

Request for Proposal for Application Development and Maintenance Services for XML Store platforms

Annex 4: “Application Development &
Maintenance Service Requirements
Description”

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1.0 Services Overview

1.1 Application Development Services (“build” oriented)

This attachment describes the Project oriented Services expected from the Service Provider (hereafter “SP”) to develop and integrate applications and packages into the OECD environment, according to the implementation orientation described in the core CFT document.

These services are:

- Application Strategy, Architecture and Planning
- Requirements Definition
- Design Specifications
- Package Configuration and Development
- Integration and Testing
- Implementation and Data Migration
- Code Migration
- Software Configuration Management
- Change Management
- Training and Knowledge Transfer
- Documentation
- Resource Management Services

1.2 Application Maintenance and Support oriented Services

Application maintenance and support services are the activities associated with repairing defects and developing minor functional enhancements (less than 20 person days) for production Application systems. Application maintenance and support services include all life-cycle support activities as applicable. Additionally, Application maintenance services consist of the services described in the following subsections.

This document is further describing the Run/On Going **Services** expected from the Service Provider (hereafter “SP”) to maintain and support the to be integrated selected Application System into the OECD environment. These services are:

- General Maintenance
- Perfective Maintenance
- Release Packaging
- Technical and End-User Support
- Training
- Documentation
- Monitoring, Reporting and Review Services
- Planning and Analysis

1.2.1 General Maintenance

The repair of defects not identified during a warranty period to enable applications that are in production to provide the required functionality and to meet service levels. Full recovery of the application(s) is to be completed unless otherwise approved by OECD and is to cover files/deliverables, such as:

- User interface changes
- Changes to system interfaces
- Application functional changes
- Recommend database changes related to enhancements
- Modification to standard query structure
- Report development.

Other Maintenance activities cover events, which if not addressed proactively, could impact applications in production, such as:

- Changing business volumes
- Staying on the most current release or as directed by OECD
- Application of system patches
- Proactive performance tuning
- Proactive archiving
- Pre-production execution simulation
- Special testing for events, such as:
 - Public holidays
 - End of financial year
 - End of calendar year
 - Daylight savings time.

Maintenance activities also deal with ensuring that application performance is not affected by changes to interfacing applications, new applications or packages and technical environment changes, which if not addressed proactively, could impact applications in production, such as:

- Upgrades of operating software
- New/changed equipment
- Interface changes.

1.2.2 Perfective Maintenance

Perfective Maintenance activities ensure that applications operate at peak efficiency with particular focus on areas such as:

- System CPU hours

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- General performance tuning
 - Storage space
 - Response time
 - Archiving
 - Database performance tuning.

1.2.3 Release Packaging

Release packaging activities are the activities associated with the packaging of software changes into suitable releases, by application, as approved by OECD. Software version control, both electronic and manual, is included. Regularity of releases could vary depending upon size and urgency of individual changes having regard to risk mitigation. The Service Provider shall develop an ongoing process for the implementation of a multi-week to multi-month rolling application release timetable (with associated variation mechanism). The ongoing process and the initial rolling timetable for each application are to be approved by OECD.

2.0 Application Development and Maintenance Services Roles and Responsibilities

The following provides a summary of the roles and responsibilities that will be required from the selected Service Provider (hereafter “SP”) for the different Application, Development & Maintenance services activities that are to be covered for the domains scope of OECD.

An “X” is placed in the column under the party that will be responsible for performing the task.

2.1 Application Strategy, Architecture and Planning

Application Strategy, Architecture and Planning services are defined as setting overall Solution Strategy, high level Application Architecture and planning associated with the related Application Portfolio. Architecture services are comprised of maintaining the Application, Data and Integration Architectures.

The following table identifies roles and responsibilities associated with Application Strategy, Architecture and Planning activities.

