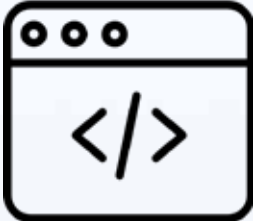# Identity Governance and Administration

DevOps Package

Designed for companies who already have an existing SailPoint IIQ implementation and are looking into extending the scope of the solution to their other business applications

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DevOps Package -
Identity Governance and Administration

Dev	
	Planning and preparation
	Application Support/ Configuration
	Application Testing (UT, SIT, UAT)
	Production Deployment

Ops	
	Application Monitoring
	Release Management/ Patch Update
	Production Change Deployment
	Support Operations

DevOps Package -
Identity Governance and Administration

DevOps Activities Breakdown

Dev / Ops	Dev	Dev	Dev	Dev
Activities	Planning and Preparation	Application Support / Configuration	Application Testing (UT, SIT, UAT)	Production Deployment
Details	-Requirements gathering, Data Gathering Session (Onboarding questionnaire), Workflow Presentation -Documentation of Business Requirements, Technical Documentation and Design Documentation and Client Approvals	-Application support and configuration -API Development and customization -New Application On boarding -Version control of the application	-Component testing and documentation -Development system deployment and System Integration Test (SIT) -Assist on user Acceptance Test (UAIT) -Request for UAT signoff	-Production deployment preparation -Create and coordinate cutover activities -Plan Production Deployment -Coordination to Operations team

Dev / Ops	Ops	Ops	Ops	Ops
Activities	Application Monitoring	Release Management / Patch updates	Production Change Deployment	Support Operations
Details	-Not applicable. Infocentric will start on Level 2 support	-Coordinate and Monitor plan release / update patch from the Provider -Analyse and document impact of release / update from the implemented solution -Coordinate impact of release / update to the customer -Perform testing of the release / update prior to Production implementation -Request for sign-off to customer for the release / update -Plan Production deployment with the customer. Plan outage with the customer for deployment	-Production change deployment preparation -Create and coordinate cutover activities -Plan Production Deployment	-Incident and Problem Management (Bug fix) -Change Management -Communication to customer and Vendor

DevOps: Change Requests

Any requests to update an existing / configured connector or workflow are considered as change requests

Package Inclusions			
Resource	**Activity**	**No. of Resources**	**Man-Day Allocation %**
Infocentric DevOps Lead Consultant	Lead Consultation	1	10%
Infocentric Support Engineers	Support Services	1	100%

Request Complexity	Total Man-Days	Plan	Build	Test	Release	Deployment
Low (i.e Change or Add Attributes)	5.5	1	3	3	0.5	0.5
Medium (i.e Enhancement to Reports)	8.5	1	6	6	0.5	0.5
High (i.e Change to Connectors / Workdflow)	13	2.5	8.5	1	0.5	0.5

DevOps: Add-Ons

Requests to onboard additional applications, configure new workflows and reports, assist with data clean up, and consultations are considered as add-ons

Package Inclusions			
Resource	**Activity**	**No. of Resources**	**Man-Day Allocation %**
Infocentric DevOps Lead Consultant	Lead Consultation	1	10%
Infocentric Support Engineers	Support Services	1	100%

Request Complexity	Total Man-Days	Plan	Build	Test	Release	Deployment
Application Onboarding - Standard	21	4	13	2	1	1
Application Onboarding - API	26.5	4	18	2.5	1	1
Application Onboarding - Custom Connector	34.5	5	25	2.5	1	1
Application Onboarding - XML/CSV	14.5	2.5	8	2	1	1

DevOps: Add-Ons - Cont'd

Requests to onboard additional applications, configure new workflows and reports, assist with data clean up, and consultations are considered as add-ons

Package Inclusions			
Resource	**Activity**	**No. of Resources**	**Man-Day Allocation %**
Infocentric DevOps Lead Consultant	Lead Consultation	1	10%
Infocentric Support Engineers	Support Services	1	100%

Request Complexity	Total Man-Days	Plan	Build	Test	Release	Deployment
New Reports	15.5	2.5	9	2	1	1
New Workflow	21	4	13	2	1	1
Consulting	4	0.5	2.5	0.5	0	0.5
Data Clean-up	13.5	2	8.5	1	1	1

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

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