Here is the final section of your Software Requirements Specification (SRS) document:

**🛠️ 9. Maintenance & Support Plan**

**Project:** *FreelancerConnect*  
**Prepared By:** [Your Name]  
**Purpose:** To outline how the system will be monitored, maintained, and supported post-deployment to ensure reliability and performance.

**🔁 1. Maintenance Types**

| **Type** | **Description** |
| --- | --- |
| **Corrective** | Bug fixes, error resolution, and unexpected issue handling. |
| **Adaptive** | Adjustments required due to changes in operating systems or third-party APIs. |
| **Perfective** | Enhancements in performance, UI/UX, or minor feature upgrades. |
| **Preventive** | Refactoring code, removing deprecated APIs, and improving security. |

**⏰ 2. Maintenance Schedule**

| **Frequency** | **Activity** |
| --- | --- |
| Weekly | Log review, uptime verification, bug triage |
| Monthly | Performance testing, API load monitoring |
| Quarterly | Database optimization, dependency updates |
| Bi-annually | Security audit and compliance check |

**🧑‍💻 3. Support Team Roles**

| **Role** | **Responsibility** |
| --- | --- |
| Backend Developer | Monitor APIs, fix bugs, database optimization |
| Frontend Developer | UI/UX issues, deployment issues |
| DevOps Engineer | CI/CD pipeline, server issues, backups |
| Support Executive | Handle customer/user-reported issues |
| QA Tester | Regression and smoke testing post-fixes |

**🔍 4. Monitoring Tools & Logs**

| **Tool** | **Purpose** |
| --- | --- |
| **Prometheus** | Application performance metrics |
| **Grafana** | Visualization of server metrics |
| **Logstash/ELK** | Log aggregation & error tracking |
| **Pingdom** | Uptime monitoring |
| **Sentry** | Real-time frontend/backend error logs |

**🛡️ 5. Security & Compliance**

* Use HTTPS (SSL/TLS) for all frontend/backend communication
* Implement JWT token expiration & refresh
* Regularly update dependencies (npm, Maven)
* Set up firewall rules and IP whitelisting on cloud server
* Backup critical data daily
* Compliance with GDPR (user consent, data deletion)

**📝 6. Incident Response Plan**

| **Scenario** | **Action Steps** |
| --- | --- |
| Server Down | Alert via uptime tool → SSH into server → restart process |
| Payment Gateway Failure | Log transaction → Notify finance/admin → Retry queue implementation |
| Security Breach Detected | Lock affected accounts → Investigate logs → Notify users → Patch & report |
| High Latency / Load | Auto-scale backend (if cloud-hosted) or optimize DB queries |

**💬 7. Communication Channels**

* **Slack / Microsoft Teams** – Internal Dev Team Chat
* **Jira / Trello** – Bug & Issue Tracking
* **Freshdesk / Zendesk** – Client Support Ticketing
* **Email Notifications** – System alerts, downtime, or breach

**📦 8. Documentation & Handover**

* Maintain the following as part of the support lifecycle:
  + API Documentation (Swagger/OpenAPI)
  + Deployment Guides
  + Admin Manual
  + User Manual
  + Architecture Diagram
  + Change Log

**✅ 9. SLA (Service Level Agreement)**

| **Metric** | **Target** |
| --- | --- |
| Uptime | 99.5% per month |
| Response Time | ≤ 2 seconds avg. |
| Bug Fix Turnaround | Within 48 hours |
| Feature Request | Within 15 working days |

🎉 **SRS Complete**

You now have a complete and professional **Software Requirements Specification** (SRS) document for your freelancing platform.

Would you like help creating the next document (e.g., **System Design Document**, **API Specification**, **ER Diagram**, etc.)? Just say the word!