Version History

Ver. No.	Authors	Date	Reviewers	Review Date	Release Date
1.0	Application Support Team	27-Aug-2018	QMF	31-Aug-2018	03-Sep-2018
2.0	Application Support Team	2-Dec-2019	QMF	13-Dec-2019	16-Dec-2019
3.0	Application Support Team	02-Nov-2020	QMF	06-Nov-2020	10-Nov-2020

Change History

Ver. No.	Section	Date	Change Information	RFC No.
1.0	All	03-Sep-2018	New Release	-
2.0	All	16-Dec-2019	Annual Review	-
3.0	All	10-Nov-2020	Annual Review	-

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Application Support Process

1.0 Objectives
The objective of this document is to define the process for the Application Support Team.

2.0 Scope
This process applies to all the processes, and / or sub processes under the purview of the Application Support Team.

3.0 Policy

3.1 Policy Statement
- NA

3.2 Framework to Support or Implement this Policy
- The stated policy is implemented as per the procedure mentioned below

4.0 References to (checklists, forms, guidelines, lists, standards, templates, other processes)

Process Element	Description	ID
Checklists	NA	
Forms	Risk Management Plan	QMS-L4-FR-MR-03
	Minutes of the Meeting	QMS-L4-FR-MR-04
	Unit Test cases	QMS-L4-FR-ADT-08
	Project Status Report (Support / Managed)	QMS-L4-FR-PM-10
	Release Note	QMS-L4-FR-PM-15
	Requirements Traceability Matrix Form	QMS-L4-FR-ADT-02
	Sign-off for all deliverables	QMS-L4-FR-MTS-11
	Test case form	QMS-L4-FR-ADT-03
	Defect report from	QMS-L4-FR-ADT-04
	Test Status Report Form	QMS-L4-FR-PM-11
	Issue Tracking Sheet	QMS-L4-FR-MTS-02
	Problem & Known error database log	QMS-L4-FR-MTS-03
	Knowledge Base Document Template	QMS-L4-FR-PM-08
	Project Plan	QMS-L4-FR-PM-18
	Project Plan - Resources N Roles	QMS-L4-FR-PM-19
	Project Plan - Access Rights	QMS-L4-FR-PM-20
	Customer Complaints	QMS-L4-FR-MR-16
	Root Causal Analysis	QMS-L4-FR-MR-17
	Project Closure Report Template	QMS-L4-FR-PM-12
	System Study Document	QMS-L4-FR-MTS-05
	Schema assessment /Security Policy document	QMS-L4-FR-MTS-06
	Knowledge Base Document Template	QMS-L4-FR-PM-08
	Handover Form	QMS-L4-FR-PM-05
	Change Request Form	QMS-L4-FR-MR-05

Process Element	Description	ID
	Change Request Register	QMS-L4-FR-MR-06
	Customer Feedback Form	QMS-L4-FR-MR-09
	Improvement Register	QMS-L4-FR-MR-10
	Test Plan Template	QMS-L4-FR-PM-13
	Metric Measurement Report	QMS-L4-FR-MR-19
	Backup Policy Document	QMS-L4-FR-MTS-05
Guidelines	Guidelines for Quality Objectives	QMS-L4-GD-MR-01
	Guidelines for Testing	QMS-L4-GD-ADT-05
	Guidelines for Causal Analysis	QMS-L4-GD-MR-02
Lists	NA	
Standards	NA	
Other Processes		

5.0 Entry Criteria

| Inputs	Source Processes
Issues / Tickets raised from the client	Ticketing Tool / Issue Logs

6.0 Responsibilities

Role	Responsibilities
Project Manager/Project Lead/Project Coordinator	• Responsible for overall process • Manage overall process • Perform development closure activities • Primary Point of Contact for client interaction • Published Estimation • Monthly status
Team Members	• Prepare and rework on code • Prepare Low Level Design Document (LLD) • Responsible for all user acceptance related activities • Install Product / system / software • Responsible for all data migration activities • Prepare Training Material • Prepare Test Cases • Execution of Test Cases • Prepare Defect Report • Prepare all system documents • Ensure customer documents conform to required standards

7.0 Process Description

The Application Support team is responsible for the change requests that are initiated by the client.