Table 1. Application Strategy, Architecture and Planning

Application Strategy, Architecture and Planning Tasks	Service Provider	OECD
Application Architecture		
1. Maintain “End State” Application Architecture		X
2. Develop and maintain Application Roadmap		X
3. Develop and maintain release specific Application Architectures		X
4. Participate in Application Architecture planning and recommend Application Architecture design	X	
5. Document Functional Architecture		X
6. Identify Application Integration Architecture		X
7. Identify Data Conversion Architecture		X
8. Recommend software technologies, packages, and tools within the framework of this Schedule as required	X	
9. Evaluate, recommend, and select software technologies, packages, and tools within the framework of this Schedule as required		X
10. Conduct feasibility studies for the implementation of new technologies		X
11. Provide Architecture consulting to and approval of proposed projects		X
12. Collaborate with Infrastructure Architecture team	X	
13. Manage OECD IT Standards Review Board		X
14. Approve IT standards		X

Application Strategy, Architecture and Planning Tasks	Service Provider	OECD
Related Data Architecture		
15. Develop and maintain OECD High Level (e.g. entity vs. field) Logical Data Model for Transactional and Reporting requirements		X
16. Propose related physical database	X	
17. Review and approve related physical database		X
18. Evaluate Application Package Data Models against OECD requirements	X	
19. Review results of Application Package Data Model evaluations		X
20. Provide OECD Master Data Standards with the OECD Data Standards Team	X	
21. Conduct Data Quality Assessments		X
Application Integration		
22. Develop and maintain Business to Business Integration Architecture		X
23. Develop and maintain Enterprise Application Integration (EAI) Architecture		X
Application Software License Management		
24. Manage related software license inventory		X
25. Inform Service Provider of software license inventory (i.e. versions)		X
26. Manage Service Provider related software license inventory and report to OECD on a monthly basis	X	
27. Manage related software budget for licenses and recurring maintenance agreements		X
28. Negotiate related software licenses and maintenance contracts		X
29. Manage Vendor Relationships		X
30. Approve Negotiated License and Maintenance Contracts		X
31. Manage all IT Contract Services that are not the responsibility of Service Provider within the framework of this Attachment		X

2.2 Requirements Definition

Requirements definition services are the activities associated with the definition and assessment of user requirements that are used to determine detailed application design. The following identifies the roles and responsibilities associated with Requirements Definition services.

The Commercial Off-The-Shelf (COTS) refer to any selected vendor product to be deployed and integrated into the OECD environment.

Table 2. Requirements Definition Roles and Responsibilities

Requirements Definition Tasks	Service Provider	OECD
1. Act as primary point of contact with the business to define, gather, refine, and prioritize business requirements.		X
2. Develop and document business requirements		X
3. Approve business requirements documents		X
4. Specify technical, functional and end user requirements, based on OECD input	X	
5. Provide corporate standards for logical and physical data models		X
6. Develop functional requirements documents, logical and physical data models	X	
7. Conduct value assessments of functional requirements and generate an impact analysis, including affected systems, alternative design scenarios, etc.	X	
8. Approve all functional requirements		X
9. Identify need for software upgrade conversion requirements for a Commercial Off-The-Shelf (COTS) hardware and software and execute based upon a service request from OECD	X	
10. Approve software upgrade conversion requirements for COTS hardware and software		X
11. Recommend application test planning (e.g. functional, volume, end-to-end, integration, stress, regression, system, and user acceptance test if applicable)	X	
12. Develop application test planning (e.g. functional, volume, end-to-end, integration, stress, regression, system, and user acceptance test if applicable)	X	
13. Approve application test planning (e.g. functional, volume, end-to-end, integration, stress, regression, system, and user acceptance test if applicable)		X
14. Define local adaptation deployment criteria and delivery requirements (i.e. laws/regulations).		X

2.3 Design Specifications

Design specification services produce design specifications that meet OECD technical architectural standards and identify and describe the most cost-effective solution to the implementation option under consideration. Service Provider application design process and specifications shall:

- a. Incorporate OECD's architectural guidelines into the design, including application extensibility, maintainability, scalability, robustness and reliability
- b. Obtain OECD oversight and approval through coordination with the appropriate architectural or technical oversight authority.

The following table identifies roles and responsibilities associated with Design Specification services.

