State of Michigan

(Insert System or Project Name Here)

Maintenance Plan

# General Information

|  |  |  |  |
| --- | --- | --- | --- |
| System or Project ID/Acronym: |  | Creation Date: |  |
| Client Agency: |  | Modification Date: |  |
| Author(s): |  | DTMB Authorized by: |  |

# Privacy Information

This document may contain information of a sensitive nature. This information should not be given to persons other than those who are involved with this system/project or who will become involved during its lifecycle.

# Change Control

| Revision Date | Author | Section(s) | Summary |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

# 1. Overview

## 1.1 Background

## 1.2 Scope of Maintenance

## 1.3 References

# 2. Product Status

# 3. Maintenance Team

## 3.1 Roles and Responsibilities

| Role | Name | Organization | Responsibility | Percent of Time |
| --- | --- | --- | --- | --- |
| Business Owner (User Point of Contact (POC))(AKA Product Owner) |  |  | * Is the authorized approver for all application changes?
* Represents       as the single POC for application changes unless otherwise noted in SEM-0931.
* Approves the results of User Acceptance Testing.
* Authorized approver for all request for change (RFC’s) to application.
 |  |
| DTMB- System Owner/User Point of Contact (POC) |  |  | * Overall responsibility and accountability for system performance and data.
* Assigns and approves all project activities
* Represents       as the single POC for project assignments.
* Approves the results of Quality Assurance Testing.
* Maintains the Maintenance Plan and obtains the customer's agreement to any changes to the plan after Go/Live of the application
 |  |
| Project Manager |  |  | * Daily planning and control of project.
* Manages and coordinates technical effort.
* Evaluates all requests and assignments from DTMB System Owner and assigns to the appropriate staff member.
* Provides consistent and timely communications with DTMB System and Business owners.
* Final sign off of all project assignments prior to forwarding to DTMB System Owner for approval.
* Provides Business Owner and DTMB System Owner and Leadership with project status (PPM Tool) reporting.
* Processes any change requests to the project.
* Approves all time charged to the project.
* Identifies/records and maintains Risk/Issues logs.
* Identifies and maintains Corrective Action Plan (if needed).
 |  |
| Project Manager’s Manager |  |  | * Provides support and guidance to the project manager and team. Ensures project staffing. Resolves and facilitates communications between client and support group.
 |  |
| Systems Programmer/Analyst Support Staff/ Development Tester |  |  | * Analyzes assignments and performs the technical requirements of the task including estimating, coding, testing, documenting, and implementing.
 |  |
| Quality Analyst/Business Analyst |  |  | * Reviews deliverables from a QA perspective. Provides guidance and assistance on process matters.
 |  |
| Quality Assurance Tester |  |  | * Performs Quality Assurance Testing based on the documented plan
* Cannot be performed by the developer of the change.
 |  |
| User Acceptance Tester |  |  | * Performs User Acceptance Testing based on the documented plan
* Cannot be performed by the developer of the change.
 |  |
| Configuration Manager  |  |  | * Implements (installs) the application changes into Production.
* Cannot be anyone involved in creation or testing of the change(s).
 |  |
| Database Administrator (if needed) |  |  | * Implements the Database changes into Production.
* Cannot be anyone involved in creation or testing of the change(s).
 |  |

# 4. Management Approach

## 4.1 Management Priorities

## 4.2 Task Estimates

## 4.3 Assumptions, Constraints, and Dependencies

# 5. Technical Approach

## 5.1 Types of Maintenance Activities

## 5.2 Configuration Management

## 5.3 Risk Assessment

## 5.4 Testing

## 5.5 System Protection

## 5.6 Special Processes

## 5.7 Maintenance Records and Reports

## 5.8 Training

## 5.9 Documentation

## 5.10 Quality Assurance Activities

## 5.11 Related Forms

# Approval Information

The signatures relay an understanding of the purpose and content of the document by those endorsing it.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Approve |  | Approve with Modifications |  | Reject |

Comments:

**Approval Signatures**

| Role | Name/Title | Signature | Date |
| --- | --- | --- | --- |
| Business Owner |  |  |  |
| DTMB System Owner |  |  |  |
| Project Manager |  |  |  |

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State of Michigan

Maintenance Plan

Instructions

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**Template Revision History**

| Revision Date | Author | Section(s) | Summary |
| --- | --- | --- | --- |
| 01/2017 | SEPG | All | Added Business Owner role and detailed the responsibility of approving UAT results and authorizing changes to production (authorized approver).Update the title of DTMB System Owner to clarify that this is a DTMB role.Added responsibility of DTMB System Owner to accept Quality Assurance Test Results.Aligned terminology of Project Leader to Project Manager.Added responsibilities to the role of Project Manager for maintaining the Issue/Risk logs, Time approval and status reporting. Added template revision history and updated footers to new standard. Added instructions indicating that this form is created during new development to indicate the roles and responsibilities once the application goes live. Added instructions indicating that this form (specifically names of the individuals filling each role) must be maintained from Go/Live until the application is retired. |
|   |  |  |  |

This document is a living document. It is initially drafted and approved during new application development to communicate who/how maintenance of the application will occur after Go/Live.

