Maintenance doc - System doc

<System Name>

This frame will be replaced by the overview of the systems main items based upon the writers discretion and the organization rulings.

|  |  |  |
| --- | --- | --- |
| System ID Code: |  |  |
| Project Manager: |  |  |
| Client/Application Expert: |  |  |
| Anticipated system size: | S1/S2/S3 |  |
| Documentation written by: |  | Date: |  |
| Verification and QA by: |  | Date: |  |
| Final review at:  | <Location> | Date: |  |
| Participants: |  |  |  |
|  |  |  |  |

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Revision Table

|  |  |  |  |
| --- | --- | --- | --- |
| Update Date  | Revision | Owner/responsible | Description of Change |
|  |  |  |  |
|  |  |  |  |

# 0. Administration

General guidelines for preparation of the maintenance document

The required SCT components for the maintenance document are marked by \*, it is possible to fill these components fully by reference to the existing documents that detail the required information or by reference to the system itself with an explanation on how to operate and find the required information.

## 0.1\* Parties involved

### 0.1.1 Administrative team

### 0.1.2 Direct professional team

### 0.1.3 Additional professional parties – technical assistance

### 0.1.4 External parties – hardware / software vendor

## 0.2\* Work Plan

### 0.2.1 Short term

### 0.2.2 Long term

## 0.3\* Tools and Work Procedures (Method Maintenance)

## 0.4 Configuration Management and Change Control

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date | Version/Base | Section No. | Description of Change | Approval |
|  |  |  |  |  |
|  |  |  |  |  |

# 1. Goals

## 1.0 Overview – Highlights

## 1.1\* Client / Application Expert

### 1.1.1 Client / Main user

### 1.1.2 Application expert(s)

Application experts that are involved in system maintenance:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Role in the project | Participant’s name | Phone / E-mail | Location | Responsibility | Comments |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Application experts who participated in the development process [if these are not currently involved as application experts]:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Role in the project | Participant’s name | Phone / E-mail | Location | Responsibility | Comments |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Other experts who are not formally involved but could be of assistance:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Role in the project | Participant’s name | Phone / E-mail | Location | Responsibility | Comments |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

### 1.1.3 User teams

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Role in the project | Participant’s name | Phone / E-mail | Location | Responsibility | Comments |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## 1.2\* Goals and Objectives

### 1.2.1 General goals

### 1.2.2 Specific objectives

|  |  |  |  |
| --- | --- | --- | --- |
| Goal Description | Importance / benefit | Gained | Comments |
|  |  |  |  |
|  |  |  |  |

## 1.3\* Problems

### 1.3.0 Summary of current problems

|  |  |  |
| --- | --- | --- |
| Problem Description | Problem Sevirity | Comments |
|  |  |  |
|  |  |  |

## 1.4 Organizational/Business Context

### 1.4.1 Business goals and strategy

### 1.4.2 Organizational structure

## 1.5\* Annual Work Plan

## 1.6\* Feasibility and Cost/Benefit

### 1.6.1 Risks – project feasibility

### 1.6.2 Cost/benefit

Measurable benefits:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Benefit/ savings | Measurement unit | Measurement method | Measurement date | Actual observation | Comments |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Non measurable benefits:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Benefit/ savings | Reason for no ability to measure | Measurement method | Evaluation date | Evaluation  | Comments |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## 1.7 Time Frame

# 2. Application

## 2.1 Main Characteristics

### 2.1.1 Current state

### 2.1.2 Type of system & Characteristics

### 2.1.3 Constraints

### 2.1.4 Glossary

## 2.2\* Users and interfacing systems

### 2.2.0 System Scope

### 2.2.1 Users list

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| User name | Role in the project | Phone / E-mail | Location | Sub-systems | Comments |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

### 2.2.2 Interfacing systems

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| System name | Interface type (sending/receiving) | Responsible for system | Phone | Comments |
|  |  |  |  |  |
|  |  |  |  |  |

## 2.3\* Subsystems

### 2.3.0 General system description

### 2.3.1 Subsystem/Delivery Unit 1

### 2.3.2 Subsystem/Delivery Unit 2

### 2.3.*N* Subsystem/Delivery Unit *N*

## 2.4\* User Interface (HCI)

### 2.4.0 Human-engineering guidelines

### 2.4.1 Menu screens – Site Map

| Symbol | Screen description | File Name |
| --- | --- | --- |
|  |  |  |
|  |  |  |

### 2.4.2 Functional screens

|  |  |  |
| --- | --- | --- |
| Symbol | Screen description | File name |
|  |  |  |
|  |  |  |

