Introduction

Purpose

The purpose of this support plan is to guide the support of *(your product or service and the url to access it here)*

The scope of this support plan includes support for:

*List the scope of the support plan, what is covered and what is not.*

Intended Audience

*List the primary and secondary audiences for this document. i.e. Who will be using this document to provide support for the product or service*

**1. Support Objectives and Assumptions**

**1.1. Support Objective**

The support objectives for this document are: *List the aims, goals of this support plan*

**1.2. Support Assumptions**

*List the assumptions you are making related to the support for your product or service, for example: Support will be available for this service 24-7, 7 days a week*

**2. Support Strategy and Environment**

**2.1. Support Strategy**

*Use this section to describe how long the support plan will exist, frequency of revisions to the plan, what are the requirements for implementing changes and new releases*

**2.1.1. Support Lifetime**

*Document the timeframe you plan for the support plan to be in place. List the conditions that require a review of the support plan to capture necessary updates, e.g., every 6 months, a major release of the product, etc.*

**2.1.2. Release Strategy**

*Describe how you determine when to release a new version of your product or service. Describe the process that you will use to create the new version.*

**2.1.3. Release Process**

*Describe the steps that you will take before you release a new version of your product or service. May include information about quality assurance testing, review board, change management, etc.*

**2.1.4. Acceptance Criteria**

*Describe, in measurable terms, what must be done for the project to be acceptable to the client, stakeholders and end-users who will be affected by the project. Some suggested criteria might be:*

* *Major functions*
* *Production Readiness Review*
* *Personnel level required to use/operate a deliverable*
* *Performance levels*
* *Capacity*
* *Accuracy*
* *Availability*
* *Reliability*
* *Operational costs*
* *Security*

**2.2. Support Environment**

*Describe the technical environment that this service or product requires and any special requirements or issues surrounding that environment. If there are multiple environments for development, evaluation, production, list those.*

**2.2.1. Software**

|  |  |  |
| --- | --- | --- |
| **Platform** | **Vendor Version** | **URL** |
|  |  |  |
|  |  |  |

**2.2.2. Hardware**

**2.2.3. Databases**

**2.2.4. Data Exchange**

**2.2.5. Contact Information**

*List all of the key contacts for this support plan, including vendor contact information, if necessary*

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role** | **Contact Information** | **Email Address** |
|  |  |  |  |
|  |  |  |  |

**2.2.6. Problem Referral Contacts**

*Use this list for the final production environment for the service or product. Examples might be who to contact if a server goes down, for login or connection problems, etc.*

|  |  |  |
| --- | --- | --- |
| **Client Reported Problems** | **Refer To** | **Contact Info** |
|  |  |  |
|  |  |  |

**2.2.7. Licensing, data rights, and expiration of licenses**

*Provide a list of licenses, or a location or contact for this data, and include the process for license renewals*

**2.2.8. Security and Privacy Concerns**

*List any access restrictions for viewing, update, etc.*

**3. Support Responsibilities**

**3.1. Software Maintenance**

*List who provides maintenance of the software and how they can be contacted. List any appropriate URLs.*

**3.2. System Administration**

*List who provides the systems administration for the hardware and how they can be contacted. List any appropriate URLs.*

**3.3. Operational and user support**

*Consider the criticality of the application to the business function to determine hours and response time and types. Define objectives for maintaining the integrity of the system through data backup and disaster recovery. This information is often found in an MOU-Memorandum of Understanding, or an SLA-Service Level Agreement, or a Service Description.*

**3.4. Database Administration**

*List who provides the systems administration for the database and how they can be contacted. List any appropriate URLs.*

**3.5 Data Exchange/System Dependencies**

*List other systems or databases that:*

* *exchange data with this product or service*
* *are dependent on this product or service*
* *this product or service is dependent upon*

**4. Support Approach**

**4.1. Monitoring and Control**

*Describe how you monitor your service. This could be automated monitoring that notifies Computer Operations or someone else. It could be manually checking some aspect of your service.*

**4.2. Regression Test Case**

*Describe some tests that you would always run when making any change to ensure that you don't introduce errors when making changes. Link to your actual test cases.*

**5. Support Resources**

**5.1. Support Budgets**

*Develop and document cost estimates for providing ongoing support. Identify timing for when costs are expected to occur as the system and support are developed and deployed. Consider growth management, hardware replacement, system/database software upgrades, including a schedule to review growth estimates against actuals.*

**5.2. Other Resources**

**6. Document History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Draft** | **Date** | **Edits/Addition(s) by** | **Comments** |
|  |  |  |  |
|  |  |  |  |