

# Service Level Agreement -

Process/Service Id - SSG/Proc/OSD/02/10

Provider	Recipient
SSG Software Systems Private Limited	IT Product Company as outsourcing customer

URL	CIN Company ID No)	GSTIN
<a href="https://ssglogic.com">https://ssglogic.com</a>	U72200KA1997PTC021900	29AABCS9934K1ZP

Microsoft Partner ID – 2327083

Location - Bangalore

Line of Business – offshore product maintenance or development on Microsoft DOTNET platform

Service Delivery description –

- Project Management
- Software Architecture Design
- Database Design
- Screen Design
- Logical design of the software
- Coding / Programming
- Unit Testing, Module Testing, Application Testing
- Install shield Setup creation
- Impact analysis on change management
- Bug Fixing after impact analysis on changes
- Version Management

Time to Perform – depends on the complexity of the job

Price - US\$20.00 per person-hour on the average, irrespective of skill set or experience.

Process Owner - Service Delivery Manager

Reviews - Unit testing, Quality walkthrough, Review.

Revisions - Through Review of Change Management Requests and standardization of performance measurement metrics by Project and Quality Management Team.

Approvals - QA review meetings =>QA Metrics team =>Line Managers.

Risk Coverage - By Individual Insurance Coverage and Project Insurance.

Inclusion - Documentation of logic

Exclusion - Changes requested within the development cycle without impact analysis and re-estimate.

Measurement - Through QA reports Through Weekly progress reports.

Reporting - Through weekly reports Con-Calls, Project Web site, Project Group meetings.

Recipient of the reports - Immediate Manager, Customer, Project File.

Non-Performance - Measured by delay in delivery.

Penalty - 125% refund on the order value if there is a delay because of non-performance.