The Maintenance Plan and the Software Configuration Management Plan serve as the ongoing list of individuals authorized to approve changes to the application (authorized approvers). This document must contain actual names and must be updated as personnel change over time until the application is retired.

# General Information

**Author(s)**

Record the name of all authors contributing to this document.

**DTMB Authorized by**

Enter the name of the DTMB Client Service Director (CSD) or Information Officer (IO) authorizing DTMB resources to work on the project.

# Privacy Information

# Change Control

This information is to be used to control and track changes made to this system/project document throughout its lifecycle.

# 1. Overview

## 1.1 Background

Provide a high-level description of the project and its background. Clearly indicate if processes are already in place from the development of the system or whether the system has been in maintenance for some time and did not have documented processes. If the processes carried over from development, reference the documents that describe the process. If the processes were not documented before, describe each process in this maintenance plan.

## 1.2 Scope of Maintenance

Describe the software, hardware, documentation and services which are included in the maintenance task assignment/contract.

State the parameters that are being set for the project(s). This may include areas such as work assignments; type and frequency of customer/client meetings; requirements analysis; project(s) characteristics, etc. Also, list any areas specifically excluded from the project(s), i.e., acquisition of hardware/software, etc.

Describe the nature of the maintenance to be performed. Is it ongoing (e.g., several resources are assigned and funded for a given period of time and they maintain the system) or is it for a specific project (e.g., a specific enhancement to be performed, or additional functionality to be added).

## 1.3 References

Identify sources of information used to develop this document, such as IEEE or project documentation.

# 2. Product Status

Identify the status of the products included in the scope at the time the maintenance task assignment/contract is initiated. This would include version numbers, release numbers and any known defects.

# 3. Maintenance Team

Identify all team members by functional job description (e.g., all maintenance team members, functional area members, and approvers). State the approximate percentage of each team member's time that will be required to be devoted to the project(s).

## 3.1 Roles and Responsibilities

# 4. Management Approach

Describe the priorities for managing the project; tracking and controlling the project; assumptions, constraints, or dependencies associated with the project; risk management issues; project estimates (sizing and time); staffing requirements (skills and resource load); and information on overall schedule and project deliverables. Provide an overview of how activities will be tracked to completion and how the project schedule/cost will be kept under control.

## 4.1 Management Priorities

Describe in general the approach for determining priorities.

## 4.2 Task Estimates

Describe the process for determining estimates for tasks received. Estimate the task's size and the time required for completion. Estimates may be based on information such as the projects objectives, and information gathered during interviews, know requirements, and skill/experience levels. Estimating approaches may include a defined time frame for each type of task based on tracking of actual times versus planned, over a period of time. Target response time and clearance time for problems/change requests.

## 4.3 Assumptions, Constraints, and Dependencies

List all known assumptions, constraints and dependencies that could potentially affect maintenance of the project. An example of an assumption would be that the tasks for the project do not change significantly after they have been approved. A constraint is normally a situation that limits the resources that can be used to accomplish project maintenance. For example, the budget is restricted requiring extra coordination to insure agreement on what tasks can be accomplished with the resources available. A dependency is an event or chain of events, outside the manager’s control, that must happen for the project to be successful. For example, testing of project(s) will depend on installation, by 10-1-2002, of a LAN backbone and connections by the Telecommunications area.

# 5. Technical Approach

## 5.1 Types of Maintenance Activities

The activities for maintenance changes are a shortened version of the development stages. The types of changes that are included in the maintenance task assignment/contract: problem resolution (corrective), enhancements, interface modifications (adaptive).

## 5.2 Configuration Management

Describe the configuration management process. Describe the change control activities. This includes how the change is initiated by the customer or the maintenance team and the process for analysis, risk assessment, design, coding, testing, and installation of a new release of the software including changes to project documents.

Include the process for corrective changes that are made on an emergency basis to keep the project operational.

## 5.3 Risk Assessment

State all potential risks associated with the change being implemented. Describe the elements of the risk, and state how the risk will be handled during task implementation.

## 5.4 Testing

Describe the process for testing the changes.

## 5.5 System Protection

Describe the process for protecting unauthorized access to the project(s).

## 5.6 Special Processes

Identify special purpose programs that are planned/regularly scheduled maintenance activities such as mass changes, database modifications, backup and recovery, etc.

## 5.7 Maintenance Records and Reports

Describe the format of records of maintenance activities performed and frequency of issue to customer.

List reports which will be produced and frequency of issue. These should include:

* List of requests for assistance or customer problems and the status of each.
* List of corrective actions including their priorities and results, if available.
* Failure rates and maintenance activity metrics.

## 5.8 Training

Describe the periodic or established training required for customers and maintenance team.

## 5.9 Documentation

Describe the documents that are maintained as part of the maintenance effort.

## 5.10 Quality Assurance Activities

Describe the activities and the process for reviewing the maintenance process to determine that activities are occurring as planned.

## 5.11 Related Forms

# Approval Information