Operational Level Agreement (OLA)
CampusSink

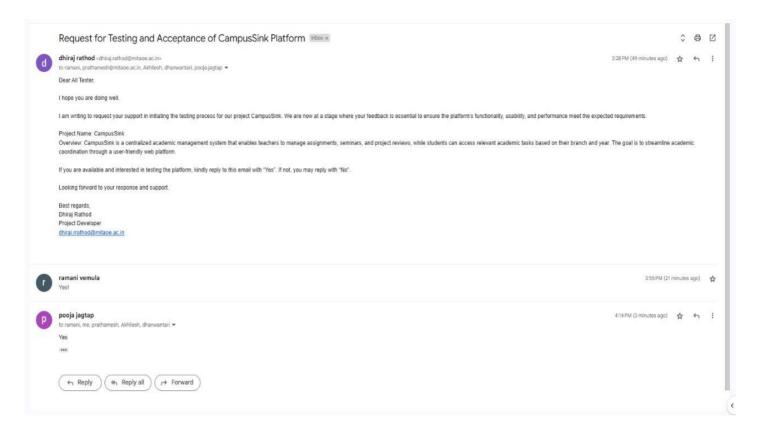**Version:** v1.0 [02-03-2025]

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	Dhiraj Rathod Shivshankar Ghyar	• Develop and deliver the software features as per specifications. • Provide proper inputs and expected outputs • Address and resolve defects in a timely manner. • Collaborate with testers to verify and validate defect fixes. • Adds about the errors in the KEDB
Reviewer	Shravani Sakore Diksha Tiwari	• Checks for the resolution done by the developer for the issue • updates about the solution in the Known Error Database
Testers	Prathamesh Shelke Ramani Vemula Dhanvantari Chavan Pooja Jagtap Shravani Sakore	• Create and execute test cases based on project requirements. • Identify, log, and track defects with clear descriptions • Conduct regression testing to ensure fixes do not introduce new issues. • Provide detailed reports on testing progress and defect status

Testers Confirmation mail:-

Request for Testing and Acceptance of CampusSink Platform Inbox ×

dhiraj rathod <dhiraj.rathod@mitaoe.ac.in>
to ramani, prathamesh@mitaoe.ac.in, Akhilesh, dhanwantari, pooja.jagtap

3:28 PM (49 minutes ago)

Dear All Tester,

I hope you are doing well.

I am writing to request your support in initiating the testing process for our project CampusSink. We are now at a stage where your feedback is essential to ensure the platform's functionality, usability, and performance meet the expected requirements.

Project Name: CampusSink
Overview: CampusSink is a centralized academic management system that enables teachers to manage assignments, seminars, and project reviews, while students can access relevant academic tasks based on their branch and year. The goal is to streamline academic coordination through a user-friendly web platform.

If you are available and interested in testing the platform, kindly reply to this email with "Yes". If not, you may reply with "No".

Looking forward to your response and support.

Best regards,
Dhiraj Rathod
Project Developer
dhiraj.rrathod@mitaoe.ac.in

ramani vemula   3:55 PM (21 minutes ago)
Yes!

pooja jagtap   4:14 PM (3 minutes ago)
to ramani, me, prathamesh, Akhilesh, dhanwantari
Yes
...

← Reply   ← Reply all   → Forward

Hours of Coverage

- **Product Development Team:**
    - 5:00 PM - 8:00 PM (Weekdays)
    - 10:00 AM - 12:00 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	Disfunctionality of any component	24-48 business hours		
Search Bar Response Time	Time taken for search queries to return results	2 days		
Search Accuracy	Percentage of correct and relevant search results	1 day		
Page Load Time	Time taken for any page to fully load	1 day		
Concurrent User Load	Performance testing under simultaneous user access	1 day		
Data Retrieval Speed	Time taken to fetch data from the database during user interaction	2 days		
Data Upload Speed	Time taken for bulk uploads (e.g., file attachments)	2 days		
System Crash Tolerance	Ensuring system stability under high traffic	2 days		

Agreement Acceptance

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

Name	Role	Email Verification Date
Dhiraj Rathod	Developer	
Diksha Tiwari	Reviewer	
Shivshankar Ghyar	Developer	
Shravani Sakore	Reviewer	
Prathamesh Shelke	Tester	

Ramani Vemula	Tester	
Shravani Sakore	Tester	
Dhanwantari Chavan	Tester	
Pooja Jagtap	Tester	