Software Maintenance Organisation

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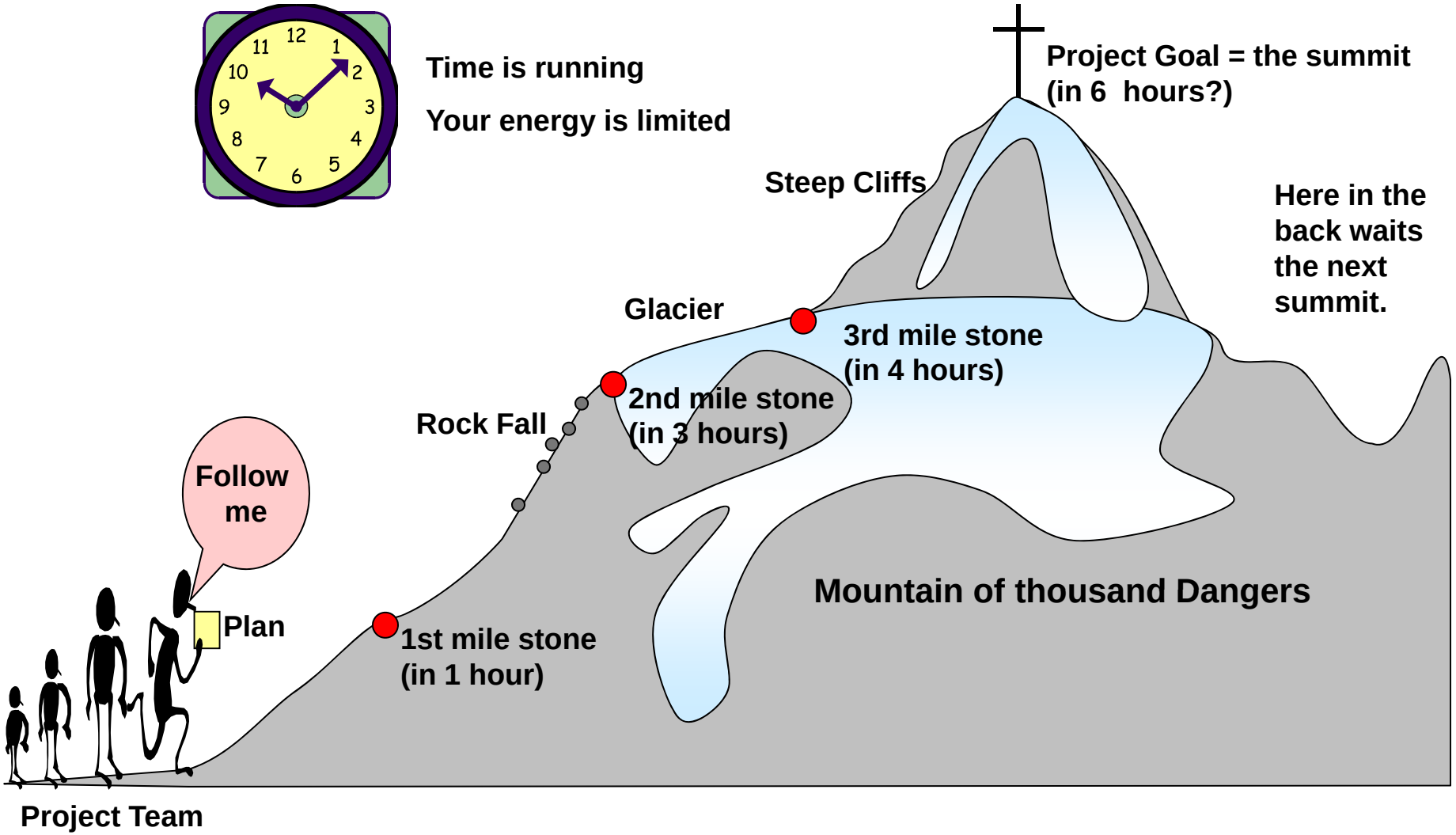
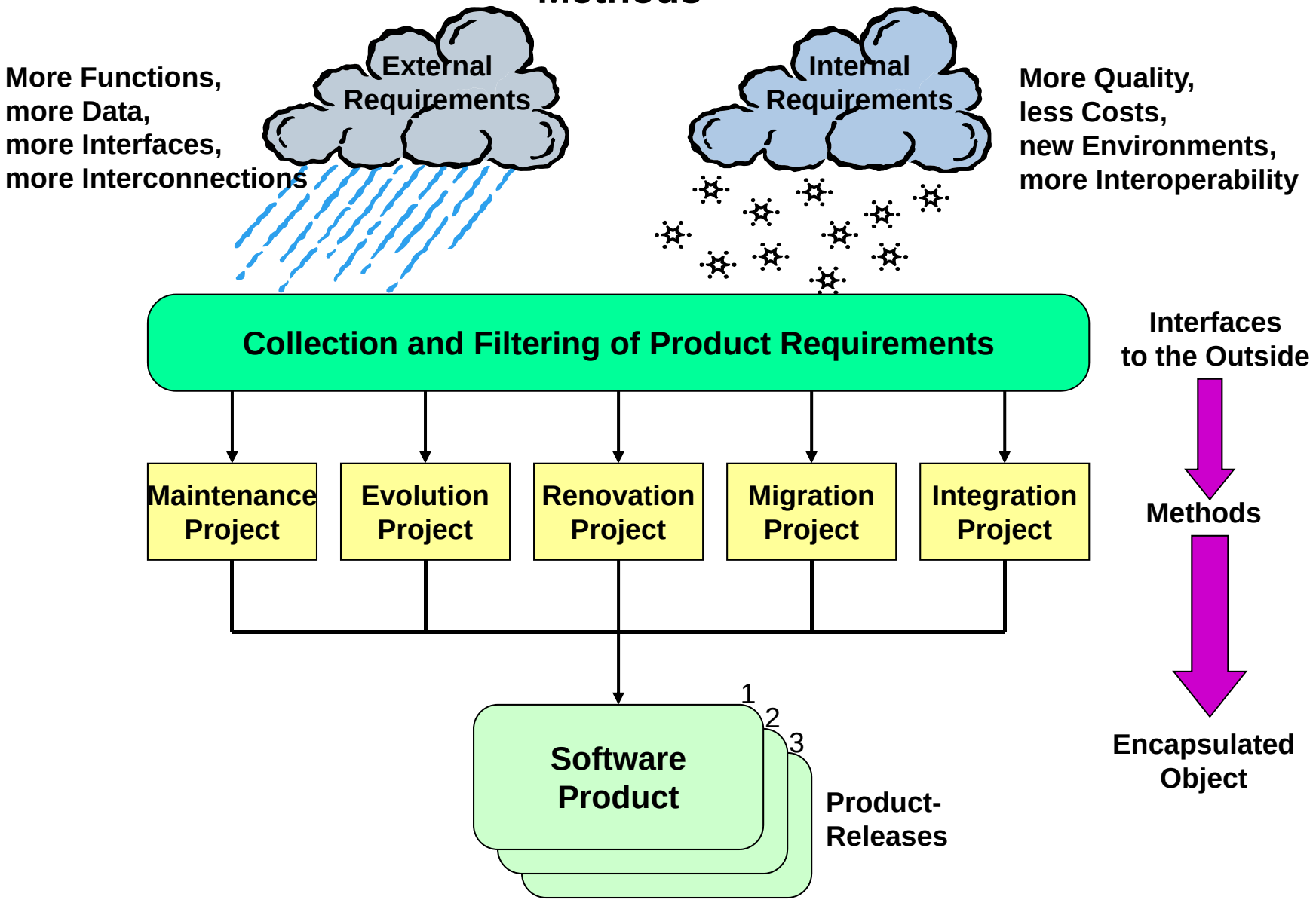
What is a Project ?

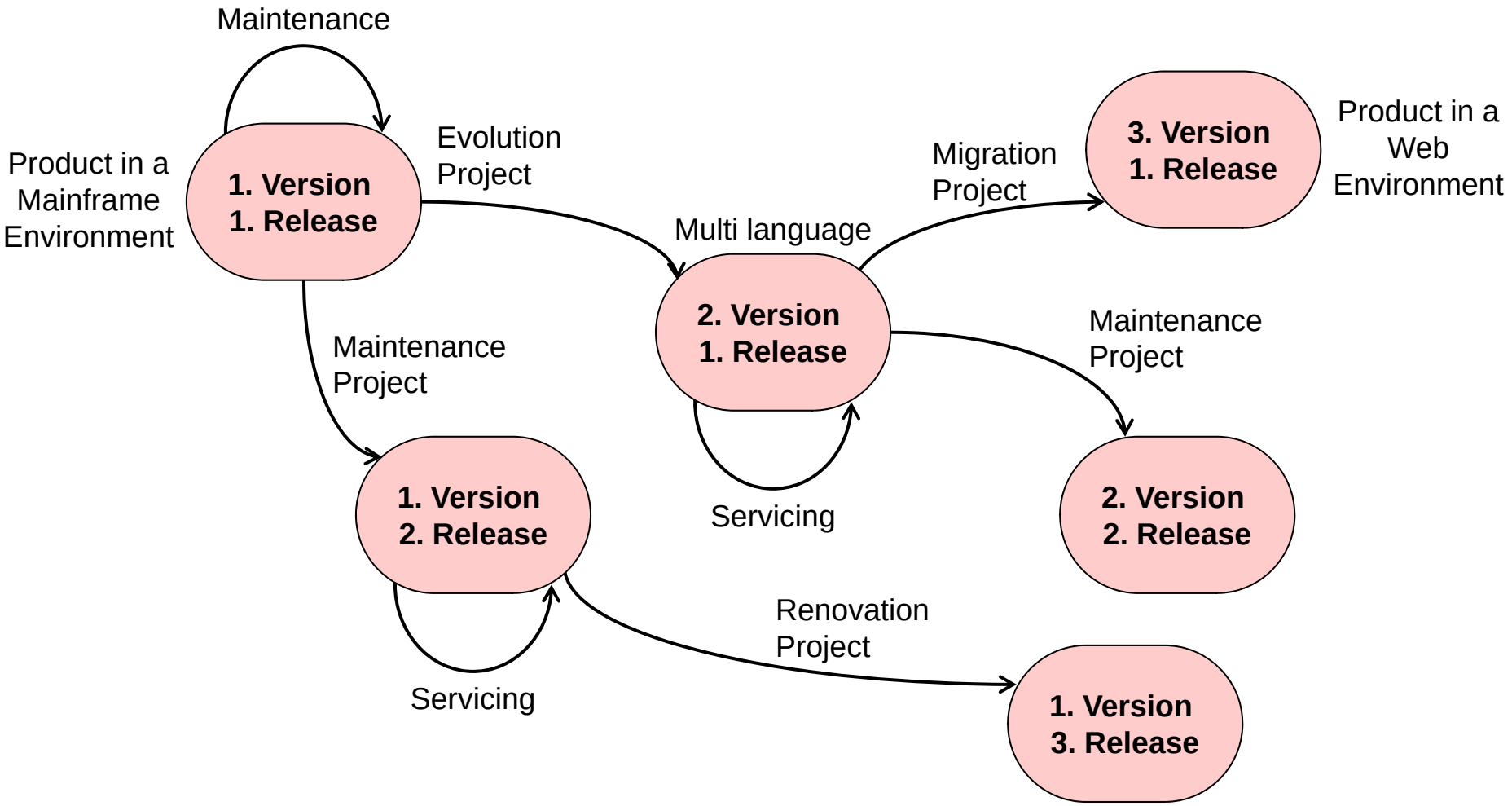


A Project is a one time effort to achieve a defined goal within a limited time with limited resources.

