security of the ESB services.
Security Certification	<b>JMMB or its designated partners</b> will perform the validation of the security of the connections and the access rules and permissions required for connecting with JMMB and external applications.

## 6. Project Risks

1. The most significant risk to project success would be the failure of JMMB to have available key personnel in IT and relevant documentation available in a timely fashion.
2. Major changes to the functionality of the ESB to enable operational compatibility with the hardware components.
3. Lack of or insufficient support from vendor/s providing hardware or software in a timely manner
4. No available test environments and tools to support the infrastructure testing and migration processes.
5. Lack of or insufficient access to systems or documentation.





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## 7. Service Delivery Managers

The following persons have been designated as the managers of this SOW with responsibility for the services provided and obtaining approval for any changes to the defined services:

IGT Representative	JMMB Representative
Name: Jeff Schappert	Name: John Muirhead
Title: Delivery Director	Title: Group Enterprise Architect
Contact Information: <a href="mailto:Jeffs@infoglobaltech.com">Jeffs@infoglobaltech.com</a>	Contact Information: <a href="mailto:John_muirhead@jmmb.com">John_muirhead@jmmb.com</a>

## 8. Warranties and Limitations

Warranty of software performance: IGT promises that the software will work as per specifications and will fix issues free of charge for any defect discovered and reported for a period of 2 weeks after the date of delivery.

We offer no warranties, expressed or implied, as to the functionality or capabilities of the external (3rd party) software or hardware products recommended as part of this engagement.

InfoGlobalTech and its partners or subcontractors will perform all Services in a work like, efficient, timely and professional manner using qualified personnel fully familiar with the underlying technology and will be in compliance and in accordance with all applicable laws, regulations, orders and decrees. Neither the Services nor any Deliverables will infringe or misappropriate any patent, trademark, trade name, service mark, copyright, trade secret or other intellectual property right of any third party.



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**APPENDIX I****Sample API Documentation****Coupon API**

Host: http://www.example.com

URL: /rest/default/async/async/V1/coupons

HTTP Method: POST

Content-type: application/json

**Request Coupon API Data Dictionary table:**

Field	Data Type	Description	Required	default
coupon	object	Object	Yes	
coupon_id	integer	Coupon Id	No	
rule_id	integer	The id of the rule associated with the coupon	Yes	
code	string	Coupon Code	No	
usage_limit	integer	Usage limit	No	
usage_per_customer	integer	Usage limit per customer	No	
times_used	integer	The number of times the coupon has been used	Yes	
expiration_date	datetime	Expiration date	No	
is_primary	boolean	The coupon is primary coupon for the rule that it's associated with	Yes	true
created_at	datetime	When the coupon is created	No	
type	integer	Of coupon	No	

**Request samples**

```
{
  "coupon": {
    "coupon_id": 0,
    "rule_id": 0,
    "code": "string",
    "usage_limit": 0,
    "usage_per_customer": 0,
    "times_used": 0,
    "expiration_date": "string",
    "is_primary": true,
    "created_at": "string",
    "type": 0,
  }
}
```

**Response Coupon API Data Dictionary table:**

Field	Data Type	Description	Required	default
bulk_uuid	object	Bulk Uuid	Yes	



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request_items	Array of Objects	The list of request items with status data.	Yes	
errors	boolean	There errors during processing bulk	Yes	
extension_attributes	object	Array of Objects	No	

## Response samples

```
{
  "bulk_uuid": "string",
  "request_items": [
    {
      "id": 0,
      "data_hash": "string",
      "status": "string",
      "error_message": "string",
      "error_code": 0
    }
  ],
  "errors": true,
  "extension_attributes": {}
}
```

## Coupon API

Host: <http://www.example.com>

URL: /rest/default/async/async/V1/coupons

HTTP Method: GET

Content-type: application/json

## Request Coupon API Data Dictionary table:

Field	Data Type	Description	Required	default
no_of_items	integer	Number of coupons	No	
paginations	integer	Page number	No	

