

ENHANCEMENT REQUESTS

Hours for operation
10



OPEN SR

SR ANALYSIS

SLA Threshold

LOE ESTIMATE

CLIENT STAKEHOLDER

Go no Go QUEUE

ENHANCEMENT ESCALATION

ENHANCEMENT QUEUE

QUEUE

Frequency of communication
10



OPEN SR

DISCOVER

DESIGN

DEVELOP

Escalate?

LEVEL 1: SME

Resolved?

Escalate?

PROJECT CENTER MANAGER

LEVEL 2: MASTER CONSULTANT

ENHANCEMENT REPORTING

Frequency of communication
10



Documentation



Reporting

SLA Threshold

CLOSE SR

Pass / Fail

L2 TEST

Pass / Fail

TEST

ESCALATION SUBJECT MATTER AREAS

Configuration

Integration

Performance

Reporting

Workflow

Scripting

DB Admin

Informatica

Obiee