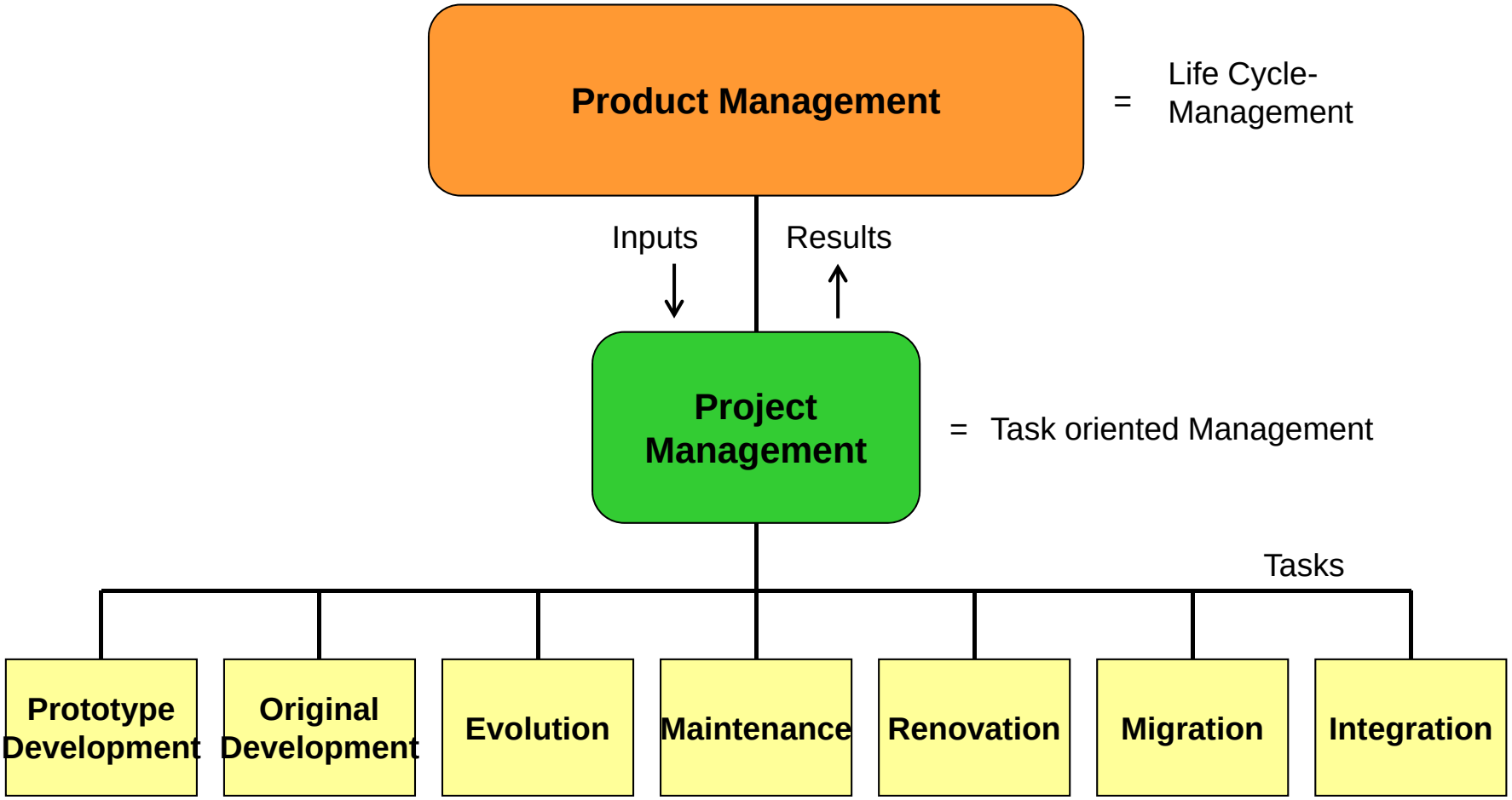
Projects as Methods



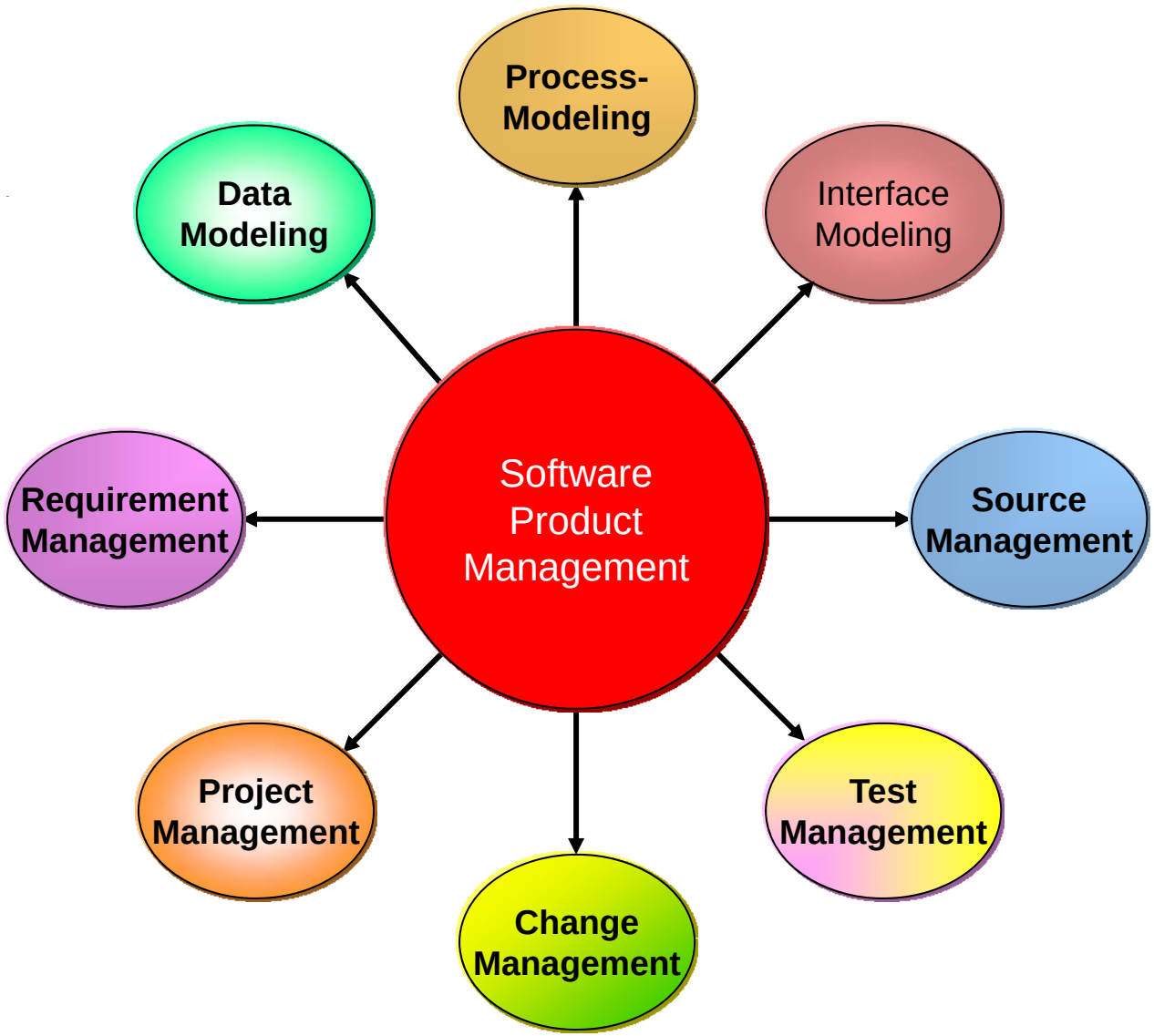
Projects as State Transitions



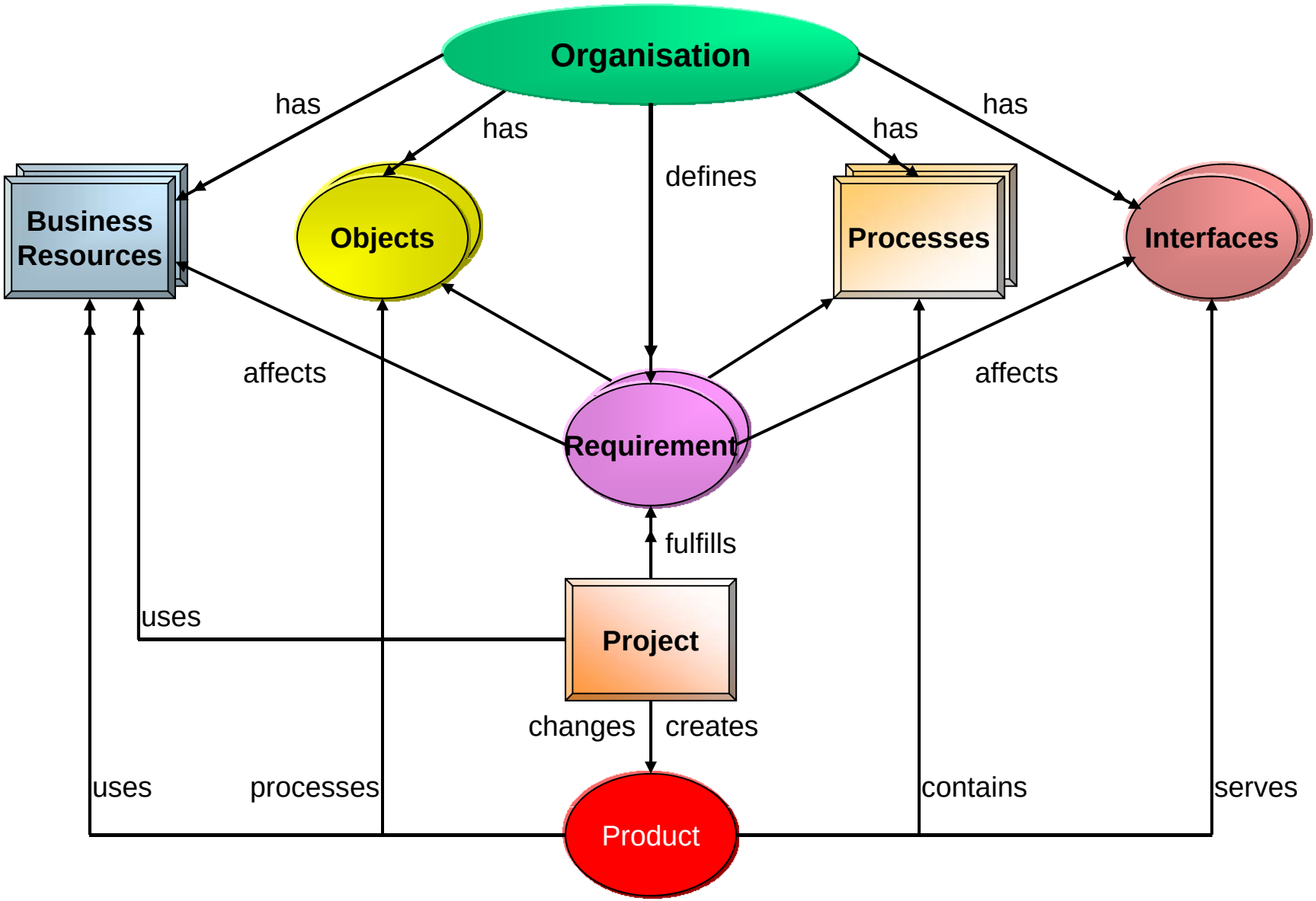
Product Management



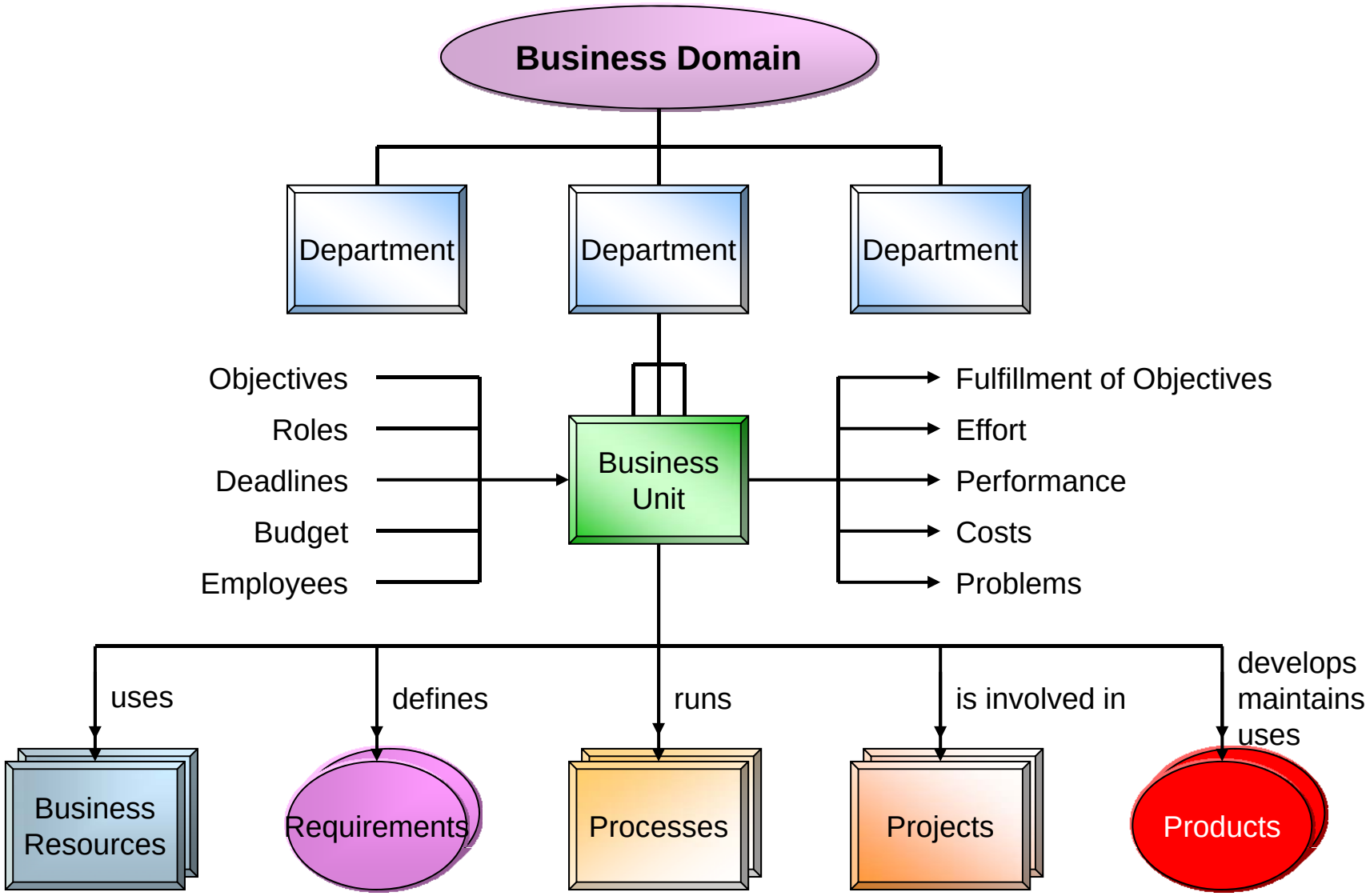
