

# Operations and Maintenance

The Operations and Maintenance (O&M) phase involves keeping the software up and running after it has been deployed. This phase involves activities such as monitoring the software, fixing bugs, and making changes to the software as needed. The activities to be carried out in this phase include:

- **Monitor the software[Recommended]** - Monitor performance of the software to ensure it continues to operate optimally. Use available tools to monitor availability and performance
- **Ongoing user training and support[Mandatory]** - Ensure there is a process for conducting ongoing training and awareness as well providing channels where users can report any issues faced with the software. Channels can include an online help desk system and telephone contact. Issues should be logged, classified and resolved in a prioritized manner
- **Change management[Mandatory]** - Changes to software should follow a systematic process with change requests documented and approved before changes are made.
- **Maintaining Software Security[Mandatory]** - Implement security measures such as firewalls and intrusion detection systems, periodic system vulnerability assessments and installing security updates and patches. Refer to RISA security by design guidelines.
- **Backup and disaster recovery[Mandatory]** - Ensure there is a disaster recovery process to ensure the institution's data is not lost should an incident occur.

**Outputs:** Software support issue logs, Updated user and technical documentation

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Revision #2

Created 2 April 2025 19:17:53 by RISA

Updated 7 May 2025 11:31:33 by RISA