



Service Level Agreement

of

Starware Web Development





Scope

About

Starware has responsibility to design, implement, consult and administrate all the requested websites. The web team participating in projects development consists of a Technical Manager, a Senior Web Developer, a Web Designer, a team of Web Applications Developers, Web Developers and Site Editors on demand. The services can be all or some of the following:

1. Design and scope of website requirements.
2. Develop and implement websites and web applications.
3. Quality assurance and consultancy.

Benefits

Free you and your employees' valuable time to run your business instead of spending numerous hours learning how to maintain your site.

Service Details

Design and development of websites and web applications

- Design and build high quality websites in a timely fashion as prioritised time plan.
- Build all website applications to the coding standards defined for CIS projects, using .NET, C#, VB, SQL Server, PHP, JAVA, PERL, MYSQL, ORACLE, C++ and VC.NET ensure that code is audited.
- Build all database driven applications according to the 3-tier architecture defined for CIS projects.
- Document all projects and applications to a high standard, including commenting code clearly and comprehensively.
- Projects are delivered with full source code and database design.
- Provide high quality graphic design services for both printed and digital media.

Project Agreement

Our business and technical professionals study your project requirements to evaluate the implementation of your projects with most recent and professional technologies and features as possible to meet your project rough budget.

We take all the requirements of the project as RFP document (Request for Proposal) as possible. All our projects meet standards in design and implementation for performance and security.

Legality

Your project scope and data may not:

- interfere in any manner with the functionality or proper working of the final project
- constitute, promote, facilitate or permit gambling or alcoholics.
- include, promote or facilitate pornography or other illegal activities or harmful to any person or entity, or that discriminate based on race, sex, religion, nationality, disability.
- distribute, share or facilitate the distribution or sharing of unauthorized data, malware, viruses, Trojan horses, spyware, worms, or other malicious or harmful code.
- violate, misappropriate or infringe the intellectual property or other proprietary rights of any third party.

Action Plan

Starware provides action plan after the project proposal agreement and you are able to monitor project progress live after each step delivery.





Delivery

Projects' development steps and the follow up of the action plan will be through a temp web site sub domain on a development online server provided by Starware.

Your contact person is able to provide comments and make fine tuning of completed steps as long as it's not beyond the main accepted project scope and agreement.

Any extra modification and enhancements that are not discussed in the

After all points of the action plan complete, we announce the project is complete.

Client has 14 days after the project complete announcement to test and check the validity and provide list of comments to be done after the site is complete.

Any comments received after 14 days will be considered as extra requirements and we have to evaluate it and make agreement on extra fees and implementation time.

Third-Party Components

If your web site uses a third-party component (web site trackers ie. Google Analytics, weather info, RSS feeds, etc.) Starware takes no responsibility for loss of information due to actions of these sites. Any maintenance to your site resulting from critical errors due to a(n) third party component(s) will be billed at the normal hourly rate. We will do our best to accommodate and work with third party companies, but reserve the right to charge more if communication with the third party becomes overly time-consuming or non-productive.

We think that your business and your clients deserve the best services.
We hope that we can meet your requirements.