## Request samples

```
{
  "no_of_items": 0,
  "paginations": 0,
}
```

## Response Coupon API Data Dictionary table:

Field	Data Type	Description
coupons	List of objects	Array of Objects
coupon_id	integer	Coupon Id
rule_id	integer	The id of the rule associated with the coupon
code	string	Coupon Code

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usage_limit	integer	Usage limit
usage_per_customer	integer	Usage limit per customer
times_used	integer	The number of times the coupon has been used
expiration_date	datetime	Expiration date
is_primary	boolean	The coupon is primary coupon for the rule that it's associated with
created_at	datetime	When the coupon is created
type	integer	Of coupon

## Response samples

```
{
  "coupons": [{
    "coupon_id": 324456,
    "rule_id": 445,
    "code": "gfgER45$VHH",
    "usage_limit": 2,
    "usage_per_customer": 1,
    "times_used": 1,
    "expiration_date": "2023-10-24",
    "is_primary": true,
    "created_at": "2023-10-20",
    "type": 1,
  },
  {
    "coupon_id": 324457,
    "rule_id": 454,
    "code": "HGVfd56ZX45",
    "usage_limit": 1,
    "usage_per_customer": 2,
    "times_used": 1,
    "expiration_date": "2023-10-27",
    "is_primary": true,
    "created_at": "2023-10-20",
    "type": 1,
  }
  ]
}
```

## Categories API

Host: <http://www.example.com>URL: </rest/default/async/async/V1/categories>

HTTP Method: POST

Content-type: application/json

## Request Categories API Data Dictionary table:

Field	Data Type	Description	Required	default
category	object	Object	Yes	



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id	integer	Category id	No	
Parenti	integer	Parent category ID	No	
name	string	Category name	No	
is_active	boolean	Whether category is active	No	
position	integer	Category position	No	
level	integer	Category level	No	
children	string	Children ids comma separated.	No	
created_at	datetime	Category creation date and time	No	
updated_at	datetime	Category last update date and time.	No	
path	string	Category full path	No	
available_sort_by	Array of Strings	Available sort by for category	No	
include_in_menu	boolean	Category is included in menu	No	
extension_attributes	object	Objects	No	
custom_attributes	Array of Objects	Custom attributes values	No	

## Request samples

```

{
  "category": {
    "id": 0,
    "parent_id": 0,
    "name": "string",
    "is_active": true,
    "position": 0,
    "level": 0,
    "children": "string",
    "created_at": "string",
    "updated_at": "string",
    "path": "string",
    "available_sort_by": [
      "string"
    ],
    "include_in_menu": true,
    "extension_attributes": {},
    "custom_attributes": [
      {
        "attribute_code": "string",
        "value": "string"
      }
    ]
  }
}

```



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**Response Categories API Data Dictionary table: Categories**

Field	Data Type	Description	Required	default
bulk_uuid	object	Bulk Uuid	Yes	
request_items	Array of Objects	The list of request items with status data.	Yes	
errors	boolean	There errors during processing bulk	Yes	
extension_attributes	object	Array of Objects	No	

**Response samples**

```
{
  "bulk_uuid": "string",
  "request_items": [
    {
      "id": 0,
      "data_hash": "string",
      "status": "string",
      "error_message": "string",
      "error_code": 0
    }
  ],
  "errors": true,
  "extension_attributes": {}
}
```

**Categories API**

Host: <http://www.example.com>

URL: </rest/default/async/async/V1/categories>

HTTP Method: GET

Content-type: application/json

**Request Categories API Data Dictionary table:**

Field	Data Type	Description	Required	default
no_of_items	integer	Number of coupons	No	
paginations	integer	Page number	No	

