| New Implementation/Change Request | Complexity | Complexity Level | Year 3 | | | | Year 3 Sub Total | Year 4 | | | Year 4 Sub Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Q1 | Q2 | Q3 | Q4 | | Q1 | Q2 | Q3 | |
| Change Request | High | L1 | | | | | Less than 10 | | | | Less than 10 |
| | | L2 | | | | | Less than 10 | | | | Less than 10 |
| | | L3 | | | | | 0 | | | | 0 |
| | Medium | L1 | | | | | B/w 350 to 450 | | | | B/w 75 to 125 |
| | | L2 | | | | | B/w 75 to 125 | | | | B/w 25 to 50 |
| | | L3 | | | | | Less than 10 | | | | Less than 10 |
| | Simple | N/A | | | | | B/w 450 to 550 | | | | B/w 175 to 225 |
| Change Request Total | | | B/w 200 to 300 | B/w 200 to 300 | B/w 200 to 300 | B/w 200 to 300 | | B/w 100 to 200 | B/w 100 to 200 | B/w 100 to 200 | |
| New Implementation | High | L1 | | | | | Less than 5 | | | | Less than 5 |
| | | L2 | | | | | Less than 5 | | | | Less than 5 |
| | | L3 | | | | | 0 | | | | 0 |
| | Medium | L1 | | | | | Less than 50 | | | | Less than 30 |
| | | L2 | | | | | Less than 5 | | | | Less than 5 |
| | | L3 | | | | | Less than 5 | | | | Less than 5 |
| | Simple | N/A | | | | | Less than 30 | | | | Less than 20 |
| Total | | | B/w 10 to 30 | B/w 10 to 30 | B/w 10 to 30 | B/w 10 to 30 | | B/w 10 to 30 | B/w 10 to 30 | B/w 10 to 30 | |

| other subcategory | | |
|---|---|---|
| Dashboard Syncing | | |
| Data dump request from user | | |
| Data Load Monitoring & Scheduling | | |
| Data Quality Check | | |
| Data Reconciliation and Root Cause | | |
| Documentation as in when required | | B/w 250-500 per quarter |
| Feasibility Check Of Existing Environment | | |
| Portal Maintainence and Issue Identification | | |
| User Access Management | | |
| Coordination with CSP and Microsoft | | |
| Database Maintenance | | |
| Infra Maintenance | | |
| Data Upload on portal | | |