Maintenance:

Four major activities occur within maintenance:

* Obtaining maintenance request
* Transforming requests into changes
* Designing changes
* Implementation of changes

Analogy between SDLC and system maintenance:

* Planning => Maintenance request
* Analysis => Transforming requests into changes
* Design => Designing changes
* Implementation => Implementation of changes

Cost of maintenance:

* Latent defect
* Number of customers for a given system
* Quality of documentation
* Maintenance personnel
* Tools
* Well-structured program

Maintenance Process:

