**Support & Maintenance Plan**

**Project:** Telco Cloud Migration  
**Date:** May 2025

**1. Overview**

This plan details the post-migration support and maintenance approach to ensure stability, performance, and ongoing user satisfaction.

**2. Support Model**

* **Tier 1:** Help Desk – initial user support, incident logging, and basic troubleshooting
* **Tier 2:** Technical Support – escalated technical issues, cloud operations team
* **Tier 3:** Vendor Support – complex issues requiring cloud provider engagement

**3. Support Hours**

* Monday to Friday, 8:00 AM to 6:00 PM local time
* On-call support for critical incidents 24/7

**4. Maintenance Activities**

* Regular backups and disaster recovery drills
* Security patching and updates as per cloud provider recommendations
* Performance monitoring and tuning
* Capacity planning and scaling

**5. Service Level Agreements (SLA)**

* Incident response time: Critical – 30 minutes, High – 2 hours, Medium – 4 hours
* Resolution time: Critical – 4 hours, High – 1 business day, Medium – 3 business days
* Uptime target: 99.9% monthly