Role of Product Management



Business Modeling

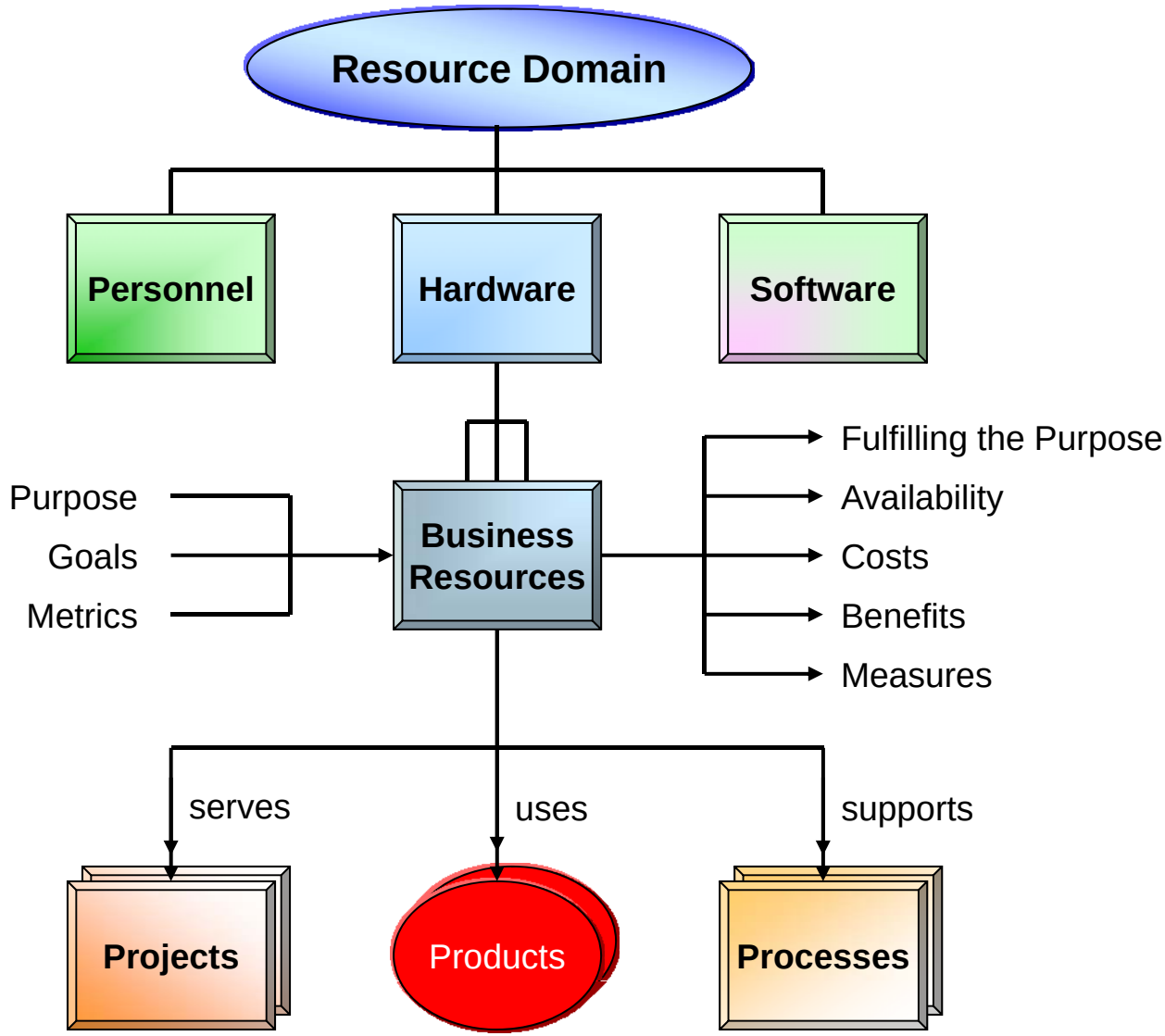


Organizational Modeling



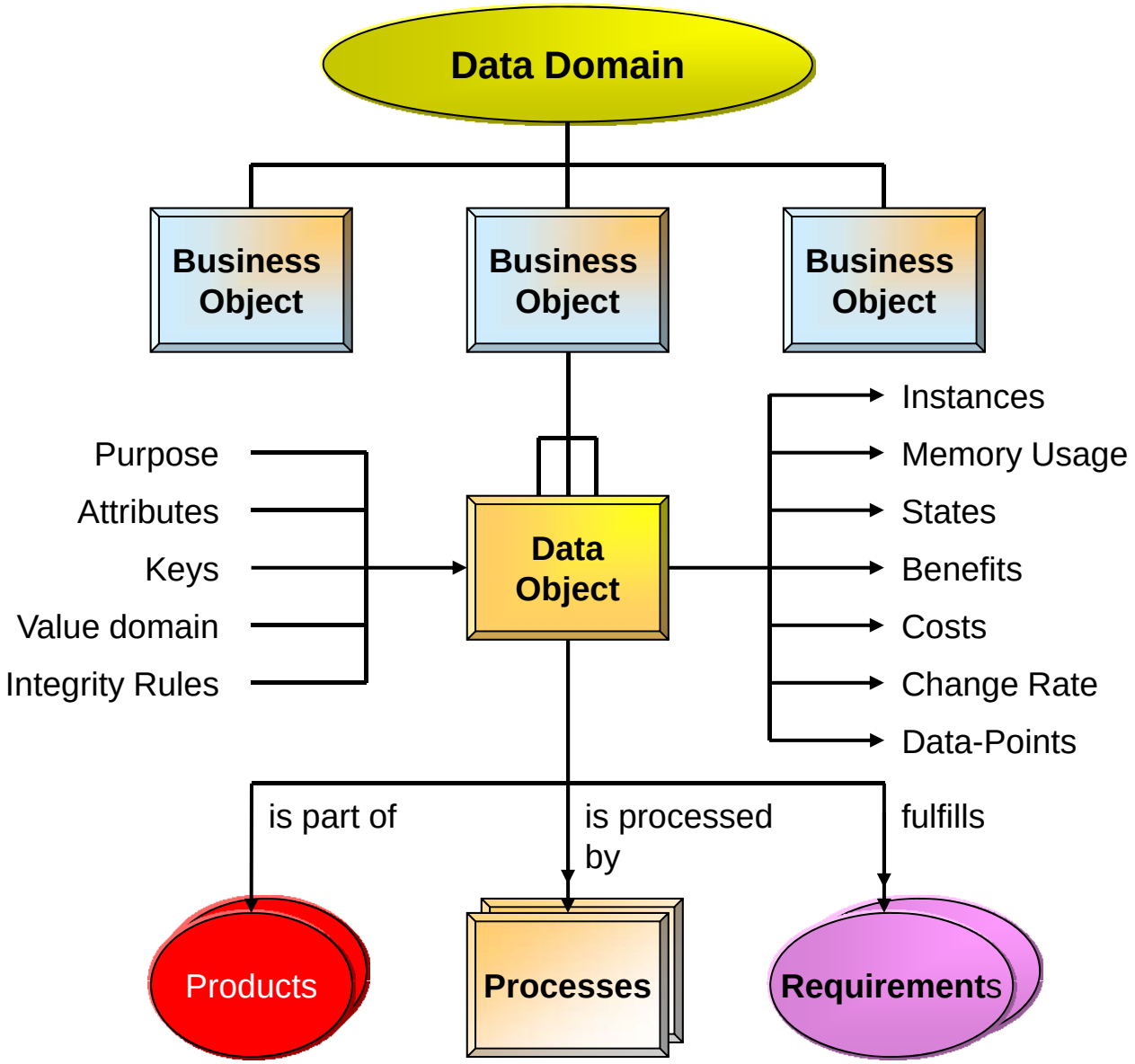
Business Unit Relationships => Business Model

