Maintenance of mobile applications

Maintenance of mobile applications is a critical activity to ensure their continued functionality, usability and security. Key guidelines include:

- Monitoring analytics [Mandatory]
- User support and feedback[Mandatory]
- Compatibility to new device versions and software[Mandatory]
- Regular updates[Mandatory]
- Security maintenance[Mandatory]
- Performance monitoring[Mandatory]

Monitoring analytics [Mandatory]

Government institutions should apply appropriate analytics tools for monitoring the mobile app to gauge user engagement and behaviour. This will facilitate continuous improvement. At the very least, platform analytics should be reported through Apple iTunes Connect (iOS) and Google App Analytics (Android). Analytics should report how many potential users visited the app store promotion pages, how many downloaded the app, and the user rating on the App Store and Google Play.

User support and feedback[Mandatory]

Provide options for users support and feedback within the mobile app where possible.

Compatibility to new device versions and software[Mandatory]

Continuously assess compatibility of the app to new versions of Operating systems e.g IOS or Android as well as new versions of mobile devices.

Regular updates[Mandatory]

Monitor the application regularly to check for issues and bugs which should be resolved on a timely basis to ensure continued user satisfaction. Regular updates must be provided to address bugs, enhance features, and adapt to evolving technology standards.

Security maintenance[Mandatory]

Regular security audits are essential to protect sensitive government data and maintain public trust. Regular security updates should be done to address any security issues identified.

Performance monitoring[Mandatory]

Monitor the application's performance. Check the speed, friction in usage and load times for the application and make improvements as required so ensure a smooth user experience.