Overview Diagram
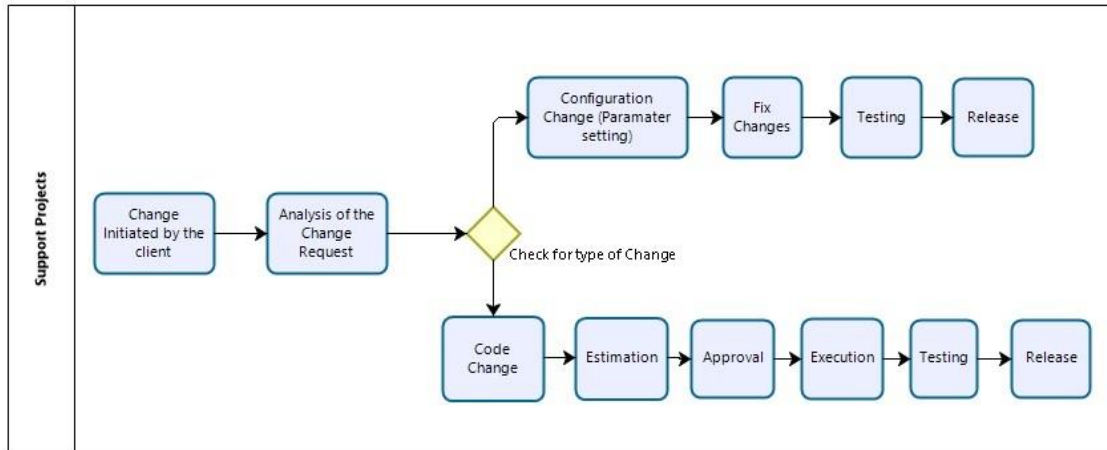
7.1 Procedure for Application Support

- The client initiates a change, which is analyzed by the team
- Internal and external SLA's would have to be defined and approved by the client
- The projects will also follow Project Management Process, wherever applicable
- During analysis the team, confirms regarding the type of change that has been requested. This change can be categorized as:
  - ○ Configurable change
  - ○ Code-based change
- Configurable changes, would include Parameter setting, or any other changes of similar function
- Code base changes would undergo the Software Development Lifecycle (SDLC)
  - ○ Analysis
  - ○ Coding
  - ○ Testing
  - ○ Release
- The team on analyzing that it is a code based change, would estimate for the cost and time required for the execution of the requested change
- Once the approvals for the estimates are received from the concerned stakeholders, the team executes the changes as per Service change management process
- These changes are tested by the resource making the changes, as part of the Unit Testing process
- The changes are then made available to the user for his / her testing and approval of the changes made as per the requirements discussed.
- The changes are released with the final approval from the client, and made available to the final user.

7.2 Procedure for Change Management

7.2.1   Record / Raise Change Request
- Support Coordinator (SC) logs the change request in the issue tracking sheet or identified tool
- PM / SM ensures that all the change requests are recorded using the Request for Change Form

7.2.2   Scrutinize Change Request
- PM / SM :
  - Allocates a running serial number (change request No) to every RFC
  - Scrutinizes the change request to determine whether to accept, reject or defer the request
  - Ensures that the request contains all relevant information and returns the incomplete / improper RFC to the originator of change along with proper remarks
  - Accepts the completed RFC form and forwards it to the Change Analyst for initial impact analysis
  - Assigns a status to the change request in the Status section of RFC

7.2.3   Analyze Change Impact
- Change Analyst assesses the changes to be made and lists out the affected Configurable Items along with its detailed impact in terms of scope, schedule, effort and cost if any, associated with the changes in the Impact Analysis section of RFC
- PM / SM ensures that impact analysis is reviewed as per the Review Process

7.2.4   Accept / Reject Change Request
- PM / SM sends the change for Change Authority Boards (CAB) approval
- CAB accepts / rejects the proposed changes
- PM / SM updates the Status section of RFC accordingly

7.2.5   Implement approved changes to the Configurable Items
- PM / SM updates the schedule and assigns the tasks of preparing the change list to the team member/s and allocates appropriate person/s to implement the change
- The allocated resource obtains the CIs as per the Service Configuration Management Process PR28009, and incorporates the changes
- PM / SM verifies that changes are incorporated in the CI, tracks them as per the change list and ensures that the CI is checked-in as per the Service Configuration Management Process
- PM / SM ensures that change history of the affected CI is updated in the respective documents or using the -Change History Form, wherever necessary

7.2.6   Deploy on Test Environment
- PM / SM ensures that the changes are validated in the test environment as per the Testing Methodology and adequate System and Integration testing and UAT is performed

#### 7.2.7   User Group Tests and Confirm Changes
- User Group Test the changes and accepts details
- PM / SM takes signoff off on the test environment and maintains the Test case report.

