

# ***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.

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

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**Revision Table**

## REVISION TABLE

<b>Update Date</b>	<b>Revision</b>	<b>Owner/responsible</b>	<b>Description of Change</b>

## **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**

<b>Date</b>	<b>Version/Base</b>	<b>Section No.</b>	<b>Description of Change</b>	<b>Approval</b>

# 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 Severity	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

<Classification>

## 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



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**

<b>Document Title</b>	<b>SCT component</b>	<b>Documentation Reference</b>	<b>Status</b>

#### **4.5.2 Life Cycle documentation**

<b>Document Title</b>	<b>LC Phase</b>	<b>Doc. Reference</b>	<b>General Status</b>

### **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**

<b>Item</b>	<b>Unit price</b>	<b>Quantity</b>	<b>Total cost</b>

### **5.5 Cost Summary**

#### **5.5.1 Cost of ownership**

#### **5.5.2 Cost scheduling**