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

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| --- | --- | --- |
| **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 | Jayesh Raut Om Pawar Akshit Dhake  Prathamesh Kapadne 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 |

**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.

|  |  |  |
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| **Name** | **Role** | **Email Verification Date** |
| Dhiraj Rathod | Developer |  |
| Diksha Tiwari | Reviewer |  |
| Shivshankar Ghyar | Developer |  |
| Shravani Sakore | Reviewer |  |
| Jayesh Raut | Tester |  |
| Om Pawar | Tester |  |

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| --- | --- | --- |
| Akshit Dhake | Tester |  |
| Shravani Sakore | Tester |  |