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**SERVICE LEVEL AGREEMENT**

**OBJECTIVE**

Your cooperative society need a professional software application to store and manage your transaction record as your record grows and data operation and retrieval becomes more complex and difficult with Microsoft excel spreadsheet.

**OUR SOLUTION**

Cooperative Savings and Loan Software **(**CSLS) is a customized software we would develop for your organization, we will work closely with your personnel to understand your operations and how you have been storing, organizing and managing your record using Microsoft excel spreadsheet. This knowledge will help us to design and develop a custom software that will meet your specific need.

The software is going to be a web based software that will be hosted online so that every member of the cooperative can login to access their saving details, loan and other financial records.

The software will use a database to store all record in a well structure design and format and a back-end programming language to simplify your task and make it easy for you to access your information.

**STRUCTURE**

CSLS will have an **admin area** where your admin user will be able to key in and manage your data easily, and **member area** where members of the cooperative society can also login online to access their particular information or transaction record with ease.

**DEVELOPMENT PHASE AND DURATION**

**First phase:** this development phase will last for three weeks and the following will be achieved:

* **Software requirement:** we will work with your personnel to collect data and understand your operations in detail.
* **Database design:** your data structure will be created using a relational database management systems program.
* **Software design:** the software architecture or blue print will be create, to interpret your workflow.
* **Basic operation development:** some key operations, from the requirement will be created so as to allow you to start using this important part of the software as soon as possible.
* **Hosting of the software:** the basic operation program and its database will be hosted online and ready to use.
* **Pilot testing:** some of your personnel can now have access to the software online to test and start using it.

**Second phase:** this phase will last for another four weeks and the following will be done:

* **Other development:** from the order of importance more of the identified requirements will be implemented and updated online every week.
* **Testing:** each added feature will be tested and be in use if it meet your expectation.
* **Updates:** identified errors will be fixed and updated frequently.
* **Final deployment and training:** after the fourth week the development will be completed and we will training some of your staff on how to use the software.

**COST IMPLICATION**

**Design and Development**

**Initial payment:** at the start of the development 150,000 naira

**Balance:** after final deployment 150,000 naira

 TOTAL: **300,000 naira**

**Others**

**Online hosting** 50,000 naira (annual renewal)

**Maintenance and update**

*This is negotiable base on the complexity of the change or update as it when due.*



**Ben Onuorah**

Lead Developer and Manager

BICL