Business Resource Modeling



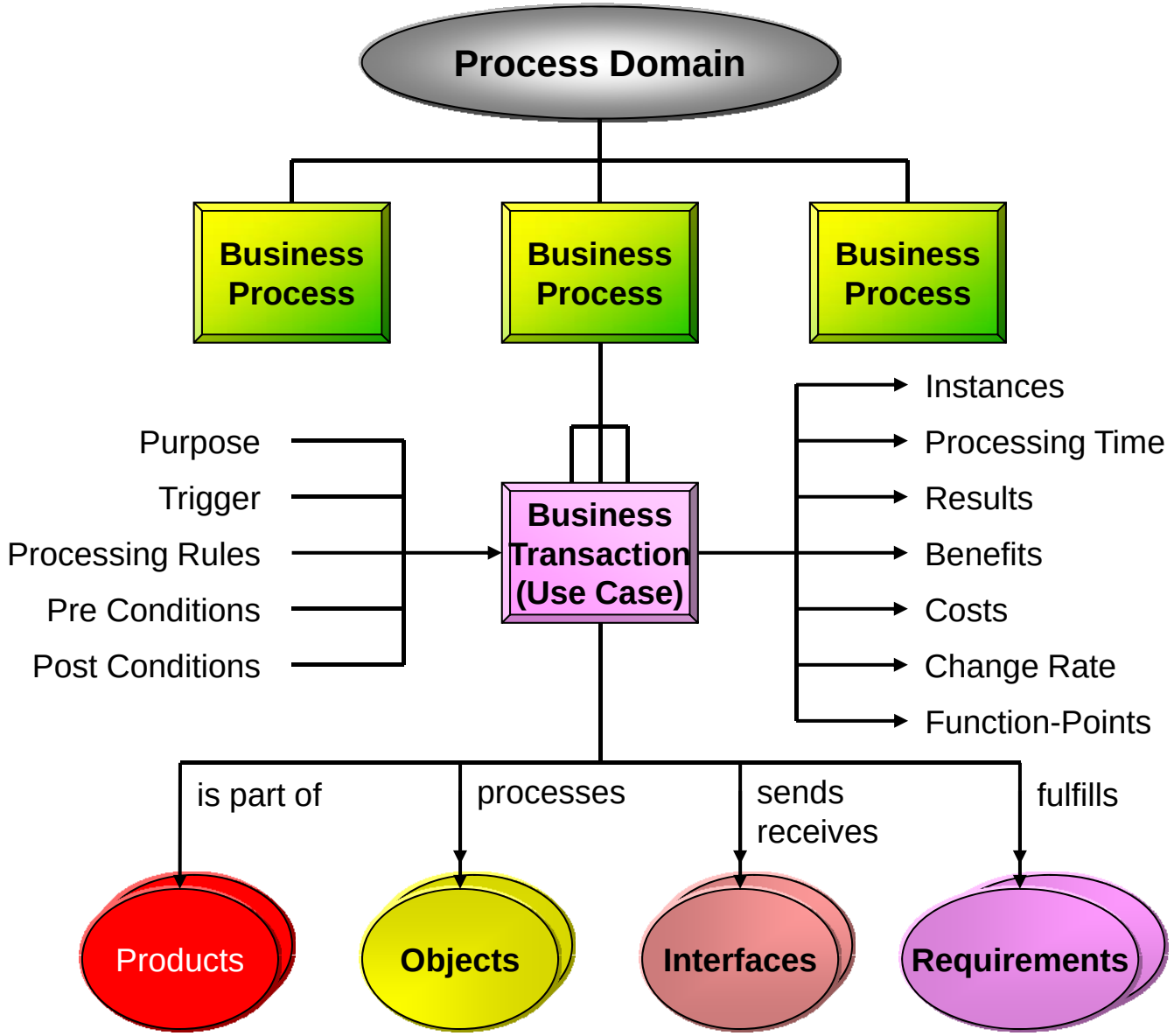
Resource Relationships => Resource Model

Data Modeling



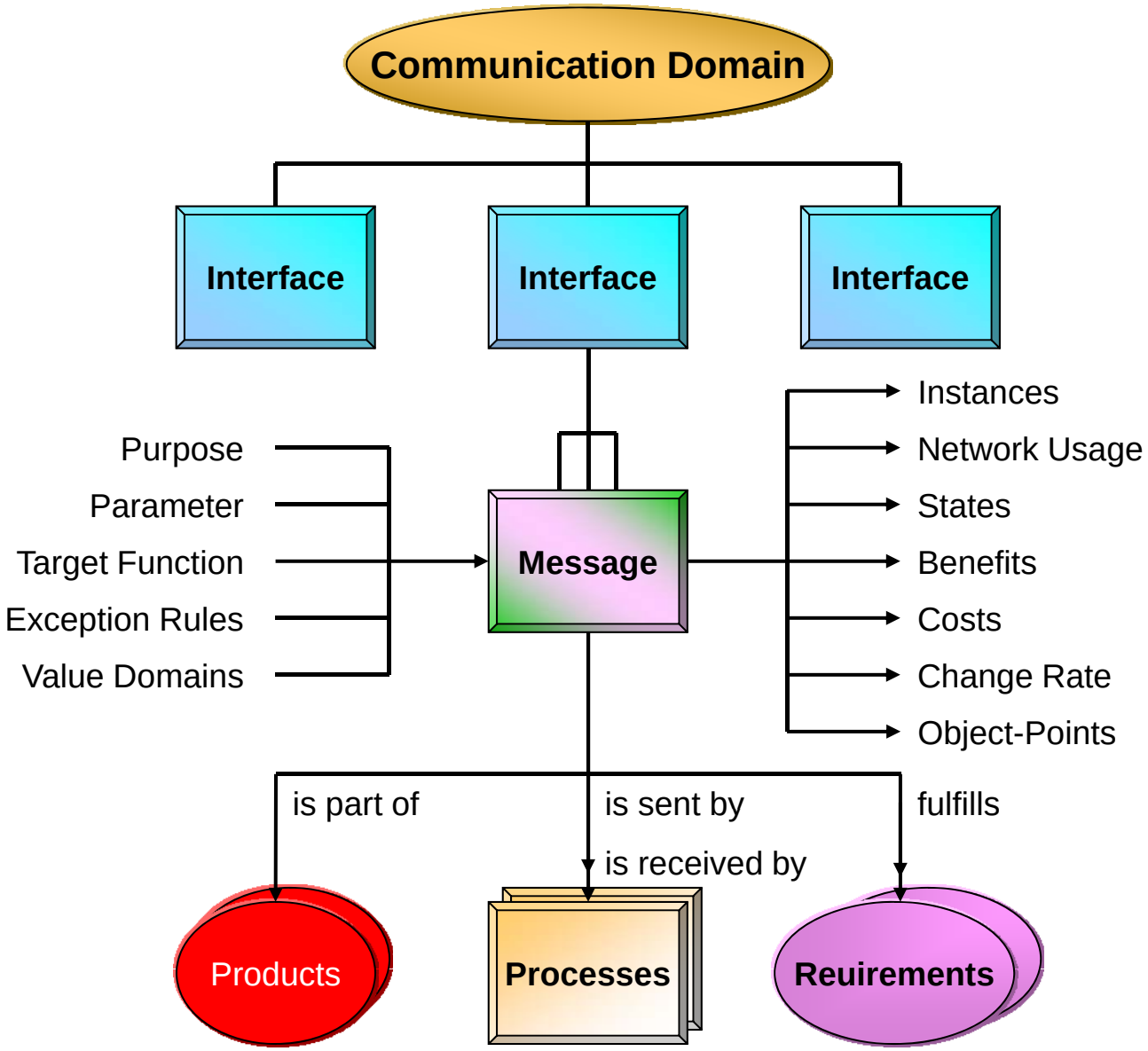
Object Relationships => Data/Object Model

Process Modeling



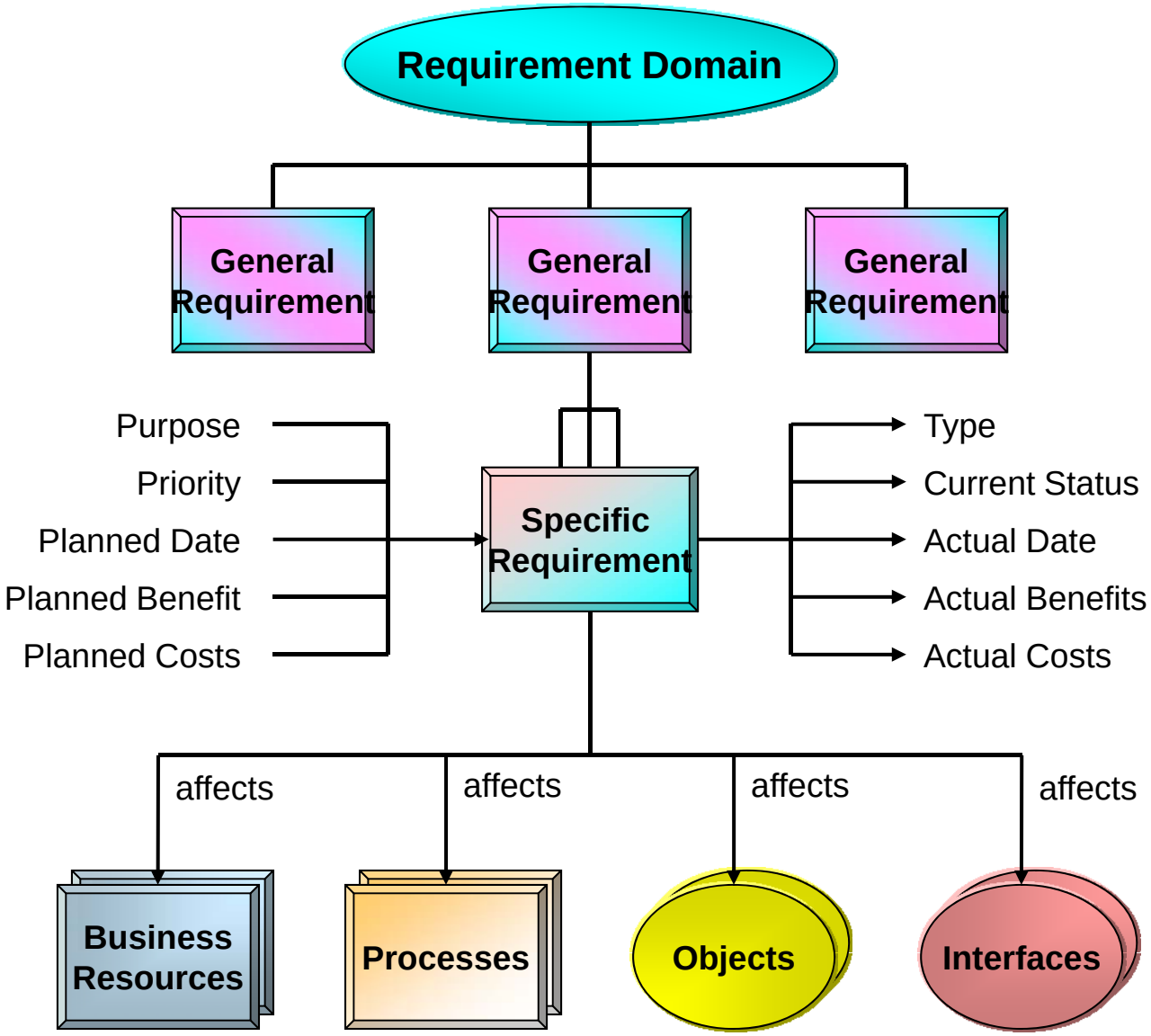
Process Relationships => Process Modeling)

