Service SLA quick info

Standard vs Consultancy work

General categorisation

Delivery Model	Included in services fee	Paid consultancy
Software as a Service (SaaS)	• Incident handling Server and application maintenance [4] • Backups & monitoring [4] • Standard requests handling [1, 4] • Providing official 3rd party documentation	• Data migrations or restores [2] • Training & consultancy • Helping with tools adaptation to project processes
Self Managed (SM)	• Incident handling [3] • Answering questions about TDS specific tool configuration • Providing official 3rd party documentation	• Help with tool configuration • Training & consultancy • Fixing errors and misconfiguration caused by end user

Additional information:
1. Valid only for actions user doesn't have a possibility to do by himself via TDS portal as mentioned in Tietoevry DevOps Space manual or within the application itself. **2 hours needed for resolution at maximum**.
2. For example import from 3rd party tools, restore from backup.
3. Can be invoiced as consultancy if it turns out the problem was caused by end-user.
4. SLA is described in Service description article.