Table 3. High-Level Design Activities Roles and Responsibilities

High-Level Design Tasks	Service Provider	OECD
1. Create the high-level Design Document from the Business and Functional Requirements		X
2. Evaluate COTS package solutions		X
3. Conduct COTS application evaluations to demonstrate support of requirements	X	
4. Develop prototype application configuration settings to demonstrate support of requirements	X	
5. Approve prototype application configuration settings that demonstrate support of requirements		X
6. Provide high level requirements/criteria for extending prototyped application configuration settings to the full complement of configuration settings required to satisfy the complete business process		X
7. Provide application configuration instructions that support the prototype		X
8. Provide high-level logical data model		X
9. Review and accept the Business Requirements Document		X
10. Review and accept the Functional Requirements Document		X
11. Approve planned technology to support application		X
12. Provide application development and implementation cost and schedule estimates	X	
13. Develop overall project cost and schedule estimate		X
14. Develop "Program Expenditure Request" and acquire approval		X

Table 4. Detailed Design Activities Roles and Responsibilities

Detailed Design Tasks	Service Provider	OECD
1. Define design standards and documentation	X	
2. Agree to design standards and documentation		X
3. Provide availability of OECD business and technical resources		X
4. Conduct site surveys for design efforts as required by Requirements Document.	X	
5. Create the detailed Design Document from the Business and Functional Requirements and high-level design	X	
6. Create design to contain security features in compliance with OECD Security Policies, including external and OECD role based security models	X	

Detailed Design Tasks	Service Provider	OECD
7. Provide planned technology design that specifies all components, program modules, data stores, interfaces, interface components and associated operations procedures for the application	X	
8. Document and present implementation options evaluated as required by the Requirements Document to support the OECD Custom Code process	X	
9. Review and Approve detailed design documentation		X
10. Document technical requirements, logical and physical data models	X	
11. Review and approve technical requirements and physical data models for consistency with documented requirements		X
12. Develop test cases as defined in testing planning	X	
13. Approve test cases		X
14. Define implementation and deployment policies, project schedules and staffing requirements to meet deployment and delivery requirements	X	
15. Approve implementation, deployment policies, schedules and deployment staffing levels		X
16. Provide revised application development and implementation cost and schedule estimates	X	
17. Develop revised overall project cost and schedule estimate		X

2.4 Application Development and Package Configuration

Package Configuration and Development services are the activities associated with configuring and customizing applications to meet OECD specific business functional requirements. OECD's goal is to preserve the benefits of the COTS products wherever possible by minimizing customization. OECD expects the SP to work with its staff and leadership to take advantage of COTS best practices. The following table identifies the underlying roles and responsibilities associated with Package Application Configuration and Development activities.

Table 5. Package Application Configuration and Development Roles and Responsibilities

Package Application Configuration and Development Tasks	Service Provider	OECD
A. Enhance Application Configuration and Programming Policies and Standards		
1. Define application configuration and development standards and methodologies.	-	-
2. Approve package configuration and development standards and methodologies.	-	-
B. Provide Development Environment		
3. Define technical specifications for all technical environments (instance, client, database, interface, etc.).	-	-

4. Deploy system hardware platform environments.	-	-
5. Configure package-based parameters and codes tables to provide product and site specific business rules, workflow, and information exchange and interpretation using the “out-of-the-box” functionality of application software. Adherence to package and industry best practices is expected.	X	
6. Review and approve configuration and parameters.		X
C. Configure and Customize¹ Application Software		
7. Configure application and customizations as required to meet OECD specific business and functional requirements.	X	
8. Review/approve results of application package configuration and development reviews, documents, and deliverables.		X
D. Develop Program Code		
9. Code using best practices tools and techniques that are consistent with client architecture and development standards: <ul style="list-style-type: none"> • interfaces within and outside of application solutions or non-integrated application components, • extensions to application “out-of-the-box” functionality • automated data conversion loads into the application • automated data conversion load extracts from legacy/existing data files • coding of extensions to “out-of-the-box” functionality of the proposed COTS software, using best practices tools and techniques that are consistent with OECD architecture and development standards. 	X	
10. Review and approve code changes as necessary.		X
11. Code automated data conversion load extracts from legacy/existing data files, using best practices tools and techniques that are consistent with OECD architecture and development standards.	X	
12. Create upload scripts for converted data into the new environment.	X	
E. Review Package Configuration and Development		
13. Coordinate configuration and development reviews, including unit test acceptance; monitor / track issues, providing written results to OECD (leverage QA audits to be performed by OECD's Quality Assurance consultants)	X	
14. Review/approve results of package configuration and development reviews, documents, and deliverables		X

¹ Please note that customization refers to changes in or additions of code to existing COTS application coding. Configuration refers to changes to the COTS using business rules, work flow adjustments, and other tools made available through existing COTS functionality.

