

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.