Tasks for Operation

Task 1 - Validated the Problem

* System maintenance projects identify the problem using the word “bug”.
* Some of the bugs are identified by the user when the system does appear to be operating correctly.
* The first step a system analyst must do is to validate the problem.
* If the problem cannot be resolved, then the system should be suspended until the problem recurs and the user can explain the reasons which it occurred.
* The user who came across the problem should be the one who re-creates the system.

Task 2 – Benchmark the Program

* A copy of the program should be given to a system analyst to benchmark the program.
* Programs should be executed and tested to establish a baseline against modified programs and applications.
* This task can be performed by the system analyst or the programmer.
* Data may exist as a repository, a form of system knowledge.
* The data should be executed again and verify the benchmark.
* The data should be analysed to make sure it’s complemented and revised.

Task 3 – Study and Debug the Program

* Study and debug the program to fix:
* Poor program structure.
* Prior maintenance.
* Dead code.
* Poor or inadequate documentation.

Task 4 – Test the Program

* Unit testing – makes that the program fixes the bug without any errors that affect the program.
* System testing – makes sure the whole application is modified and is still operating.
* Regression testing – extrapolates the impact of the changes on the system performance by analysing the before-and-after performance.
* Version control – keeps track of all the changes made to program.

Tasks for support

Task 1 – Analyse Enhancement Request

* New business problems should be directed to a downsized version of the problem analysis phase. The enhancement will be directed properly to downsized versions of requirements analysis, decision analysis, design, implementation and construction.
* New technical requirements must be directed to decision analysis before design, construction and implementation.
* New design requirements should be directed to design, construction and implementation.

Task 2 – Make a Quick Fix

* Changes the can be made without:
* Restructuring stored data.
* Updating stored data.
* Inputting new data.
* In other words reports and outputs can be written in 4 GL’s.

Task 3 – Recover Existing Physical Data

* Updating repository and documentation for changes.
* Database recovery and restructuring.
* Program analysis, recovery and restructuring.

User Feedback from 1st year IT Student

* Some of the tasks are simple to understand.
* Easy to interpret and are explained in detail.