

APPLICATION MANAGEMENT

Managed Service

Service Description

Summary

The application management service provides software application support for rollout and business as usual software application lifecycles. The service covers 3rd line support, bug fixes and release management.

Technologies

- Azure
- SharePoint On-Premises
- SharePoint Online

Features & Functions

- On-boarding
 - Hosting of source code
 - Storage and review of documentation
 - Development documentation
 - Operational documentation
 - Training Documentation
 - Process Documentation
 - Internal knowledgebase creation
 - Creation of internal training content
 - Setup of development and staging/testing environments
- Operation
 - 3rd Line software application support
 - Internal knowledgebase maintenance/updates
- Maintenance
 - Bug fixes
 - Environments for bug fixing
 - Development
 - Staging/Testing
 - Releases
 - Release management
- Reporting
 - Monthly service reports covering support cases and maintenance status.

Help and Self-Service

Help and guidance for this service is through the assigned project manager and/or the Ignition Self Service Portal.

Self Service for this service is available through the Ignition Portal.

Appendix A – Service Features

Product		Lite	Standard	Premium
Service				
	Release / Month (Max)	1	2	4
	Maximum Severity	Low	Medium	High
	Fair Usage (Hours/Month)	2	16	32
	Service Review Calls / Year		2	4
Communication				
	Self Service Portal	•	•	•
	Phone		•	•
	Skype for Business			•
Environments				
	Development	•	•	•
	Testing		•	•
Service Reports				
	Annually	•	•	•
	Quarterly		•	•
	Monthly			•
	Bespoke Format*			•

**Bespoke format service reports are subject to the data to display being available and must be agreed upon during on-boarding or at most once per annum.*