Interface Modeling



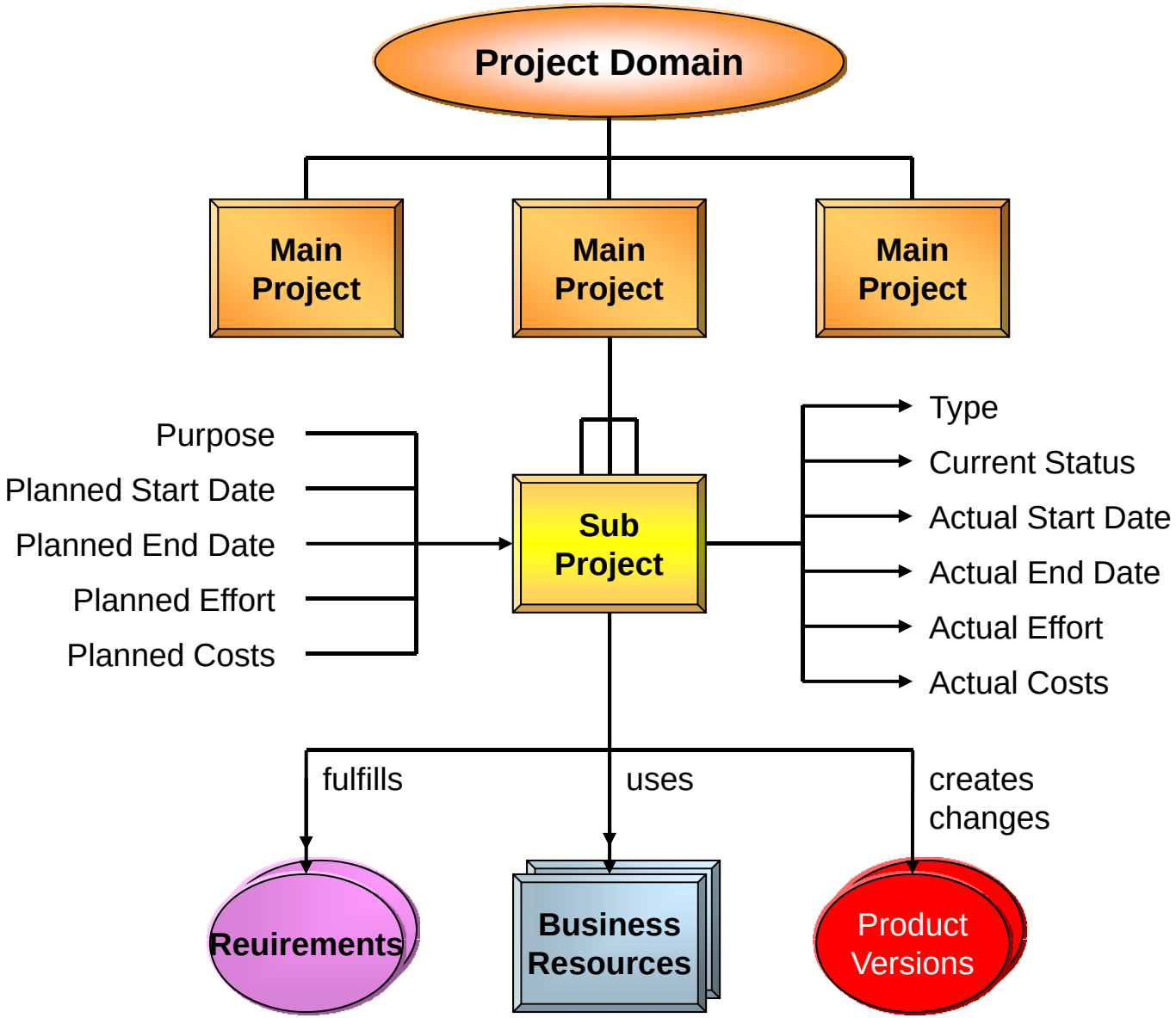
Interface Relationships => Communication Model

Requirement Modeling



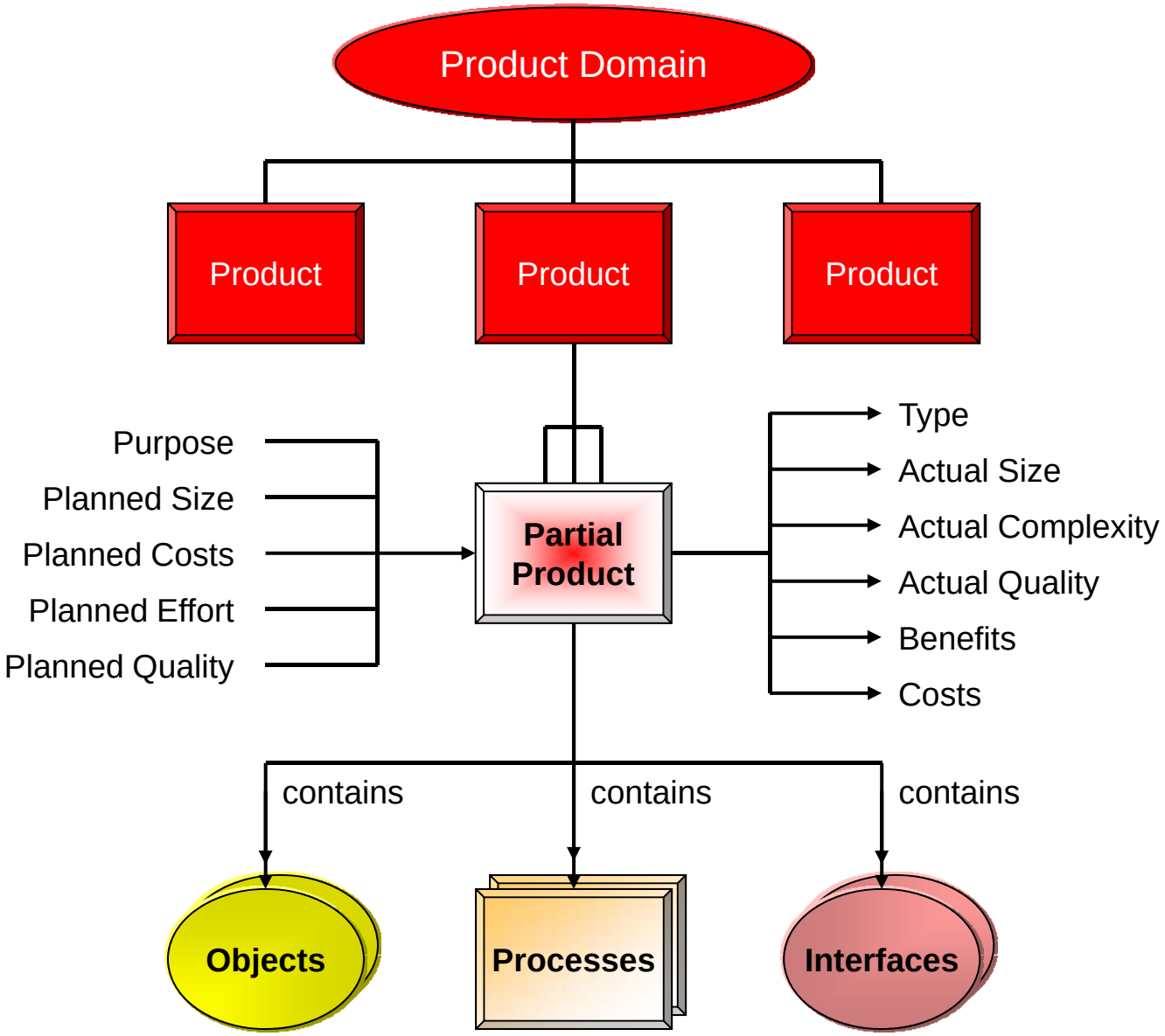
Requirement Relationships => Requirement Model

