**CHAPTER IX**

**SYSTEM MAINTENANCE PLAN**

1. **MAINTENANCE PROCEDURE**

After the system is delivered to the client, maintenance services is provided to make sure that the system keeps on performing as expected. As a primary quality characteristic, maintainability should be specified, reviewed, and controlled during system development activities in order to reduce maintenance costs. When done successfully, the system maintainability will improve. Maintainability is often difficult to achieve because the sub characteristics are often not an important focus during the process of system development. The presence of systematic processes and techniques helps to enhance the maintainability of system. In preventing the system from any malicious firmware and errors. The proponents provide an activities such as inspections, testing’s, adjustments, parts replacements and general practices to detect some problems, correct incipient failures and ensure the maximum reliability of the data before they occur or before they develop into major defects that result in costly downtime. Controlling the performance of the system is scheduled and performed in accordance with the proponents. When the system abruptly fails or generates an error, the proponents performs the task to repair or replace failed the system so that the data can be restored to an operational condition as soon as possible. The maintenance is usually for a specified and agreed period of time.