# Facility Management Services for Existing Mobile Applications: -

The deployed resources shall be responsible for the following activities during the maintenance phase of the application: -

* + - Shall perform ongoing day-to-day changes and enhancements to Mobile App as per the need/ requirement of RISL/ line department.
    - Shall ensure define change management procedures to ensure that no unwarranted changes are carried out to the application. All the changes carried out by firm must be formally approved by RISL/ line department and recorded too and shall be done at no additional financial impact to RISL/ Line department.
    - Shall do proper version management of these configurations as the configurations may be changed from time to time. This is required to ascertain changes made to these configurations at different stages as well as have functional configurations.
    - Shall Provide day to day functional and technical support to RISL/ DoITC/ Line Department through email; phone or through remote assistance to address, analyze and fix any technical glitches within the existing features. The scope of technical support Includes rectification of errors within the already developed solution, content management addition or removal of feature(s) from the developed solution etc.
    - Shall be responsible for Maintenance of staging and production environment of IBM’s Mobile First Platform Server.
    - Shall perform Performance Tuning and ensuring resilient performance of the developed application.
    - Maintain Service Level Agreement adhering to SLA requirement of the project.
    - Shall Check status and take remedial actions, in case of problems/ bugs are reported.
    - Shall maintain the Documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems.
    - Shall be required to incorporate necessary features in the application to automate the back-up of database at regular intervals such as daily, weekly, monthly etc.
    - Shall perform the proper hand-holding of the developed application to RISL/ line department.
    - Shall perform the Other Activities as:
      * Application Enhancement and modification, configuration, etc.
      * Debugging, modification, tuning, monitoring and updating in the mobile Application as and when required by the user department for smooth functioning of the application
      * Ensures that the application works properly
      * Proper version control and configuration management of the source code
      * Provide first level of support (L1) for logging and resolution of the compliant and bug fixing of the application
      * Supervision and training to the personnel of user department on new features added to the implemented application software.