**1. What is the Application Support ?**

-- It refers to services and resources provided to assist user with a Software application.

**1.1 Types of application support**

1. User Support: This type of support is geared towards assisting end-users with their day-to-day interactions with the application. It involves addressing user inquiries, troubleshooting issues, and providing guidance on using the software effectively.

2. Technical Support: Technical support goes beyond basic user assistance and focuses on resolving complex technical issues. This may involve debugging software, identifying and fixing software bugs, and addressing issues related to system compatibility.

3. Maintenance and Updates: This support involves managing software updates, patches, and maintenance tasks. Ensuring that the application is up to date with the latest features and security fixes is crucial.

4. Training and Onboarding: Application support teams often provide training and onboarding services to help users become proficient in using the software. This includes creating user guides, conducting training sessions, and offering online tutorials.

5. Documentation and Knowledge Management: Maintaining comprehensive documentation, including FAQs, knowledge bases, and user manuals, is important for enabling users to find answers to common questions and issues.

6. Performance Monitoring and Optimization: Monitoring the application's performance, identifying bottlenecks, and optimizing its performance are essential to ensure a smooth user experience. This type of support may involve proactive performance tuning

7. Security and Compliance Support: Focusing on application security, this support type includes implementing security measures, managing user access and permissions, and responding to security incidents. It also ensures compliance with relevant regulations.

8. Data Management and Backup: For applications that handle data, this support type involves managing data backups, ensuring data integrity, and planning for data recovery in case of loss.

9. Customization and Integration: Some applications require customization or integration with other systems to meet specific user or organizational needs. This support type involves tailoring the software to suit those requirements.

10. 24/7 or On-Call Support: Depending on the criticality of the application, some organizations offer round-the-clock support to address issues that may arise at any time.

11. Vendor or Third-Party Support: In cases where organizations use third-party or vendor-provided software, vendor support may be available. This type of support involves reaching out to the software provider for assistance.

The specific types of application support required can vary based on the nature of the software, the organization's needs, and the complexity of the application. Many organizations combine multiple types of support to ensure comprehensive assistance for their software users.

2. Team structure in organization