Project Modeling



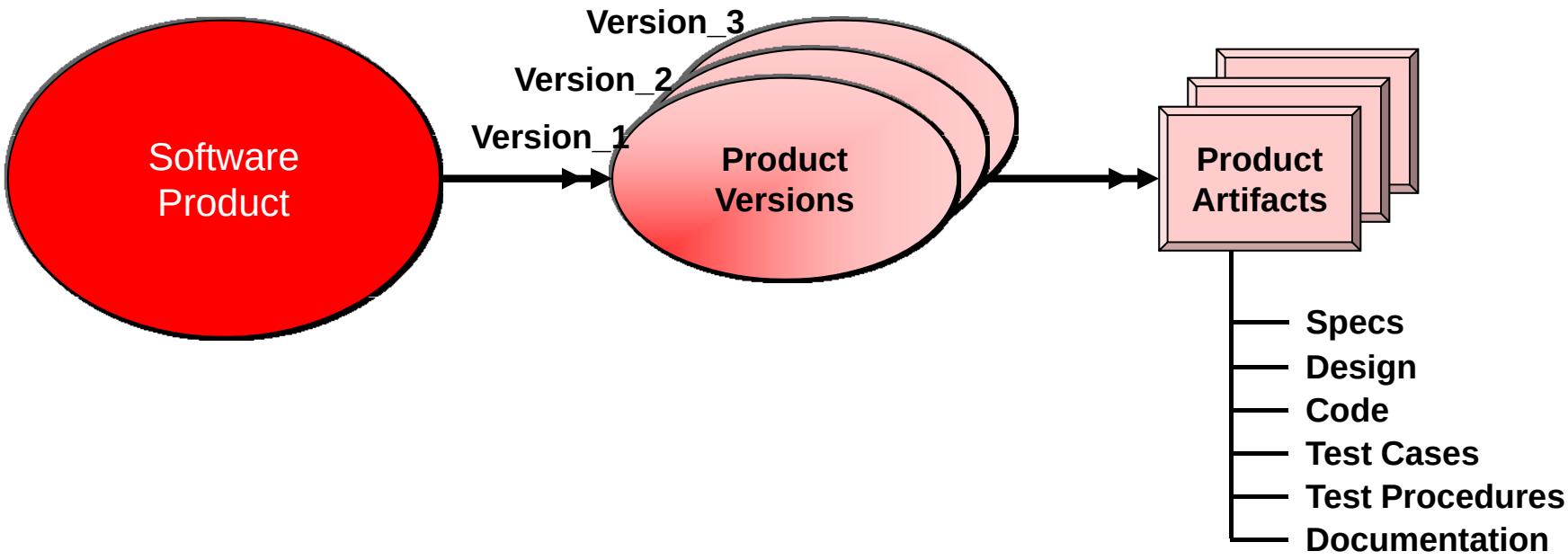
Project Relationships => Project Model

Product Modeling

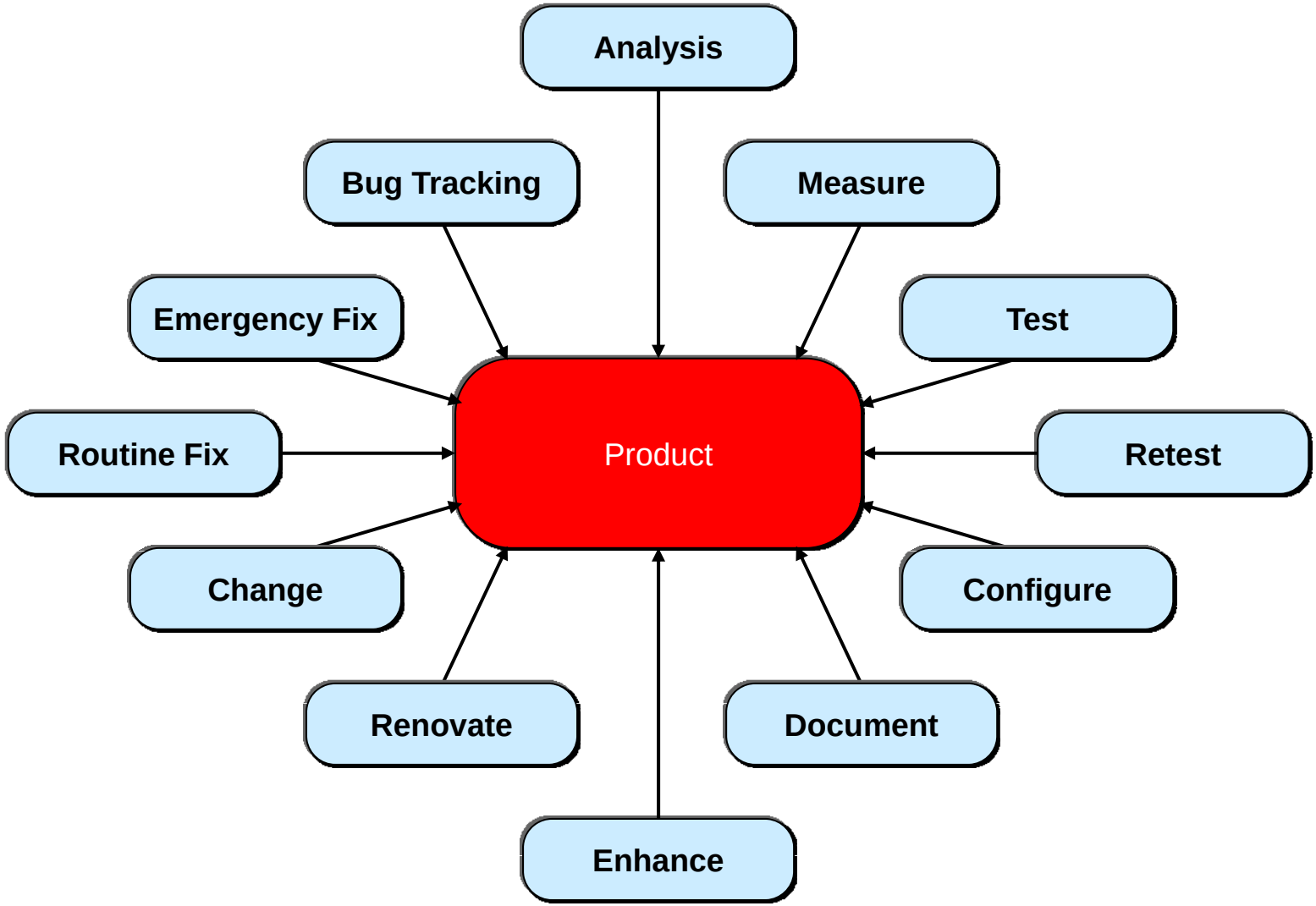


Product Relationships => Product Model

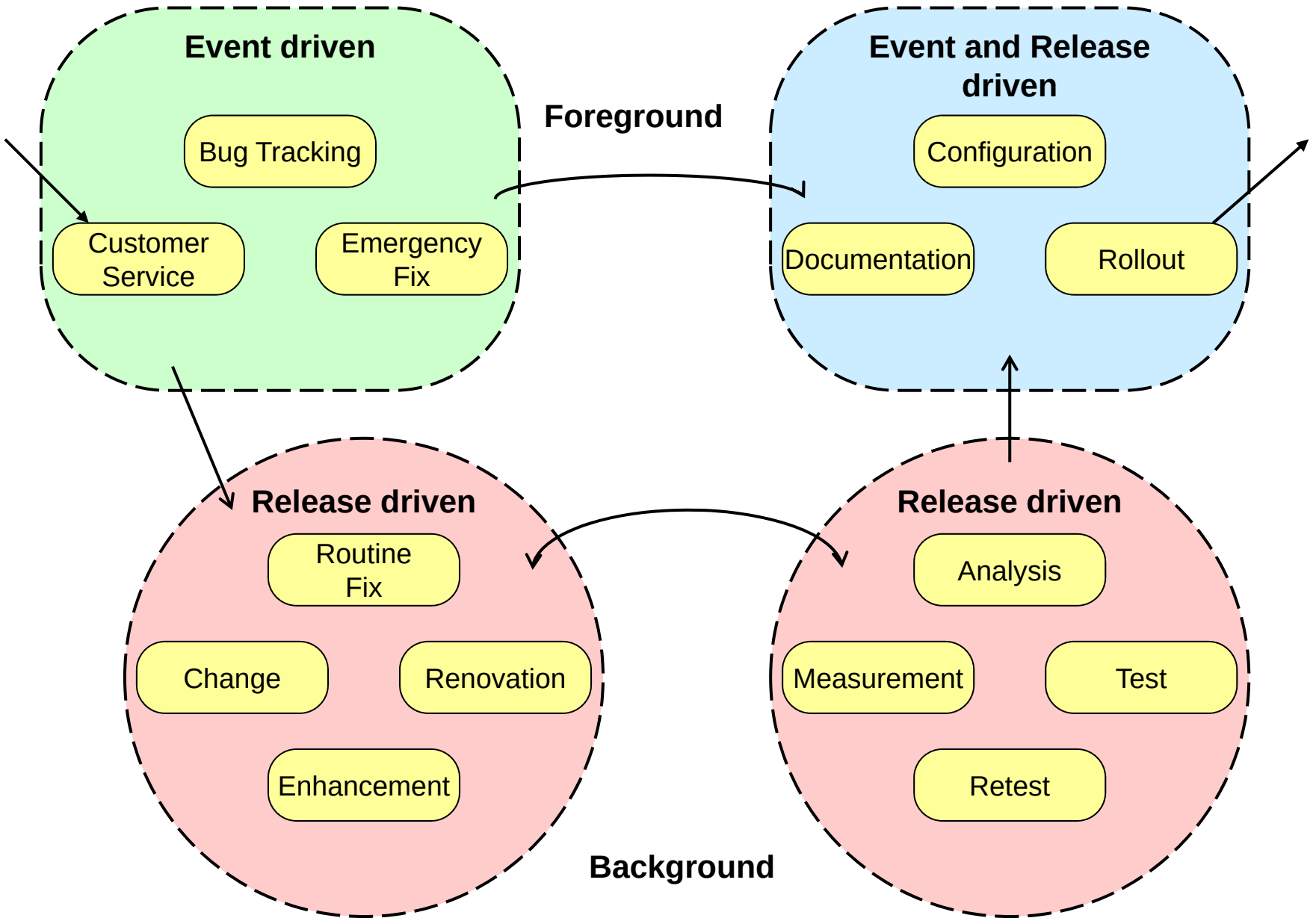
Product Dimensions



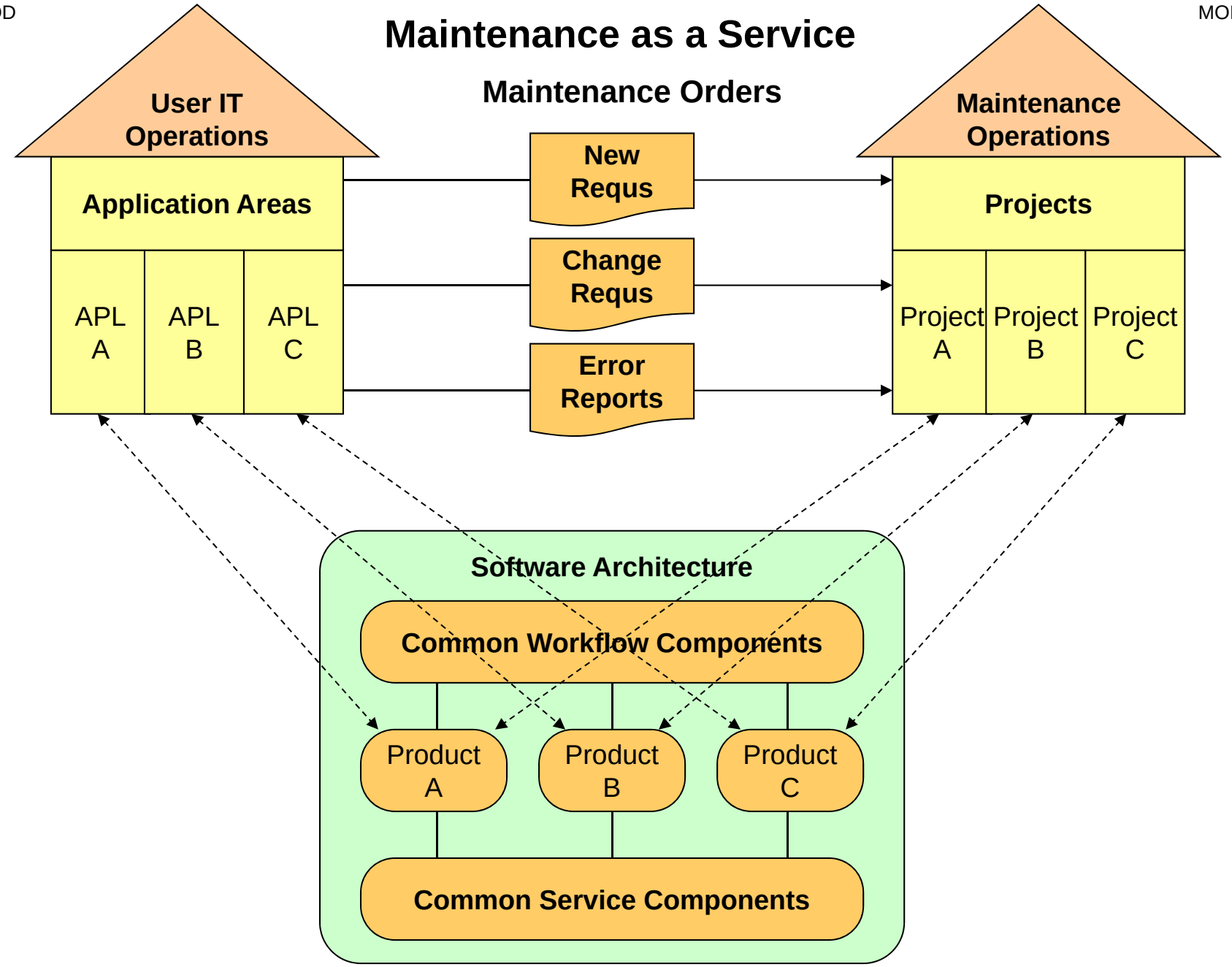