15. Review data conversion/translation results of converted data in the Application Footprint	X	
16. Contribute business process and current state technical knowledge, materials and subject matter personnel to complete Package Configuration and Development documents and deliverables		X
17. Create and execute against unit test plans that are documented and repeatable	X	
18. Approve Unit test plans and results		X
19. Document changes in business procedures based on agreed configuration	X	
20. Approve business process procedure changes that must be included in organizational change management activities for system deployment		X

2.5 Application Integration and Testing

Integration and Testing services are the activities associated with the confirmation that the individual program components work together properly and as a whole perform their specified functions. This includes application interfaces to other applications already in production or being developed by OECD or outside parties as stated in the Requirements Documents. The following identifies the roles and responsibilities associated with Integration and Testing services.

Table 6. Integration and Testing Roles and Responsibilities

Integration and Testing Tasks	Service Provider	OECD
1. Approve all integration, user acceptance and application security testing plans for new and upgraded equipment, software or services		X
2. Create test cases, test data and perform all appropriate testing (unit testing, end-to-end testing, stress testing, regression testing)	X	
3. Create test environment and data where required by project, including demonstration of requirements traceability to verify the requirements as specified in the Requirements Document have been satisfied	X	
4. Review and approve testing		X
5. Coordination of User acceptance and assurance testing (e.g., gain user involvement, establish and define acceptance criteria, setting high-level test objectives, establish high level test scenarios, etc...)		X

Integration and Testing Tasks	Service Provider	OECD
6. Facilitate and support User Acceptance Test (establishing adequate test environment based on User Acceptance Criteria, preparing data to support test scenarios within modified system as well as managing the relationship with all interfaced systems necessary to conduct test, troubleshooting, support users to progress through scenarios, simulating interfaces or working with integrated systems to conduct end-to-end tests, support batch processing, exercise functionality, and report results) as prescribed by OECD	X	
7. Conduct user acceptance testing		X
8. Validate all new and upgraded software or services for compliance with OECD Application Security Policies and Instructions		X
9. Manage the OECD functional, integration, and regression test environments and associated test data including creation and maintenance during the testing period	X	
10. Review testing results for compliance with policies, procedures, plans, and test criteria and metrics (e.g. defect rates, progress against schedule, etc.)		X
11. Provide shared access to the mutually agreed Defect Tracking System for purposes of allowing OECD to initiate, track, and report OECD found defects (i.e., user acceptance testing)	X	
12. Notify Service Provider in the event OECD notices a discrepancy between OECD's requirements and the requirements document or Service Provider deliverables		X
13. Correct defects found as a result of testing efforts	X	
14. Conduct selective random independent testing, where the random selection includes some complex modules (i.e., independent verification and validation testing)		X
15. Staging systems before implementation	X	

2.6 Implementation and Data Migration

Implementation and Data Migration services are the activities associated with the installation and migration of new or upgraded components to the production environment as well as services for providing support for development of localization to region specific business practices and local, legal, regulatory and statutory needs. The following table identifies the roles and responsibilities associated with Implementation and Data Migration services.

Table 7. Implementation and Data Migration Roles and Responsibilities

Implementation and Data Migration Tasks	Service Provider	OECD
1. Deliver implementation / migration related user policies and procedures documentation		X
2. Conduct pre-installation site surveys	X	

Implementation and Data Migration Tasks	Service Provider	OECD
3. Implement local adaptations to technical architecture or services provided	X	
4. Install new or enhanced functions or features - hardware, software, peripherals and configurations where applicable		X
5. Install new or enhanced hardware items, components, peripherals, or configuration and system management tools to operate with the support application environment	X	
6. Conduct pre-installation site surveys, including validation of site-specific functionality as defined in the Requirements Document(s)	X	
7. Assist OECD in support, implementation and deployment of OECD's Application and platform environment in all OECD geographies as defined in the Requirements Document(s) or a Service Request	X	
8. Coordinate deployment and support activities with OECD's parties as directed by the OECD Project Manager	X	
9. Perform data migration from existing systems to new systems, by either electronic or manual methods	X	
10. Conduct post implementation user acceptance		X
11. Provide system and user documentation	X	
12. Create detailed "Technical Go-Live" plan	X	
13. Create "go/no-go" checklist and conduct the "go/no-go" meetings		X
14. Approve production implementation "go/no-go" decisions		X
15. Deploy system in production		X

2.7 Code Migration

Code Migration is the activity associated with promoting new and modified code, configuration and scripts, in support of new and existing applications through development, test and production. The following table identifies the underlying roles and responsibilities associated with Code Migration activities.

