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.
- For example import from 3rd party tools, restore from backup.
 Can be invoiced as consultancy if it turns out the problem was caused by end-user.
- 4. SLA is described in Service description article.