Tasks performed on a Software Product



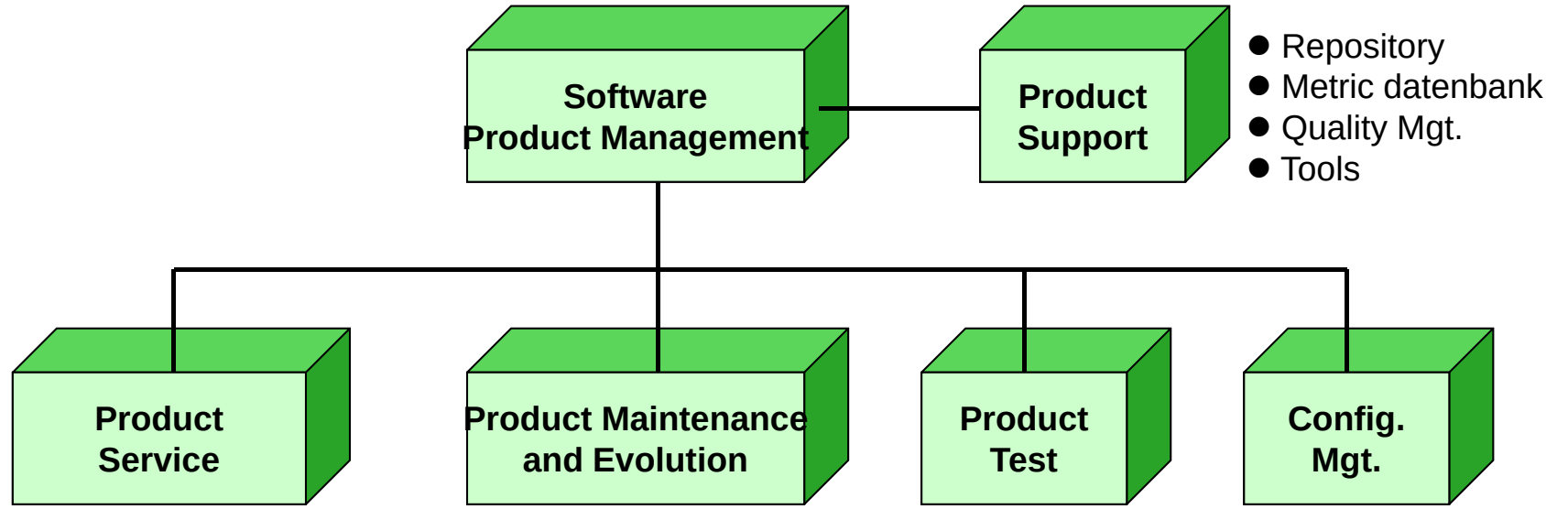
Distribution of product related Tasks



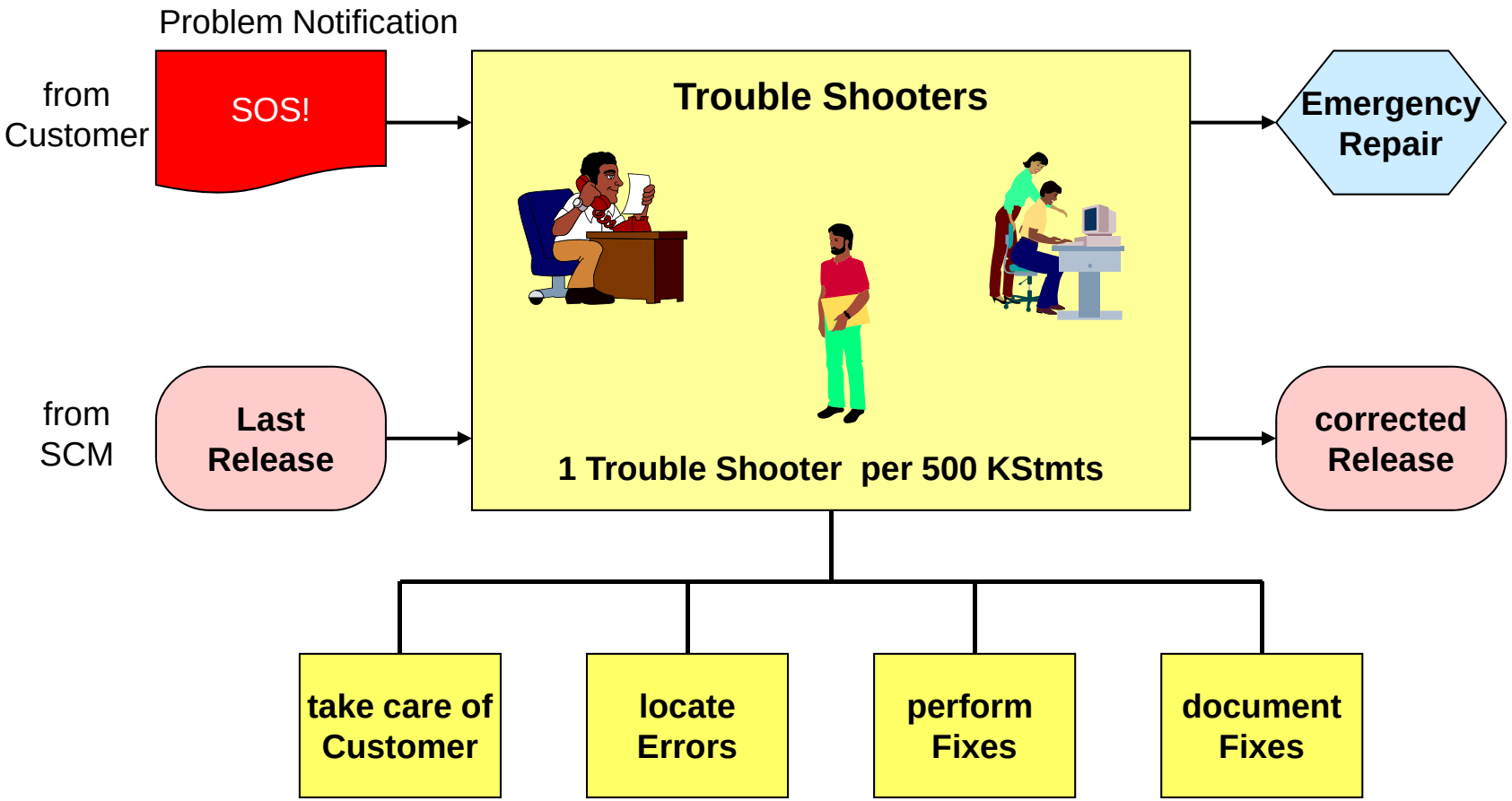
Maintenance as a Service



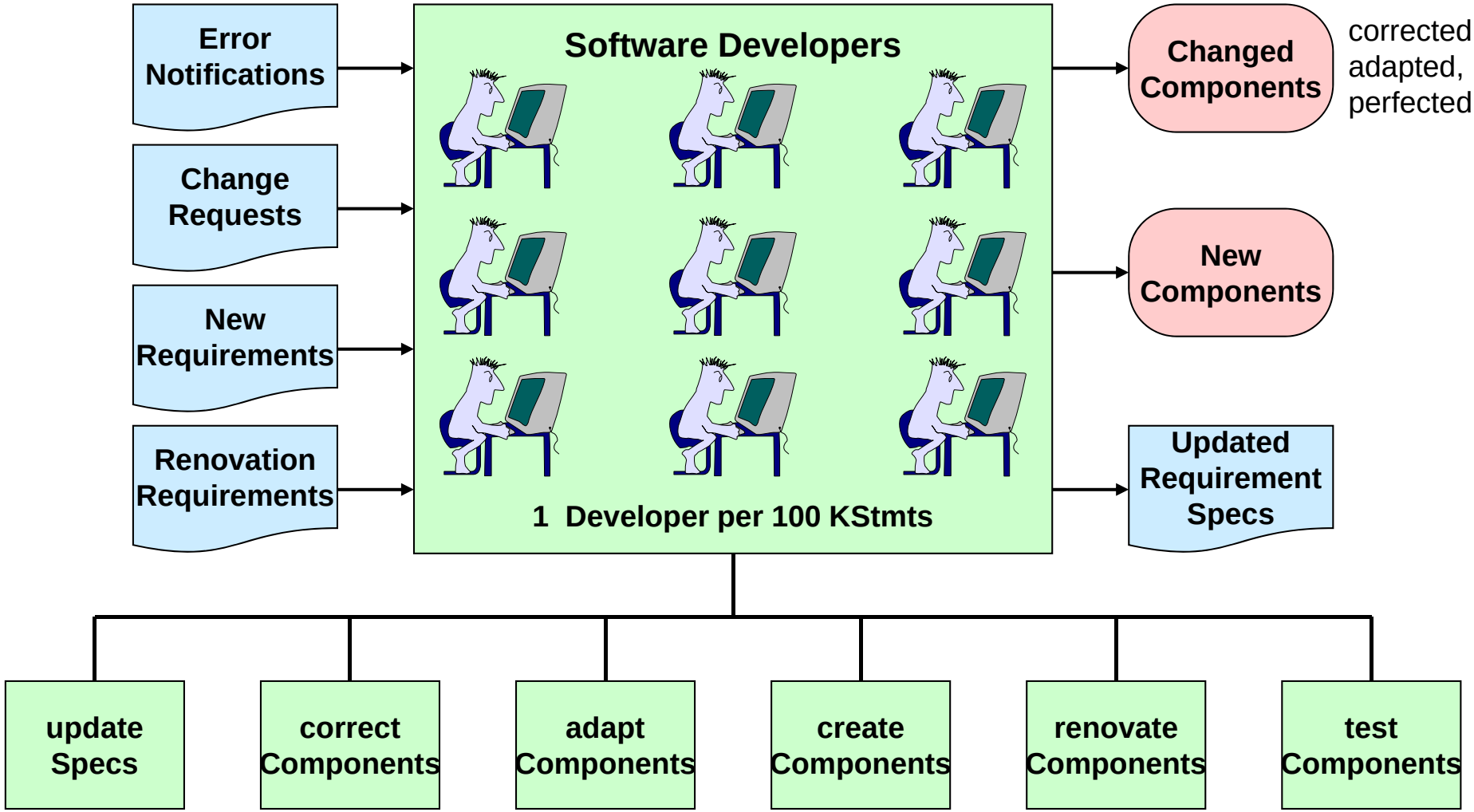
Product Management Units



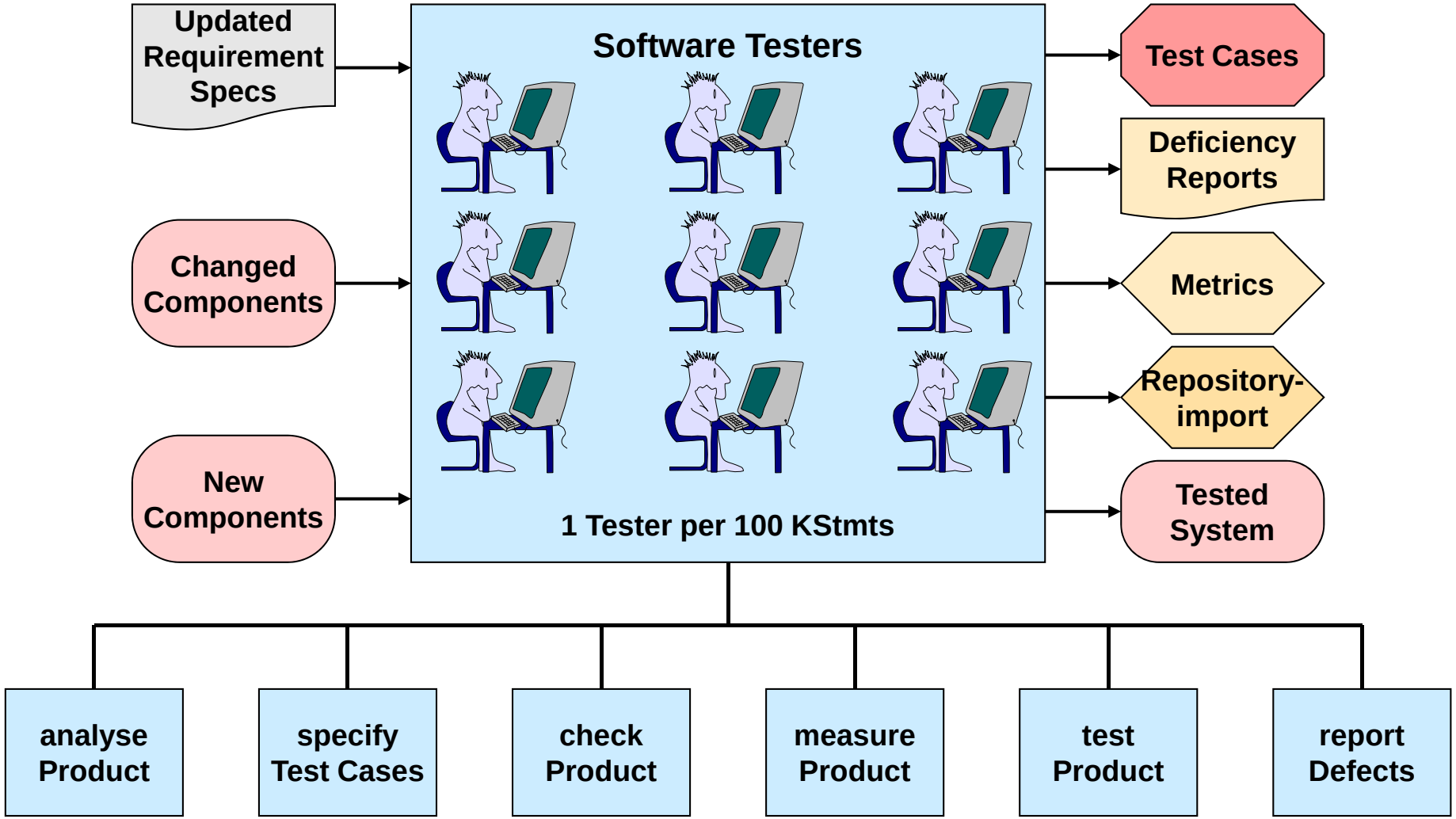