Table 8. Code Migration Roles and Responsibilities

Code Migration Tasks	Service Provider	OECD
1. Recommend operations and administration procedures related to code migration	X	
2. Approve operations and administration procedures related to code migration		X
3. Define test-to-production turnover requirements and instructions for each project or release		X
4. Approve test-to-production turnover requirements and instructions via Change Management Group		X

Code Migration Tasks	Service Provider	OECD
5. Report on results from test-to-production activities if applicable	X	
6. Review reports on test-to-production results		X
7. Migration of code from development to test on an agreed upon basis	X	
8. Track migration status and notification	X	
9. Escalate and resolve issues with Service Provider Services delivery team and development teams	X	
10. Participate in environment setup & decommissioning for new and changed environments	X	
11. Migrate defect correction code during warranty period		X

2.8 Software Configuration Management

Software configuration management is the identification and maintenance of system components and the relationships and dependencies among them. Such activities include:

- Automatic capture and storage of application-to-component and component-to-component relationships
- Maintenance of the history of those relationships and transformations required to appropriately manage and document (e.g., source control, version control, profiles, security plans) configuration changes affecting the application and its processing environment.

The following identifies the roles and responsibilities associated with Configuration Management services.

Table 9. Software Configuration Management Roles and Responsibilities

Software Configuration Management Tasks	Service Provider	OECD
1. Define configuration management policies and procedures	X	
2. Review and approve configuration management policies and procedures		X
3. Perform configuration management activities throughout the development life cycle	X	
4. Review configuration management results		X

2.9 Change Management

Change Management activities include services required to appropriately manage and document (e.g., impact analysis, version control, library management, turnover management, build management, parallel development) changes to the application(s) and any of the constituent components being developed. Change Management also includes services required to appropriately manage and document changes to the underlying application development environment components. These include the following:

- a. Library Management - the classification, control and storage of the physical components of an application
- b. Version Control - the maintenance, tracking and auditing of modifications to an application's components over time, facilitating the restoration of an application to prior development stages
- c. Turnover Management - the automated promotion of application software changes across different phases of the life cycle (e.g., development, unit test, systems test and production), including management of the approval process, production turnover and software migration control.

Any changes to the baseline project plan or committed maintenance or enhancement dates must be managed by the Change Management process and approved by OECD. This system shall include formal and documented Change Management procedures, and define the paperwork, tracking systems and approval levels necessary to authorize changes (e.g. a change to the scheduled end date for a particular work product). The most-common form of documentation is a project change request (PCR), which is a standard form describing the type of change/issue, the rationale behind it, and related schedule and cost changes.

The following table identifies the roles and responsibilities associated with Change Management services.

Table 10. Change Management Roles and Responsibilities

Change Management Tasks	Service Provider	OECD
1. Recommend procedures associated with OECD authorized project change requests	X	
2. Review and approve the Project Change Request Process		X
3. Authorize change in project scope and design		X
4. Review maintenance production release plan and schedules		X
5. Manage all Service Requests to production		X
6. Ensure custom code approvals are received from the designated OECD IT personnel	X	
7. Assist OECD with documentation and communicate change management processes and procedures	X	
8. Participate in scheduling releases	X	
9. Manage documentation changes to the underlying application development environment via use of library management version control and turnover management as described above	X	
10. Provide impact analysis associated with proposed project changes	X	
11. Manage changes to the baseline, project plan, or committed maintenance or enhancement dates		X
12. Prepare OECD system change request	X	
13. Approve system changes via the OECD Change Management Group		X

2.10 Training and Knowledge Transfer

The following identifies activities and roles and responsibilities associated with Training and Knowledge Transfer services.

