

ERA Business Process Name:

System Maintenance

Process Owner:

Erum Welling

Description:

This process describes the System Maintenance Process life cycle. It outlines the process to plan, monitor, and schedule and perform software or hardware maintenance.

Primary Product:

Triggers:

Deployed system, hardware/software refresh or new installations

Purpose:

The purpose of the System Maintenance Process involves actions that improve the ERA System software or hardware components by repair, replacement or upgrade on a predefined maintenance schedule.

Standard Path:

Steps	Description of Activity	Responsibility
1.	Analyze software/hardware vendor maintenance and warranty plans. Use the analysis as input to develop a Maintenance Plan and create a schedule to perform preventive maintenance. Review the Maintenance Plan with the Customer and update with the Customer input and agreement.	SOC Team
2.	Monitor the Maintenance Plan (as part of maintenance planning process) to determine when maintenance should be scheduled.	SOC Team
3.	If it is time for scheduled maintenance, go to step 4. If no, go to step 2.	SOC Team
4.	If maintenance can be deployed as scheduled, go to step 5. If no, notify the SOC Manager and the ERA Customer that maintenance must be rescheduled. Go to step 6.	SOC Team
5.	Deploy the scheduled maintenance during the planned maintenance window. Notify the Configuration Management (CM) Team and Change Control Board (CCB). Test the maintenance before deployment if required.	SOC Team
6.	Update the Maintenance Plan schedule with input from the ERA Customer and SOC Manager. Go to step 2.	SOC Team