

Data Conversion Framework (DCF)

SERVICE DEFINITION



U ■
S T

ust.com

Service Overview

The Data Conversion Framework (DCF) is a standardized, template-driven service designed to enable secure, repeatable, and high-quality data transformation and migration across enterprise systems. The service minimizes manual effort by leveraging configurable workbooks, automated validation, and scalable processing to ensure accurate and auditable data movement.

Service Scope – Platform Capabilities

The DCF platform provides the following core capabilities:

- Template-driven source-to-target mapping
- Configurable transformation and validation rules
- Reference-based data standardization and lookups
- Dependency-aware entity sequencing and loading
- Parallel data processing using distributed execution engines
- Re-runnable migration pipelines and delta processing
- Audit logging, reconciliation, and traceability
- Secure data handling with encryption and access controls
- Real-time operational monitoring and dashboards

Service Scope – Operational Services

The service includes the following operational activities:

- Framework setup and configuration
- Migration design and data mapping support
- Execution of agreed migration waves or runs
- Pre-load data validation and quality checks
- Post-load reconciliation and reporting
- Exception handling and controlled re-runs
- Knowledge transfer and service handover
- Time-boxed post-execution support

Out of Scope

The following activities are excluded unless explicitly agreed:

- Source system data extraction or cleansing outside DCF
- Custom development beyond standard framework capabilities
- Application functional redesign or business process changes
- Ongoing production data operations
- Long-term data governance or master data management
- Infrastructure provisioning and third-party licensing

Customer Responsibilities

The customer is responsible for:

- Providing timely access to source data and specifications
- Defining business rules, mappings, and validation criteria
- Validating migrated data and signing off reconciliation reports

- Assigning authorized contacts for decisions and approvals
- Ensuring changes are communicated within agreed timelines

Service Process

- Onboarding & Discovery – Scope confirmation and requirement walkthrough
- Design & Configuration – Mapping, transformation, and rule configuration
- Validation – Data quality and readiness checks
- Execution – Controlled data migration runs
- Reconciliation – Verification and exception resolution
- Handover – Documentation, training, and closure

Support Hours

- Standard support is provided during business hours (Monday to Friday, excluding public holidays).
- Extended or out-of-hours support is available upon request at additional cost.

Support Process

- Issues logged through designated support channels
- Ticket triage and severity classification
- Root cause analysis and resolution
- Customer communication and closure confirmation
- Post-incident review for critical defects

Defect Severity Levels

- Severity 1 (Critical): Complete service outage or data corruption
- Severity 2 (High): Major functionality impacted, no workaround
- Severity 3 (Medium): Partial functionality impacted, workaround available
- Severity 4 (Low): Minor issue or cosmetic defect

Training & Enablement

- Framework walkthrough sessions for project teams
- Usage guidance for configuration and reference workbooks
- Operational runbook and best-practice documentation
- Knowledge transfer sessions for support and delivery teams