

2) Ensuring correct level of service and agreement, step-by-step routine

1. **PM** compiles a written report to the client based on DEV's analysis. This report shall contain information about any deviations, changes and possible improvement suggestions that should be made, for Awave to be able take full responsibility of the site.

2. **PM** leaves a written report back to Awave's salesperson with any changes in the SLA/support agreement proposal.