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| logo_bcgov | **Corporate Services for Natural Resource Sector****Information Management Branch** |

**Maintenance Plan for
 <Application(s) or Business Area>**

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# Version Control

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# Introduction

## Purpose

This document defines the on-going maintenance and support requirements for a newly developed application or collection of applications supported within one business area. Plans should identify the frequency of maintenance releases, if/when the application cannot be modified (freeze times) and who to contact.

A maintenance plan should be created on launch of a new application and updated at least every two years or when the support vendor changes.

## Audience

This document is directed at vendors and ministry staff who will be managing applications.

## Definitions

The following definitions apply throughout this document.

### Ministry

Unless otherwise specified, "Ministry" is taken to mean any ministry or government agency for which the Natural Resource Sector CIO has information management responsibility.

### Application Delivery

The Application Deliveries Group is responsible for the migration and implementation of new releases of applications throughout the Sector.

### Application Administrator

The Application Administrator is the business area staff member responsible for the application.

### Business Portfolio Manager (BPM)

The BPM is the IMB representative responsible for application specific technical services provided to the business area.

### Release

A release is defined as: #.#.# = Major.Minor.Patch. The first release of a net-new application is typically 1.0.0. Thereafter, follow these conventions:

* Major numbers are to be used when the application significantly changes architecture, business functionality or end user organization.
* Minor numbers are to be used when the application changes business functionality.
* Patch numbers are to be used when the application requires fixes or configuration changes, but no change to business functionality is intended.

The actual release number will be determined by Application Delivery personnel.

### Release Iteration Number and Delivery Tag

When a new Release is ready for QA the person depositing the Release in to Subversion will create a tag copy of the latest revision. The tag folder and the tag label will be the Release Number followed by a fourth number, called the Release Iteration Number (RIN). This will follow the form #.#.#.#. The RIN starts at 0 and increments with each redelivery of the Release. Code may be committed to Subversion at anytime, but only a Delivery Tag will identify when code has been delivered for QA. It is not represented in the application or documentation, but is simply there to uniquely tag the code committed for delivery, rather than code that may be committed to preserve the work done so far. The RIN resets to 0 when the Release changes.

## Contacts

All inquiries regarding these standards should be directed to the Business Portfolio Manager assigned to the application or business area.

# Facilities and Resources

This section identifies the facilities and resources to be used for system operation and maintenance. It should cover at least the following elements:

* Personnel, including positions, general qualifications, and specialty skills needed and a percentage of time dedicated to system operation or maintenance, if not full time.
* Building space, including for example, rooms and space within rooms, also specialty areas such as: workshops, raised floors, additional air conditioning, additional power, and communications trunks.
* Furniture, equipment, and tools.
* Training needed for operations & maintenance personnel, including off-site courses, on-site courses, and hands-on training on the system itself.
* Funding, including the amount needed each year and sources. Attempt to predict future costs, including unusual items such as end-of-life replacement.

## Deployment Diagram

This section allows for the visual depiction of the application(s) deployment on the servers involved. See the [Deployment Patterns](file:///%5C%5CJUJUBE%5CDYDAWSON%24%5CDeployment%20Patterns%5CDeployment_Patterns.pdf) standard and the [Standards for Application Diagramming](file:///%5C%5CJUJUBE%5CDYDAWSON%24%5CDeployment%20Patterns%5CStandards_for_Application_Diagrams.1.0.0.docx).

# Maintenance

This section describes policies and high-level procedures governing maintenance of the system. It should address both proactive [preventive] and reactive [corrective] activities needed to keep the system fully operational.

In general, the following information should be included in this section:

* Preventive maintenance activities and the time schedule or other triggers for each activity
* Corrective maintenance activities, the relative urgency of each, and the maximum target response and correction times for each type of fault
* Policies with regard to purchase of spare equipment, manufacturer or vendor maintenance agreements or extended warranties, and third party maintenance contracts
* Parameters used to monitor the effectiveness of system maintenance, and how those data are to be collected and reported
* Procedures for coordination with operations personnel and activities
* Demarcation of responsibilities relative to maintenance by other parties and procedures for coordination with personnel responsible for interconnected systems or components that are not part of this system
* Expected growth rate for data storage.

## Release Frequency

In order to effectively support the applications managed by the Information Management Branch, a clear release plan with the frequency of releases must be identified. Where possible, development efforts should be aggregated to reduce the number of releases to a maximum of three per year.

## Application Patch Windows

### Critical Business Times

The application(s) must not be patched except under emergency instances during the following timelines:

* March 15 to October 15 <identify any critical periods for the business area where system down time will not be tolerated>

### Patch Notification Lead-time

The business are must be notified in accordance with mutually agreed upon lead times negotiated between the BPM for the business area and the Application Administrator.