Software Lifecycle Description

Software development is carried out within the technology product development lifecycle of ORNI.TECH JSC in the relevant areas, with due regard to regulatory documentation governing information security and the handling of information constituting commercial and banking secrets.

Work is organized within a team using modern Agile development practices and the Scrum framework. Sprints (development iterations) run in two-week cycles and deliver regular increments.

Team resources:

- Project Manager — 1
- Business Analyst — 1
- Architect — 1
- Backend Developers — 2
- Frontend Developer — 1
- UI/UX Designer — 1
- ML Engineer — 1
- QA Engineer — 1

Locations:

The team is distributed across the Russian Federation: Moscow, Stavropol, Perm, Krasnoyarsk, Taganrog, and the village of Beya (Khakassia).

Preparation, review, approval, and recording of development documentation and software-development tasks are performed in Jira and Confluence.

Software development, enhancement, and debugging are performed on computing resources that are not used for production application operation. Specially generated test datasets containing no restricted-access information (synthetic or conditionally realistic data) are used for these activities.

The product source-code repository is hosted on ORNI.TECH JSC's local infrastructure at: 12 Presnenskaya Embankment, Federation Tower East, 31st Floor, Office M1, Moscow.

Following development, the software undergoes preliminary testing. It may then be placed into pilot operation on isolated infrastructure or in a restricted production environment. The testing verifies the completeness and quality of implementation of the automated-system parameters, interoperability between ORNI.TECH JSC systems and subsystems, and mechanisms for restoring software operation after failures. If testing or pilot operation identifies required changes, the software is returned for further development. If a decision is made to place the software into production, an Acceptance and Handover Certificate for Production Operation is executed and the software is transferred to APD (АПД).

Technical support requests are accepted by email at support@mapcore.ru.

Official correspondence regarding technical support is accepted at: 12 Presnenskaya Embankment, Federation Tower East, 31st Floor, Office M1, Moscow.

Requests received are processed in accordance with ORNI.TECH JSC's internal standards and procedures governing general software maintenance and support processes.

Maintenance of the software lifecycle during operation at the Customer's site is provided under the terms of a Maintenance Agreement or License Agreement.

Software maintenance and technical support are provided to ensure:

1. Correct operation of all software components;

2. No end-user downtime caused by the software being unable to operate (including due to software errors, errors by the Customer’s personnel, etc.).

To achieve these objectives, software maintenance and technical support typically include:

1. Troubleshooting and remediation of faults identified during software operation;
2. Advising software users and administrators on operational matters by email or telephone;
3. Providing software component installation and configuration services at the Customer’s premises;
4. Modifying the software to maintain compatibility with new versions of the underlying system software used on personal computers.

Physical address of the support service: 12 Presnenskaya Embankment, Federation Tower East, 31st Floor, Office M1, Moscow.