## 2.5\* Processes

|  |  |  |  |
| --- | --- | --- | --- |
| Process name | Identification | Process description | Participating Transactions |
|  |  |  |  |
|  |  |  |  |

## 2.6 Transactions

|  |  |  |  |
| --- | --- | --- | --- |
| Transaction name | Identification | Transaction description | Linked process |
|  |  |  |  |
|  |  |  |  |

## 2.7\* Modules (components)

|  |  |  |  |
| --- | --- | --- | --- |
| Module name | Identification | Module description | Comments |
|  |  |  |  |
|  |  |  |  |

## 2.8 Control Procedures

| Procedure name | Identification | Procedure description | Comments |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

## 2.9\* Common/ Shared Objects (Subroutines)

|  |  |  |  |
| --- | --- | --- | --- |
| Object name | Identification | Object description | Comments |
|  |  |  |  |
|  |  |  |  |

## 2.10\* Coding Tables

| Table name | Identification | Table description | Comments |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

## 2.11 Data Modeling (Logical Files)

## 2.12\* Database (Physical Files)

|  |  |  |  |
| --- | --- | --- | --- |
| File name | Identification | File description | Comments |
|  |  |  |  |
|  |  |  |  |

## 2.15\* Reports (and Queries)

|  |  |  |  |
| --- | --- | --- | --- |
| Report/ Query name | Identification | Report/ Query description | Comments |
|  |  |  |  |
|  |  |  |  |

## 2.16 Input (Forms)

## 2.19\* Information Security

### 2.19.0 Status & Requirements

### 2.19.1 Exposure and risks

### 2.19.2 Security measures

### 2.19.3 Security administration

## 2.21\* Workload, Performance, and Capacity

### 2.21.1 File size & Capacity

### 2.21.2 Number of transactions per time unit and response time required

## 2.22\* Interfaces and Links

List of internal interfaces in organization

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Interface identification | Interface input | Output to interface | Responsible for system | Phone | Comments |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

List of external interfaces in organization

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Interface identification | Interface input | Output to interface | Responsible for system | Phone | Comments |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# 3. Technology and Infrastructure

## 3.0 Architecture – Highlights

## 3.1\* Central Hardware

## 3.2 Central Data Storage

## 3.9 Data Center

## 3.10\* Operating System

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Type | Version | Number of licences | Producer's name  | Supplier's name | Support  | End of license date  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

## 3.11\* Database Management System (DBMS)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Type | Version | Number of licences | Producer's name  | Supplier's name | Support  | End of license date  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

## 3.13\* Development and Maintenance Tools

## 3.20\* Client Computer

HW, of the shelf infrastructure SW, of the shelf application SW

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Type | Version | Number of licences | Producer's name  | Supplier's name | Support  | End of license date  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

## 3.30 Local Area Network

Local - LAN

Wide - WAN

Connection to public network

## 3.33 Associated Technologies

# 4. Implementation

## 4.4\* Production & Operation

## 4.5 Documentation Index

### 4.5.1 Operational documentation

| Document Title | SCT component | Documentation Reference | Status |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

### 4.5.2 Life Cycle documentation

|  |  |  |  |
| --- | --- | --- | --- |
| Document Title | LC Phase | Doc. Reference | General Status  |
|  |  |  |  |
|  |  |  |  |

## 4.6\* Service and Maintenance

### 4.6.1 Help desk – Call center

### 4.6.2 Application maintenance

### 4.6.3 Infrastructure and technology maintenance

### 4.6.4 Implementation maintenance

### 4.6.5 Operational costs

## 4.7\* System Deployment

### 4.7.1 Training

### 4.7.2 Migration and Conversion

### 4.7.3 Organization and Methods (O&M) changes

### 4.7.4 User guides

## 4.8\* Robustness and Reliability

### 4.8.1 Testing plan

### 4.8.2 Availability and survivability

## 4.9 Configurations & Installations

### 4.9.0 List of configurations (installations)

### 4.9.1 Development and Testing configurations

### 4.9.2 Main (central) production configuration

### 4.9.*X* Additional configurations (distribution, sites)

# 5. Cost – Resources

## 5.1 Set-Up Cost (Development and Installation)

## 5.2\* Ongoing Costs

### 5.2.1 First (upcoming) version or delivery unit

### 5.2.2 Additional versions and delivery units

## 5.3 Configuration Costs

## 5.4 Price List

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Unit price | Quantity | Total cost |
|  |  |  |  |
|  |  |  |  |

## 5.5 Cost Summary

### 5.5.1 Cost of ownership

### 5.5.2 Cost scheduling