**Request samples**

```
{
  "no_of_items": 0,
  "paginations": 0,
}
```

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}

**Response Categories API Data Dictionary table:**

Field	Data Type	Description	Required	default
categories	object	Object	Yes	
category_id	integer	Category id	No	
parent_id	integer	Parent category ID	No	
name	string	Category name	No	
is_active	boolean	Whether category is active	No	
position	integer	Category position	No	
level	integer	Category level	No	
children	string	Children ids comma separated.	No	
created_at	datetime	Category creation date and time	No	
updated_at	datetime	Category last update date and time.	No	
include_in_menu	true	Category is included in menu	No	

**Response samples**

```

{
  "categories": [{
    "category_id": 2,
    "parent_id": 0,
    "name": "Electronics",
    "is_active": true,
    "position": 0,
    "level": 0,
    "children": "",
    "created_at": "2023-10-20 04:00:10",
    "updated_at": "2023-10-20 04:02:45",
    "path": "",
    "include_in_menu": true,
  }],
}
{
  "categories":
    "category_id": 2,
    "parent_id": 0,
    "name": "Electronics",
    "is_active": true,
    "position": 0,
    "level": 0,
    "children": "",
    "created_at": "2023-10-20 04:00:10",
    "updated_at": "2023-10-20 04:02:45",
    "path": "",
    "include_in_menu": true,

```

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```

}}
}

```

**GetUser API**

Host: http://www.example.com

URL: /soap/default/?wsdl=1&amp;services=UserModuleRepository

HTTP Method: POST

**Request GetUser SOAP API Data Dictionary table:**

Field	Data Type	Description	Required	default
UserId	integer	User Id	Yes	

**Request samples**

```

<?xml version="1.0"?>
<soap:Envelope xmlns:soap="https://www.w3.org/2003/05/soap-envelope">
  <soap:Header>
  </soap:Header>
  <soap:Body>
    <m:GetUser>
      <m:UserId>123</m:UserId>
    </m:GetUser>
  </soap:Body>
</soap:Envelope>

```

**Response GetUser SOAP API Data Dictionary table:**

Field	Data Type	Description	Required	default
UserId	integer	User Id		
Username	string	User Name		
UserEmail	string	User Email Id		
UserGender	enum	User Gender		
UserRole	string	User Role Name		

**Response samples**

```

<?xml version="1.0"?>

<soap:Envelope
xmlns:soap="https://www.w3.org/2003/05/soap-envelope/"
soap:encodingStyle="https://www.w3.org/2003/05/soap-encoding">
<soap:Body>
  <m:GetUserResponse>
    <m:UserId>123</m:UserId>
    <m:Username>Tony Stark</m:Username>
    <m:UserEmail>tonyspark@gmail.com</m:UserEmail>
    <m:UserGender>Male</m:UserGender>

```





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```
<m:UserRole>Admin</m: UserRole>
</m:GetUserResponse>
</soap:Body>
</soap:Envelope>
```

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**Create User API**Host: <http://www.example.com>URL: </soap/default/?wsdl=1&services=UserModuleRepository>

HTTP Method: POST

**Request CreateUser SOAP API Data Dictionary table:**

Field	Data Type	Description	Required	default
UserId	integer	User Id	No	
UserName	string	User Name	Yes	
UserEmail	string	User Email Id	Yes	
UserPassword	string	User Password	Yes	
UserConfirmPassword	string	User Confirm Password	Yes	
UserGender	enum	User Gender	Yes	
UserRole	string	User Role Name	Yes	

**Request samples**

```
<?xml version="1.0"?>
<soap:Envelope xmlns:soap="https://www.w3.org/2003/05/soap-envelope">
  <soap:Header>
  </soap:Header>
  <soap:Body>
    <m:CreateUser>
      <m:UserId>null</m:UserId>
      <m:UserName>123</m:UserName>
      <m:UserEmail>123</m:UserEmail>
      <m:UserPassword>123</m:UserPassword>
      <m:UserConfirmPassword>123</m:UserConfirmPassword>
      <m:UserGender>123</m:UserGender>
      <m:UserRole>123</m:UserRole>
    </m:CreateUser>
  </soap:Body>
</soap:Envelope>
```