The Service Team



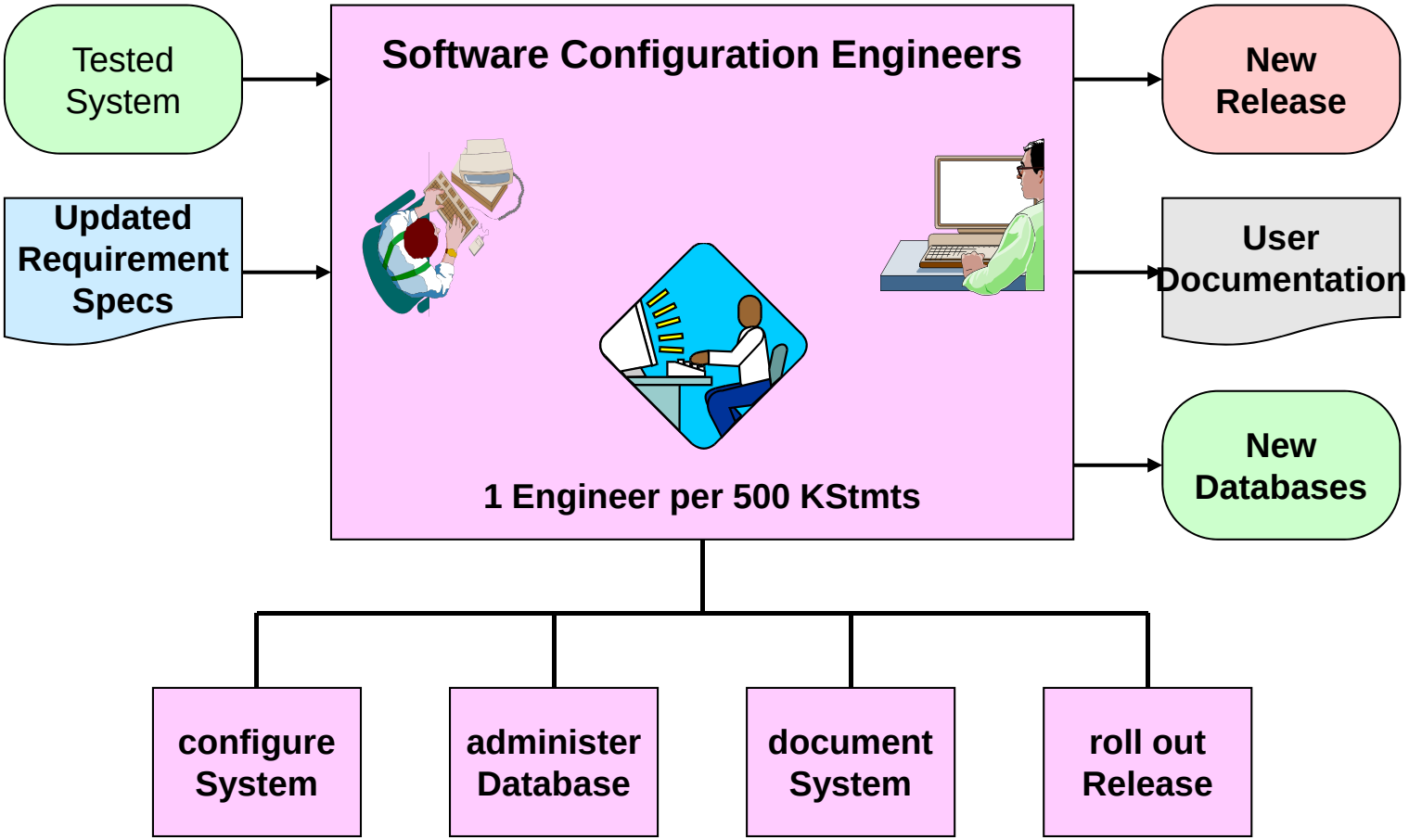
The EvolutionTeam



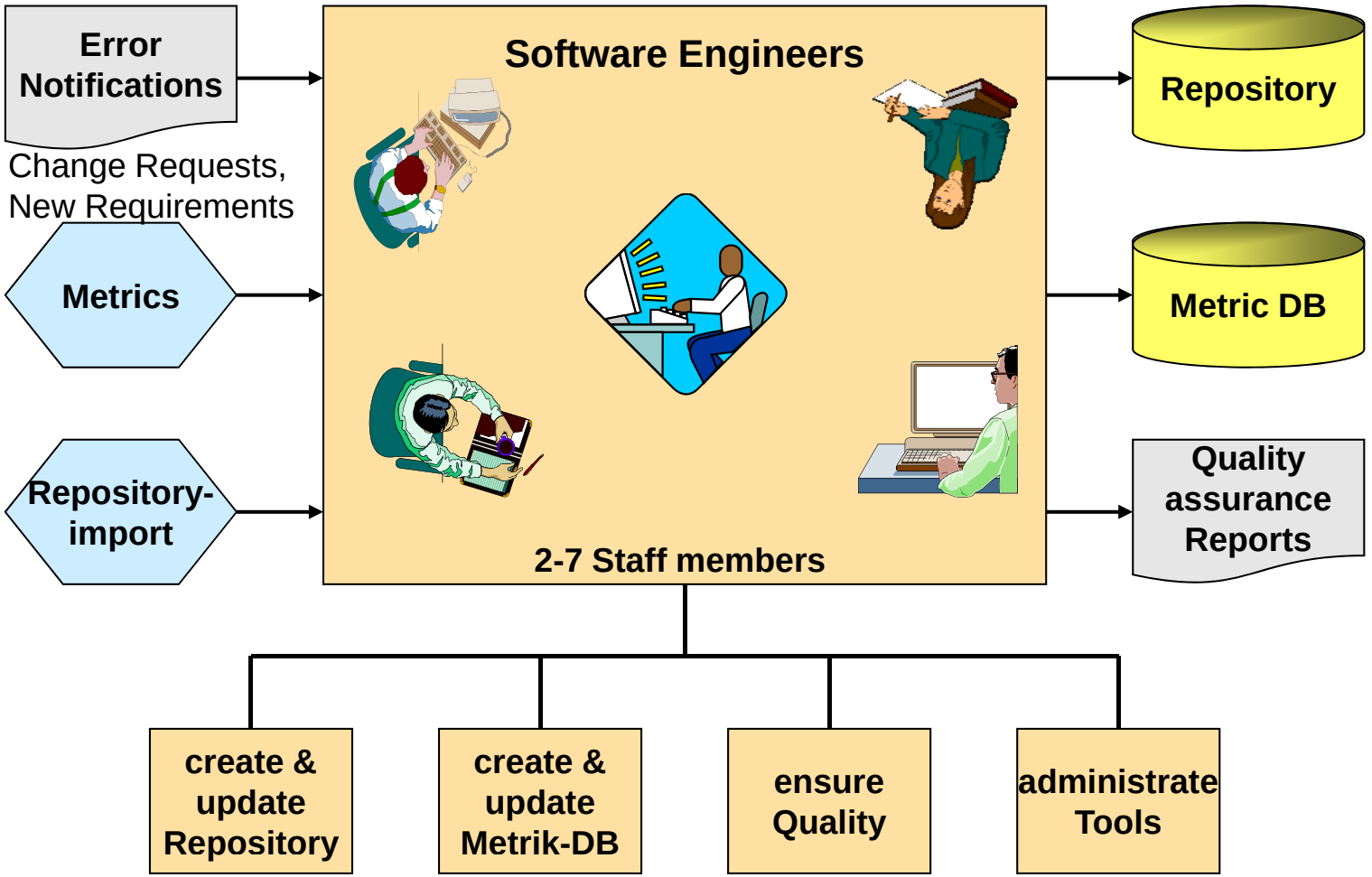
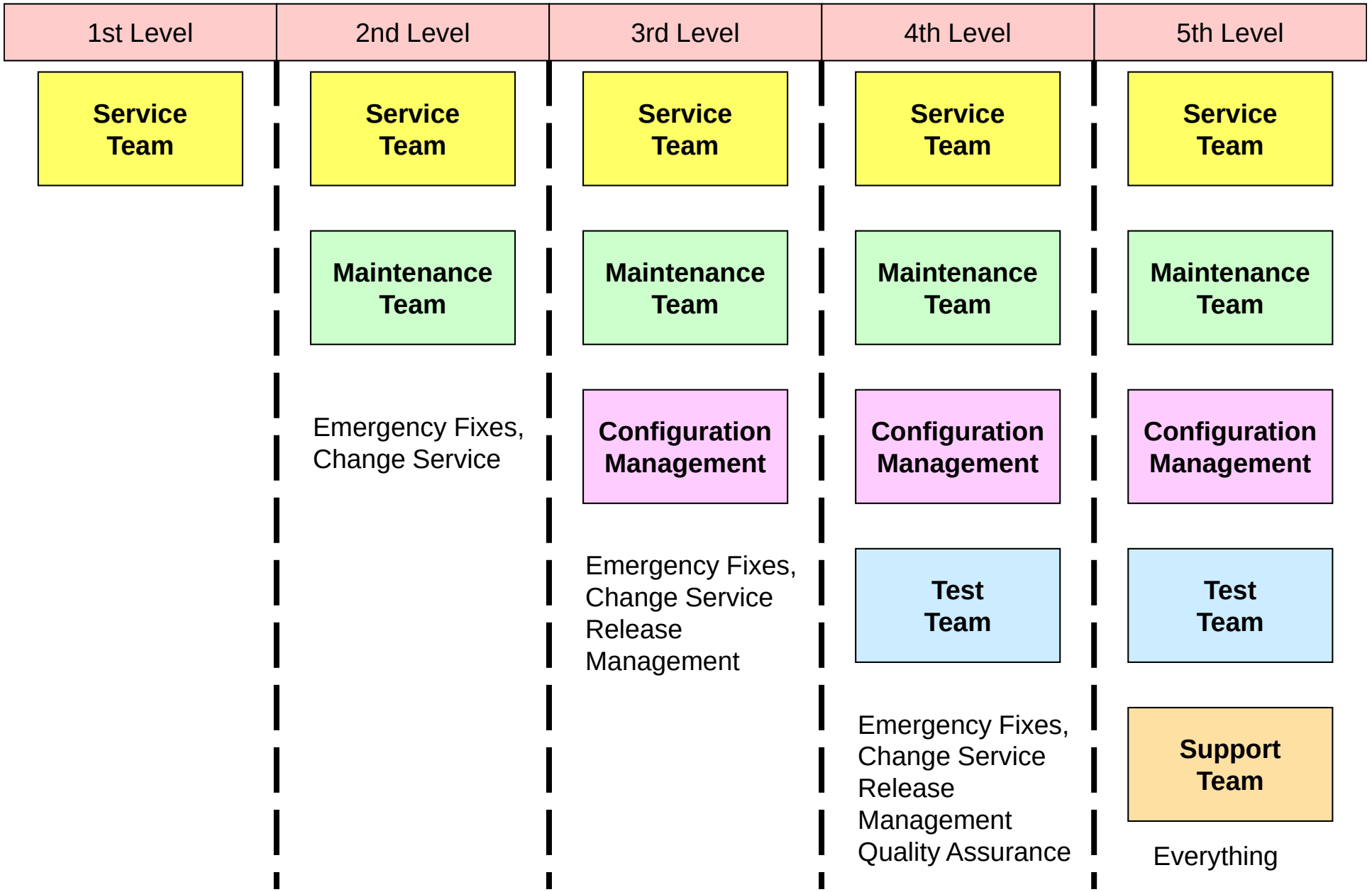
The Test Team



The Configuration Management Team



The Product Support Team



Maturity Levels of Maintenance Management