

Definition of software support

Software support is provided to users after software has been deployed to Production and users have started using it. Support is usually provided by an internal support team but may also include support from the vendor of the software system if its third party software. It involves resolving arising issues or challenges that hamper effective use of software. It also includes guidance provided to users on correct use of software.

Revision #1

Created 8 October 2025 09:41:50 by RISA

Updated 8 October 2025 09:42:22 by RISA