**Response CreateUser SOAP API Data Dictionary table:**

Field	Data Type	Description	Required	default
Msg	string	Messages		
UserDetails	Object	All User fields hold		
UserId	integer	User Id		
Username	string	User Name		
UserEmail	string	User Email Id		
UserGender	enum	User Gender		
UserRole	string	User Role Name		



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## Response samples

```
<?xml version="1.0"?>
<soap:Envelope
xmlns:soap="https://www.w3.org/2003/05/soap-envelope/"
soap:encodingStyle="https://www.w3.org/2003/05/soap-encoding">
<soap:Body>
  <m:CreateUserResponse>
    <m:Msg>User crated Successfully</m:Msg>
    <m:UserDetails>
      <m:UserId>123</m:UserId>
      <m:Username>Tony Stark</m:Username>
      <m:UserEmail>tonyspark@gmail.com</m: UserEmail>
      <m:UserGender>Male</m: UserGender >
      <m:UserRole>Admin</m: UserRole>
    </m:UserDetails>
  </m:CreateUserResponse>
</soap:Body>
</soap:Envelope>
```

---

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**APPENDIX II****JMMB Variance Priority Levels and Service Level agreement**

Each variance must be assigned a priority level by the tester. The tables below define the default priority levels and the associated Service Level agreements (SLAs). The SLAs can be defined specifically to projects and will supersede the standard provided here.

**Table 1 JMMB Priority Levels for Bugs**

Level	Description	Developer Treatment	Developer Time to Resolve (SLA) (hours)	Implementation SLA (hours)	QA Treatment
<i>Show-stopper</i>	The system, sub-system or module fails. The defect affects critical functionality or critical data. It does not have a workaround.	On the first day issue is reported, the Development Lead will: 1. Review the issue and assign to a developer and set status to "In Progress" in the YouTrack application 2. If issue cannot be assigned, comment on when issue will be assigned and target resolution date/time in accordance with SLA 3. Deploy fix once available	4	2	1. Pause testing of affected component(s) until problem is fixed 2. Deny approval for UAT 3. Deny approval for Penetration Testing 4. Issue is escalated if SLA has been breached
<i>High</i>	The system, sub-system or module fails and there is no acceptable workaround. There is a major business impact.	On the first day issue is reported, the Development Lead will: 1. Review the issue and assign to a developer and set status to "In Progress" in the YouTrack application 2. If issue cannot be assigned, comment on when issue will be assigned and target resolution date/time in accordance with SLA 3. Deploy fix once available	24	2	1. Pause testing of affected component(s) until problem is fixed 2. Deny approval for UAT 3. Deny approval for Penetration Testing 4. Issue is escalated if SLA has been breached
<i>Medium</i>	The system, sub-system or module fails but there is an acceptable workaround	On the first day issue is reported, the Development Lead will: 1. Review the issue and assign to a developer and set status to "In Progress" in the YouTrack application 2. If issue cannot be assigned, comment on when issue will	72	2	Based on Variance Review Team's discretion, the following may be done: 1. Continue testing 2. Approve next phase with



## Statement of Work

Level	Description	Developer Treatment	Developer Time to Resolve (SLA) (hours)	Implementation SLA (hours)	QA Treatment
		be assigned and target resolution date 3. If issue cannot be resolved, suitable work-around must be agreed and signed off by Business SME and issue status should be set to "Won't Fix" 4. Deploy fix at end of day			agreed workaround
<i>Low</i>	The system, sub-system or module does not fail but there is a non-conformance to standards or problem related to aesthetics	On the first day issue is reported, the Development Lead will: 1. Review the issue and assign to a developer and set status to "In Progress" in the YouTrack application 2. If issue cannot be assigned, comment on when issue will be assigned and target resolution date 3. If issue cannot be resolved, suitable work-around must be agreed and signed off by Business SME and issue status should be set to "Won't Fix" 4. Deploy fix at end of day	120	2	1. Continue testing 2. Approve next phase with agreed workaround