

Identity Governance and Administration



Application Management Services (AMS) Package

Designed to provide reliable application support to the configurations made to any existing Sail Point IIQ implementation

19th Floor Marco Polo Ortigas Manila Sapphire Road,
Ortigas Centre, Pasig City, Philippines

+63 (2) 8240 8899

Application Management Services (AMS) Package - Identity Governance and Administration

Package Inclusions			
Resource	Activity	Man-days / Year*	No. of Resources
Infocentric DevOps Lead Consultant	Lead Consultation	528	1
Infocentric Support Engineers	Support Services	132	1
Infocentric Service Delivery Manager	Service Delivery Management	26.4	1

Priority	Classification	Response Time	Resolution Time (HRS)	No. of Resources
P1	Emergency	2	8	4
P2	High	4	16	Upon Agreement
P3	Medium	8	40	Upon Agreement
P4	Low	16	160	Upon Agreement
P5	Scheduled	24	Scheduled	Upon Agreement

Application Management Support (AMS) - Cont'd

Criteria for Additional Man-days

AMS Package - Additional Support (AMS) Additional Resource for Succeeding Applications			
Resource	Activity	Man-days / Year*	No. of Resources
Infocentric Support Engineer	Support Services	132	+1

Number of On-boarded Applications	Additional Support	Additional Support Man-days
1 - 20	1 SE based on initial contract	132 Based on initial contract
21 - 40	+1 SE	+132
41 - 60	+1 SE	+132
61 - 80	+1 SE	+132
81 - 100	+1 SE	+132

NOTE: Total working days per year is set at 264 days

Application Management Support (AMS) - Cont'd

Activities per Support Level

Activities per Support Level		
Level 1 (Service Desk)	Level 2 (Administration)	Level 3 (Professional Services)
End user support	Escalation from Level 1	Escalation from Level 2
Ticket creation	Ticket status update (Ticket creation on Infocentric)	Remote Troubleshooting
Ticket confirmation	Detailed issue tracking	Test simulation
Basic troubleshooting support	Issue analysis	Issue management
Configuration control	Simulation	Issue analysis -Bug fix -Regression testing -Development escalation to change request
Solutions from knowledge base	Escalation to Level 3	Change Management
Application Monitoring and Health check		Training
Escalation to Level 2		Escalation to Vendor
		Coordination and resolution with vendor

Application Management Support (AMS) - Cont'd

Assumptions for the Package

Number	Assumption	Supported	Activity
1	Applications onboarded by Infocentric	Yes	Infocentric to provide Level 2 and Level 3 support
2	Applications onboarded by the Client	Yes	Client to provide all documentations and conduct knowledge transfer. Application will be included on the count of applications supported
3	Applications to be onboarded by the Client	Yes	The DevOps Package contains a Consulting line item if ever the client avails of Infocentric support during application onboarding
4	Identity / user data and Level 1 support activities	No	Infocentric to provide Level 2 and Level 3 support
5	SailPoint Health Check (Monitoring)	No	This will be with the client. Infocentric will start on Level 2 support. The client will raise a support ticket to Infocentric for issues on applications onboarded on SailPoint



**Got questions?
We'd love to answer them for you!**

**info@infocentric.ph
+63 (2) 8240 8899
www.infocentric.ph**

Infocentric Solutions Inc.