

Connectivity and Integration

Software Services



Offsite Applications System Improvement Services (OASIS)

OASIS provides you with a risk mitigation, high value added service that provides Level 3 custom code maintenance for all customizations implemented by the IBM Industry Solutions Software Services team.

This engagement will assist you to

- Provide effort estimates for change requests and custom code fixes.
- Design, develop and test minor to medium solution enhancements and/or extensions.
- Provide data mapping of integration points.
- Provide technical support for the integration testing, user acceptance testing, deployment and roll-out processes.
- Provide service management and service reporting.

Service Offering Types

This service is offered at three levels in increments of 100 hours per month for a minimum of 6 months. The higher levels receive additional services as described in the "Offering Tasks" section.

- **Basic**-contract for 100 hours per month
- **Gold**-contract for ≥ 200 and ≤ 400 hours per month
- **Premium**-contract for more than 500 hours per month

Offering Tasks

T1. Kickoff Meeting (All)

- Review terms of contract
- Review tools to track issues
- Define reporting activities

T2. Set Up Environment (All)

- Set up OASIS Application Engineer's environment

T3. Provide Maintenance (All)

- Issue triage (impact analysis)
- Bug fix / issue resolution
- Service level objective (SLO)

T4. Provide Customizations and Enhancements (Gold, Premium)

- Small enhancements (less than or equal to 40 hours)
- Custom code maintenance
- Some number of hours for root cause analysis

T5. Provide Customizations and Enhancements and Assistance in Code Release Activities and Test Execution (Premium)

- Medium enhancements (no more than 4 weeks duration)
- Custom code maintenance
- Root cause analysis
- Assistance in code release activities
- Assistance in testing execution

T6. Management and Reporting (All)

- Weekly Status report
- Coordination with Product Support and Engineering team (negotiate product fix timelines, ETA)

Service Delivery

Services will be delivered remotely depending upon the complexity of the engagement.

Service offerings do not include Travel & Living expenses.

Contact

For more information regarding this or any IBM Connectivity & Integration Service, please contact your Service Sales Representative at

<http://www.ibm.com/software/commerce/connect-integrate/services/>

Offering Deliverables

- *Weekly Status Report depicting hours burned (All)*
- *Execution metrics*
 - *Planned vs. Actual (Gold, Premium)*
 - *Test Cases Passed (Premium)*
- *Triage / Impact Analysis (Effort Estimation) sheet (All)*
- *Custom code (All)*
- *Root Analysis document (Gold, Premium)*
- *Test Execution case (Premium)*