- PM / SM deploys the changes in the production environment as per the Service Release Management Process

7.2.8 Update Status of Change Request
- PM / SM:
  - o Updates the Status section of RFC
  - o Maintains information of all the change requests using the Change Request Register, which is also used for reporting status of change request periodically

7.3 Service Release Management
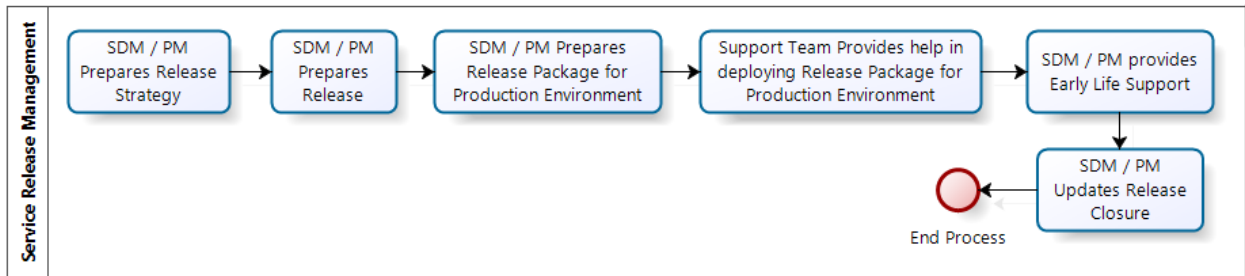
7.3.1 Prepare release strategy plan/policy and review
- PM / SM identifies the release strategy considering the following:
  - o Scope of the release considering New / Changed service to be released
  - o Test results with respect to UAT
  - o Release implementation schedule
- PM / SM ensures that the release strategy is reviewed and approved by the Customer PM

7.3.2 Prepare release / build
- PM / SM performs the following activities for release:
  - o Prepares the release note using the Release Note Form
  - o Shares the rollback plan with the deployment team
  - o Identifies the required configurable items for the release/build as per the Service Configuration Management process
  - o Ensures that the baseline audits are conducted
  - o Prepares the user manual or user instruction if required
  - o Ensures fulfillment of requirement for any other supportive documents as per the SOW

7.3.3. Prepare release/build package for production environment
- PM/SM in coordination with Customer PM ensures required environment exists at the production site for installation.
- PM/SM ensures that the impacted end users and stakeholders are informed about the release schedule
- PM/SM confirms if there are any minor changes with respect to production environment in terms of server IP address, file path changes etc.
- PM/SM gets approval of customer PM for deployment of release in production environment

- PM/SM in coordination with customer PM ensures that the end users are trained if required with respect to new release/build or change service

7.3.4 Deploy the release/build into production environment
- PM/SM in coordination with support team deploys the approved release/build in to the production environment as per the Release note
- PM/SM ensures that the customer PM verifies and validates the release in the production environment
- PM/SM in coordination with the customer PM confirms if the release is successful or not. Incase release is not successful, executes the rollback plan and communicates the same to all stake holders
- PM/SM obtains customer sign-off using the Sign-off Form, and feedback on successful release

7.3.5 Provide Early Life Support (ELS) / Infant care support
- PM/SM ensures that the support team resolves any post implementation operational issues faced by the end user

7.3.6 Release closure
- PM/SM identifies the number of successful/ Unsuccessful releases and performs analysis of the same.
- PM/SM in coordination with the support team ensures that adequate documentation & knowledge base is maintained with respect to release
- PM/SM in coordination with support team ensures that CR/Incident ticket with respect to the change are closed after approval from customer PM

8.0 Quality Mechanisms
- Review of Test Cases

9.0 Quality Objectives

Sr. No	Objectives	Responsibility	Frequency of Measurement	Reporting of Measurement	Target to Achieve
1	Achieve Internal/External SLA Parameter	Project Manager / Project Lead	Monthly	Issue Log / Ticketing System Dump	85%
2	CSAT	Project Manager	Half Yearly	CSAT Form	>=3
3	Reduction in defect count	Project Lead	Monthly	Defect Report	<2

10.0 Identified Risk
- All risks identified for the process will be recorded into the Risk Management Plan (RMP)
- Risks will be reviewed and monitored as per the agreed schedule

11.0   Exit Criteria

Outputs
Weekly / Monthly status report
Minutes of Meeting
Test Case
Defect Report
Issue Log
Change Log
Release Note