The types training and knowledge transfer related to application service include:

Table 11. Training and Knowledge Transfer Activities Roles and Responsibilities

Training and Knowledge Transfer Tasks	Service Provider	OECD
1. Develop training and knowledge transfer plan in the project plan	X	
2. Approve training and knowledge transfer plan in the project plan		X
3. Provide technical training assistance and knowledge transfer to existing OECD support personnel, during deployment as requested	X	
4. Provide training materials related to the technical aspects of the solution to OECD as applicable	X	
5. Provide End-User training content for OECD solution	X	
6. Review and validate training content		X
7. Provide continuing end-user training for improving "how-to-use" skills related to the solution	X	
8. Create and maintain OECD Training instances or clients as required by OECD	X	
9. Provide Help desk agent training, including developing dialogue scripts	X	

2.11 Documentation

Documentation services are the activities associated with developing, revising, maintaining, reproducing and distributing information in hard copy and electronic form that is performed as part of a Service Request. Documentation related to Solution services includes:

- a. System specifications and documentation
- b. End-user documentation
- c. Site and system security plans
- d. Updates and release notes.

The following table identifies the roles and responsibilities associated with Documentation services.

Table 12. Documentation Roles and Responsibilities

Documentation Tasks	Service Provider	OECD
1. Recommend specifications and documentation format and content per OECD requirements	X	
2. Approve documentation format and content		X

Documentation Tasks	Service Provider	OECD
3. Provide system specifications and documentation	X	
4. Develop operational processing flow	X	
5. Provide system installation, support, configuration and tuning manuals	X	
6. Provide application hardware and system software requirements documentation	X	
7. Provide logical and physical data model	X	
8. Provide End-User documentation		X
9. Provide system and application security procedures	X	
10. Provide standard operating procedures	X	
11. Prepare updates and release notes	X	
12. Deliver updates and release notes to End Users		X
13. Document version control for all documentation for which Service Provider is responsible	X	
14. Provide documented application disaster recovery process	X	
15. Approve documented application disaster recovery process		X
16. Approve documentation delivered		X

2.12 Resource Management Services

Resource management Services are the activities associated with the provision and adjustment of appropriate human resources, according to workloads, expertise, continuity and cost optimization requirements, to perform the required Services at the required Service Level Requirements.

Table 13. Resource Management Roles and Responsibilities

Resource Management Tasks	Service Provider	OECD
A. General Resources Management		
1. Continuously monitor the performance of all the human resources made available to OECD to ensure that the Services comply with the SLRs	X	
2. Analyze the impact of any new requests made by OECD and to be implemented by Provider and propose solution	X	
3. Monitor the workload of the various Provider human resources and adjust as needed to meet SLRs	X	
4. Propose a solution to prevent or resolve any workload issues	X	
B. General Human Resources Management		
5. Recruit and provide the human resources necessary for the performance of required Services in compliance with the terms of the Agreement	X	

Resource Management Tasks	Service Provider	OECD
6. Ensure that staffing and skill levels are adequate to achieve contract objectives	X	
7. Accept OECD 's right to refuse further use of named staff	X	
8. Perform Provider annual personnel performance reviews	X	
9. Consider OECD satisfaction a key component of the assigned Provider personnel performance reviews	X	
10. Manage Provider Staff time off and replacement	X	
C. Human Resources Changes		
11. Provide Provider Staff turnover data directly relevant to the provision of the Services in scope to OECD	X	
12. Designate certain members of Provider Staff as key team members		X
13. Do not replace or re-assign any of the key team members without respecting a notice period of 2 months or prior OECD prior consent	X	
14. Inform OECD of any potential key personnel staffing changes and of any new personnel assignments planned for new projects and Services	X	
15. Review and authorize key personnel changes to existing services and personnel for new projects and services		X
16. Assign a new Provider relationship manager upon OECD request	X	

2.13 Technical and End-User Support

Technical support services are the activities associated with expert technical assistance required for the tuning of support applications and utilities for optimal system performance. Also included is expert Tier 2 technical assistance for the OECD help desk for OECD end-users and IT professionals.

The following table identifies the underlying roles and responsibilities associated with Technical and End-user support activities.

