

MAMPU SME HIP - Fuse Enablement Services

Total man days = 105

Service 1 - SME services to design Fuse Message Flows- 15 man days

To provide SME services to assist SI in developing the SDS for the implementation of 1 business user case, that is identified during the SRS. Scope of this services includes the following:

1. To provide SME expertise in giving advice in terms of design message flows to develop the list of business services that is required to full fill the identified business case.
2. Advice on the Enterprise integration patterns that can be used to fulfil the requirement of the message flow,
3. Advice on building message flow to cater for exception handling, retry and roll back if required.
4. Advice and suggestion on making common function to be reusable rather then rewrite it every time when the function need to be invoke.
5. Advice on how can the message flow being build to perform enrichment, transformation and routing base on the requirements of each individual business services.
6. To provide recommendation to come out with common message structure. (e.g. Message Header, Error Response to front end applications)
7. The main purpose of this service is to enrich the expertise of SI architects and developer to be able to design message flows on their own after Red Hat have completed their agreed man days for this project.

Assumption.

1. SI will be responsible to drive the requirements of to full fill the requirement of the business services.
2. All interface specification for the individual business services that is expose by the back end agencies will be gathered by SI
3. Every time when SI require Red Hat SME to be on site to perform the services that is required by this business service, the effort will need to be discussed and agreed up upon together with the list of items that need to be validated or discussed upon. Red Hat SME will be on-site (office hours 9-6 excluding weekends and public holidays) to work with SI architect for the duration that have been agreed.
4. At the end of the engagement for each cycle that SI, SI can give their comments of the quality of work for the SME, and this will be discussed case to case basis within SI and Red Hat on what is the actual issue with the quality. of work of Red Hat SME. Red Hat will give their justification for each quality issues that have been raise by SI.
6. SI will perform all the formatting changes to the design documents that is required by Mampu.
7. SI will give at least two week notice to Red Hat to mobilise Red Hat SME to be on site.
8. At the end of each engagement, Red Hat PM will request for timesheet approval from SI, SI appointed PM should give approval to the time sheet within 3 working days.
9. if the number of mandays for this services exceeded the number of mandays allocated for this service, additional man days will need to be allocated to this service. Additional mandays can be allocated from other services mandays effort or through the purchasing of additional mandays
10. There is no deliverables that are needed to be deliver by Red Hat for this project, as Red hat role is mainly to enable the SI to be able to design the Fuse message flow on their own

Service 2 - SME Service to For Fuse Development - 30 man days

To provide SME services to assist SI in developing the SRS for the implementation for 1 business user case that is identified during the SRS. Scope of this services includes the following:

1. To provide SME expertise on how to make use of JBoss Development Studio in building message flow that is required for this project.
3. Advice on how to make use of the different camel component and end-points in building the message flows.
4. Advice on how the message flow can be developed to achieve the design as per defined in the SDS.
5. To perform internal research on certain functionalities of the camel components to fulfil the requirement of the services
6. The main purpose of this service is to enrich the expertise of SI architects and developer to be able to develop message flows on their own after Red Hat have completed their agreed man days for this project.

Assumption

1. All interface specification for the individual business services that is expose by the back end agencies will be gathered by SI
2. Every time when SI require Red Hat SME to be on site to perform the services that is required by this business service, the effort will need to be discussed and agreed up upon together with the list of items that need to be validated or discussed upon. Red Hat SME will be on-site (office hours 9-6 excluding weekends and public holidays) to work with SI architect for the duration that have been agreed.
3. At the end of the engagement for each cycle that SI , SI can give their comments of the quality of work for the SME, and this will be discussed case to case basis within SI and Red Hat on what is the actual issue with the quality. of work of Red Hat SME. Red Hat will give their justification for each quality issues that have been raise by SI.
4. At the end of each engagement, Red Hat PM will request for timesheet approval from SI, SI appointed PM should give approval to the time sheet within 3 working days.
5. if the number of mandays for this services exceeded the number of mandays allocated for this service, additional man days will need to be allocated to this service. Additional mandays can be allocated from other services mandays effort or through the purchasing of additional mandays
6. There is no development deliverables that are needed to be deliver by Red Hat for this project, as Red hat role is mainly to enable the SI to be able to develop the Fuse message flow on their own

Service 3 : Support for SIT, UAT and Production Roll Out - 30 Mandays

This service is will involve resource by Red Hat to be on site to support the SI when the system goes live. This service is only for the agreed mandays as dictate in the Service Mandays section under line item Support For Production Roll Out. The Red Hat consultant will come on-site to work with the SI on the issues encountered in the Production environment. The consultant will try to replicate the issue in the staging environment if possible, follow up with Red Hat Global Support Services team on the resolution, and assist the client to test the recommended solution and patch. The consultant will act as a single point of contact from Red Hat and help the client to manage the communication with Red Hat Global Support Services team and escalations whenever needed.

Service Assumptions

1. Every time when SI require Red Hat SME to be on site to perform the services that is required by this business service, the effort will need to be discussed and agreed up upon together with the list of items that need to be validated or discussed upon. Red Hat SME will be on-site (office hours 9-6 excluding weekends and public holidays) to work with SI architect for the duration that have been agreed.

2. At the end of the engagement for each cycle that SI, SI can give their comments of the quality of work for the SME, and this will be discussed case to case basis within SI and Red Hat on what is the actual issue with the quality of work of Red Hat SME. Red Hat will give their justification for each quality issues that have been raised by SI.
3. SI will perform all the formatting changes to the design documents that is required by Mampu.
4. SI will give at least one week notice to Red Hat to mobilise Red Hat SME to be on site.
5. At the end of each engagement, Red Hat PM will request for timesheet approval from SI, SI appointed PM should give approval to the time sheet within 3 working days.
6. If the number of mandays for this service exceeded the number of mandays allocated for this service, additional man days will need to be allocated to this service. Additional mandays can be allocated from other services mandays effort or through the purchasing of additional mandays
7. This service is mainly to provide Red Hat product SME support to SI to support the project during SIT, UAT and production roll out and there will be no project deliverables that are tied to Red Hat for this service.

Service 4 : Post Implementation Review - 15 mandays

This service aims to provide assistance in reviewing the services being implemented. The review approach is based on Red Hat best practice and recommendations. This post implementation review is recommended to be held after the project have completed SIT, so that any changes needed can be incorporated during the UAT cycle. However the SI can choose which stage in the project to conduct the post implementation review. Among the review that can be done are :-

1. Fuse Installation Review (if applicable)
2. Fuse Message Flow Design Review
3. Fuse Message Flow Source Code Review

Service 5 : Project Management - 15 Mandays

This service aims to provide project & resources management for the scope delivered by Red Hat consultants. The Red Hat's Project Manager will be point of contact for typical tasks below:

- a. Manage and allocate resources to the project's needs
- b. Provide regular project update to ensure its execution is well accordingly to the timeline.
- c. Define and monitor scope between all parties and make sure everyone is on same page as to the scope of the engagement.
- d. Handle expectation, escalation (in terms of ensuring the quality of Red Hat consultant are acceptable by SI within the logical and sensible boundaries) and manage high-stakes situation
- e. Ensure there is resources available when SI request for SME to be on-site
- f. Managing time sheet approval from the consultant.

Create and Maintain a project plan with following items

- a. Project Summary
- b. Scope Description and documentation
- c. Change Management Process
- d. Project Schedule
- e. Communication Plan