

# *Support & Maintenance Strategy Document*

<Project Name>

<Department Name>

<Version Number>

# Document history

| Date | Version | Author | Reviewed by | Approved by | Description |
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# ***Introduction***

## ***Project Background***

<Mentioned background of the project. Highlight the main purpose of this application and also include different module names if any>

## ***Project Objectives***

<Brief Objectives of the Project>

## ***Purpose of this Document***

This Functional Requirement Specification (FRS) document intends to provide a comprehensive description of the intended business flow and detailed functionalities of the process of ....

This document has been prepared using the scope of work outlined in the contract as baseline and the information collected through elaborate workshops with all relevant process owners and stakeholders. ....

## ***Structure of this Document***

# ***SYSTEM OVERVIEW***

## ***System Application***

Provide a brief description of the system, including its purpose and uses.

## ***System Organization***

Describe the operation of the system by the use of a chart depicting operations and Inter-relationships.

## ***Software Inventory***

List the software units, to include name, identification, and security considerations. Identify software necessary to resume operation of the system in case of emergency.

## ***Information Inventory***

Provide information about data files and databases that are produced or referenced by the system.

### ***2.4.1. Resource Inventory***

List all permanent files and databases that are referenced, created, or updated by the system.

### ***2.4.2. Report Inventor***

List all reports produced by the system. Include report name and the software that generates it.

## ***Infrastructure Inventory***

Provide all hardware equipment, network, firewall, OS used by the application

## ***Processing Overview***

Provide information that is applicable to the processing of the system. Include system restrictions, waivers of operational standards, and interfaces with other systems.

## ***Communications Overview***

Describe the communications functions and process of the system.

## ***Security***

Describe the security considerations associated with the system.

# ***DESCRIPTION OF RUNS***

## ***Run Inventory***

List the runs showing the software components, the job control batch file names, run jobs and purpose of each run if any portion of the system is run in batch mode. For online transaction-based processing, provide an inventory of all software components that must be loaded for the software system to be operational.

## ***Run Sequence***

Provide a schedule of acceptable phasing of the software system into a logical series of operations. If the system is a batch system, provide the execution schedule, which shows, at a minimum, the following:

- Job dependencies
- Day of week/month/date for execution
- Time of day or night (if significant)
- Expected run time in computer units

## ***Diagnostic Procedures***

Describe the diagnostic or error-detection features of the system, the purpose of the diagnostic features and the setup and execution procedures for any software diagnostic procedures.

## ***Error Messages***

List all error codes and messages with operator responses, as appropriate.

## ***Run Descriptions***

Provide detailed information needed to execute system runs. For each run include the information discussed in the subsequent sections.

### ***3.5.1. Control Inputs***

Describe all operator job control inputs - for example, starting the run, selecting run execution options, activating an online or transaction-based system, and running the system through remote devices, if appropriate.

### ***3.5.2. Primary User Contact***

Identify the user contact (and alternate if appropriate) for the system, including the person's name, organization, address, and telephone number.

### ***3.5.3. Data Inputs***

Describe the following if data input is required at production time:

- Who is responsible for the source data
- Format of data
- Data validation requirements
- Disposition of input source and created data

### ***3.5.4. Output Reports***

Identify the report names, distribution requirements, and any identifying numbers expected to be output from the run. Describe reports to be produced from the system run by other than standard means.

### ***3.5.5. Restart/Recovery Procedures***

Provide instructions by which the operator can initiate restart or recovery procedures for the run.

### ***3.5.6. Backup Procedures***

Provide instructions by which the operator can initiate backup procedures. Cross-reference applicable instructions with procedures in the contingency plan.

### ***3.5.7. Problem Reporting/Escalation Procedure***

Provide instructions for reporting problems to a point of contact. Include the person's name and phone numbers (that is, office, home, pager, etc.).