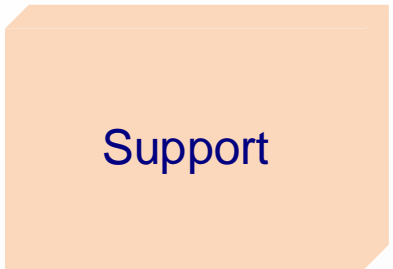
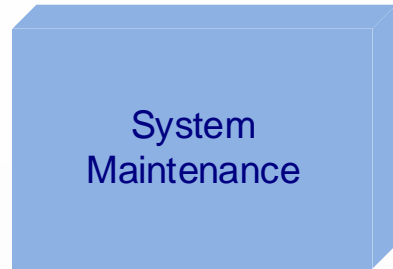
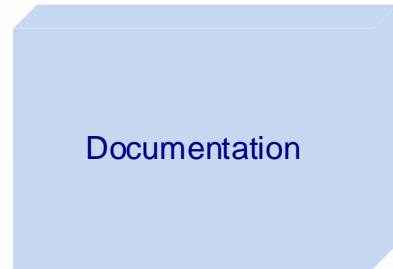


Software Support Lifecycle



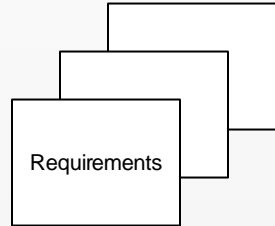
- Original Requirements
- Environment Diagram
- Support Documentation
- Database schema

- Proactive maintenance
- Monitoring
- Regular Review
- Log, backup checking

- Ticket Support
- Dedicated Engineer
- Cross Engineer support
- Coordinated Response

- Toolset Upgrades
- Platform support
- Browser support
- PC OS Support
- Database upgrades

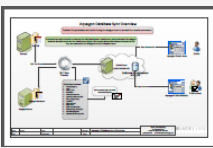
- Functional adjustments
- Bug Fixes
- New features
- Controlled change
- Version Control



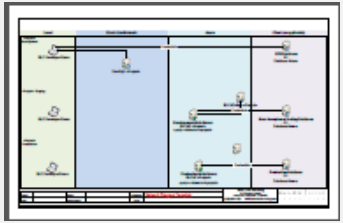
Support



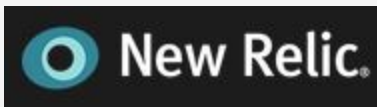
Database Schema



Process Design



Environment Documentation



Software Development Lifecycle

Client:	Aquagon	Proj #:		Document:	Software Support Lifecycle
Date:		Project Name:		Desc:	

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