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DevOps as a Service Catalog

Monthly DevOps capacity packages, with defined scope, dedicated hours, and commitments.

DOCUMENT

BS-SVC-06B

VERSION

1.0

DATE

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PREPARED BY

BohioSystem

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CONTRACTABLE CAPACITY

Not every company needs — or can sustain — its own DevOps team. This catalog lets you contract capacity in tiers.

Each package includes monthly dedicated hours, a defined scope, and a response level. You can move up or down a tier with one month's notice, at no penalty.

3

AVAILABLE TIERS

Monthly

BILLING

1 month

NOTICE TO CHANGE

Included

SERVICE REPORT

01

The three packages

PACKAGE	DEDICATED HOURS	COVERAGE	WHO IT IS FOR
Launch	20 h / month	Business hours	Small teams that need to build and maintain the delivery foundation.
Operation	60 h / month	Extended, Mon–Sun	Production platforms with frequent deployments and multiple environments.
Critical	120 h / month + on-call	24/7	Systems where downtime stops revenue and real on-call coverage is required.

02

What each tier includes

CAPABILITY	LAUNCH	OPERATION	CRITICAL
Integration and deployment pipelines	Yes	Yes	Yes
Infrastructure as code	Basic	Full	Full
Dashboards and alerts	Basic	Per service	Per service and business
Incident management	Business hours	Extended	24/7 with on-call
Service level objectives	—	Defined	Defined and measured
Root cause analysis	—	Major incidents	Every S1 and S2 incident

CAPABILITY	LAUNCH	OPERATION	CRITICAL
Load testing	—	Semiannual	Quarterly
Recovery drill	—	Annual	Semiannual
Cloud cost optimization	Annual	Quarterly	Monthly
Service report	Quarterly	Monthly	Monthly + review

03

How dedicated hours are used

The hours are not a pool of reactive support: they are planned.

— Planned work (≈70%)

Platform improvements agreed at the start of each month: automation, strengthening observability, cost reduction, upgrades. This is where the service builds cumulative value.

— Incident reserve (≈10%)

Capacity held back for the unexpected. If it goes unused in a given month, it rolls into planned work; it does not accumulate indefinitely.

— Day-to-day operations (≈20%)

Recurring tasks: alert review, patching, certificates, backups, capacity, and support for the client team's deployments.

— Excess consumption

If demand sustainably exceeds the contracted dedication, we flag it with data and propose moving up a tier. We never bill beyond the agreement without prior consent.

04

Go-live

The first four weeks always follow the same sequence.

WEEK	ACTIVITY	OUTCOME
Week 1	Platform inventory, access, and current state of delivery.	Diagnosis and prioritized risk list.
Week 2	Minimum instrumentation: metrics, logs, and critical alerts.	Basic visibility up and running.
Week 3	Automation of the deployment path and rollback test.	Reproducible, reversible deployment.
Week 4	Runbooks, incident procedure, and handover to the team.	Documented, agreed-upon operation.

CONDITION TO GET STARTED

We need read access to the infrastructure and the repository from day one. Without it, the diagnosis relies on what we are told, and what gets told rarely matches what is actually there.

Let's talk

NEXT STEP

Write to us and we'll schedule a working session at no cost to review your specific case.

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WEB

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