Table 14. Technical and End-user Support Roles and Responsibilities

Technical and End-user Support Activities Roles and Responsibilities	Service Provider	OECD
1. Recommend maintenance and repair policies and procedures	X	
2. Approve maintenance and repair policies and procedures		X
3. Review and approve "Application Maintenance Plan", including any and all revisions to the "Plan" (e.g., committed and proposed work schedules)		X
4. Execute "Application Maintenance Plan" for all categories of maintenance Services as described above	X	

Technical and End-user Support Activities Roles and Responsibilities	Service Provider	OECD
5. Provide Technical and functional Support to OECD IT Application Development Group and other groups as directed by OECD IT	X	
6. Notify IT of changes and upgrades to 3 rd party application systems	X	
7. Perform diagnostics on software and services	X	
8. Perform routine system management on applications	X	
9. Recommend DBMS tuning changes	X	
10. Provide maintenance	X	
11. Provide release packaging of software changes	X	
12. Approve release packaging of software changes		X
13. Assist help desk with coordination of user support activities	X	
14. Respond to escalated trouble ticket items in accordance with established procedures	X	
15. Establish priority of Service Requests		X
16. Follow OECD change management procedures associated with maintenance and support	X	

2.14 Monitoring, Reporting and Review Services

Monitoring and reporting services are the activities associated with the ongoing health checks, status reporting, and problem management (ongoing surveillance, tracking, escalation, resolution, and tracking of problems) of application support activities. Problem management activities described within this document require the Service Provider to provide Tier 2 technical support in coordination with the Help Desk.

The following table identifies the underlying roles and responsibilities associated with Monitoring, Reporting and Review activities.

Table 15. Monitoring, Reporting and Review Roles and Responsibilities

Monitoring, Reporting and Review Tasks	Service Provider	OECD
1. Provide, maintain and update project plans, identifying critical path dependencies, major critical milestones, project deliverables, "project earned value" as mutually agreed upon by the Parties for selected projects.		X
2. Provide weekly status reviews and progress reports for selected mutually agreed to projects	X	
3. Provide monthly service-level performance reports against each Service Level Agreement, including trends for each and summary view	X	
4. Provide monthly milestone achievement review and performance reports	X	

Monitoring, Reporting and Review Tasks	Service Provider	OECD
5. Provide an electronic copy of an applications inventory being maintained	X	
6. Provide mutually agreed to reports to enable invoice reconciliation	X	
7. Provide mutually agreed to reports that capture service requests demands and measure of ability to satisfy demand	X	
8. Provide mutually agreed reports that represent general health of environments (e.g., number of stranded transports, patches not yet applied) as well as reports that represent demand fulfillment in end-customer terms (e.g. defect corrections/change requests that have slipped against commitment, backlogged defects/change requests, Priority 1, 2, and Priority 3 defects)	X	
9. Define SLAs, problem Priority levels, and reporting cycles		X
10. Measure and analyze performance relative to requirements	X	
11. Develop improvement plans for services that do not meet Service Level Agreements	X	
12. Review improvement SLA plans		X
13. Implement improvement SLA plans	X	
14. Provide Service Request Response Time management reports (including a trend line) for new development work that reflects time to provide time and cost estimates	X	

2.15 Planning and Analysis

Planning and analysis services are the activities associated with the research of new application development trends and include investigation of opportunities to improve the efficiency and effectiveness of OECD's Applications. The following table identifies the roles and responsibilities associated with Planning and Analysis services.

Table 16. Planning and Analysis Roles and Responsibilities

Planning and Analysis Tasks	Service Provider	OECD
15. Assess process re-engineering methodologies		X
16. Conduct semiannual technical reviews	X	
17. Monitor technical trends through independent research; document and report on products and services with potential use for OECD	X	
18. Perform business liaison function to operational units		X
19. Perform business planning for capacity and performance		X
20. Recommend overall systems development life cycle process improvements, including those for which OECD retains responsibility	X	
21. Performing an annual portfolio analysis to identify and recommend applications rationalization, consolidation, sunseting, etc.	X	

Planning and Analysis Tasks	Service Provider	OECD
22. Conduct annual technical and business planning sessions to establish standards, architecture and project initiatives		X
23. Participate in annual technical and business planning sessions to establish standards, architecture and project initiatives	X	
24. Perform application operational assessments for capacity and performance purposes	X	
25. Perform application security planning		X
26. Recommend potential improvements to application security architecture	X	
27. Perform application security planning for development tasks	X	
28. Identify possible product and software tool enhancement opportunities for improved performance and potential cost savings	X	
29. Approve projects to implement product enhancement opportunity		X