

EUROPEAN MIDDLEWARE INITIATIVE

ANNUAL MAINTENANCE AND SUPPORT REPORT

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Abstract:

This report contains a consolidated view of the results of all SA1 tasks with particular focus on the compliance with the established processes and procedures and the implementation of the Service Level Agreements with major customers.

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1. INTRODUCTION

1.1. PURPOSE

This document reports on the state of the implementation at the end of the first year of the project of the Software Maintenance and User Support plans described in DSA1.1 and of the Release Management plan described in DSA1.2. The implementation is presented in terms of the main results achieved in the first year of the project, accompanied by metrics and Quality Control checks put in place so far. The SQAP, which complements and extends the plans presented in DSA1.1 and DSA1.2, is also taken into consideration when appropriate.

1.2. DOCUMENT ORGANISATION

The document is organized in three main sections, one for each of the operative tasks of the SA1 work package: software maintenance, user support and release management. Each section is further divided in four parts: brief summary of the main prescriptions foreseen in the plan; status of the implementation, including the presentation of the main results; QC checks and measurements (including KPIs); issues and suggestions for improvement.

1.3. REFERENCES

R1	
R2	
R3	
R4	
R5	
R6	

DOCUMENT AMENDMENT PROCEDURE

<The text can be adapted if needed in case the deliverable needs special amendment procedures. Otherwise leave it as it is.>

This document can be amended by the authors further to any feedback from other teams or people. Minor changes, such as spelling corrections, content formatting or minor text re-organisation not affecting the content and meaning of the document can be applied by the authors without peer review. Other changes must be submitted to peer review and to the EMI PEB for approval.

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1.4. TERMINOLOGY

<XYZ>	<Description and references if needed>

2. EXECUTIVE SUMMARY

<High-level summary of the content of this document. It should provide the reader with enough information about the most important elements of its content in the same order as they appear in the rest of the document. Typical length is 1/10th of the length of the document.>

3. SOFTWARE MAINTENANCE

3.1. SOFTWARE MAINTENANCE PLAN

3.2. STATUS OF IMPLEMENTATION

3.3. QUALITY CONTROL

3.4. ISSUES AND SUGGESTED IMPROVEMENTS

4. RELEASE MANAGEMENT

4.1. RELEASE MANAGEMENT PLAN

4.2. STATUS OF IMPLEMENTATION

4.3. QUALITY CONTROL

4.4. ISSUES AND SUGGESTED IMPROVEMENTS

5. USER SUPPORT

5.1. USER SUPPORT PLAN

5.2. STATUS OF IMPLEMENTATION

5.3. QUALITY CONTROL

5.4. ISSUES AND SUGGESTED IMPROVEMENTS

6. CONCLUSIONS

<The conclusion is not a repetition or summary of the content. It should not be again an executive summary. The conclusion is a brief description of the outcome, consequences or further work to be done beyond the work described in the document>.