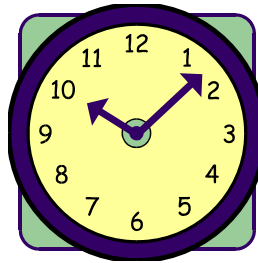


Software Maintenance Organisation

- 1 What is a Project?
- 2 Projects as Methods
- 3 Projects as State Transitions
- 4 Product Management
- 5 Role of Product Management
- 6 Business Modeling
- 7 Organizational Modeling
- 8 Business Resource Modeling
- 9 Data Modeling
- 10 Process Modeling
- 11 Interface Modeling
- 12 Requirement Modeling
- 13 Project Modeling
- 14 Product Modeling
- 15 Product Dimensions
- 16 Tasks performed on a Software Product
- 17 Distribution of product related Tasks
- 18 Maintenance as a Service
- 19 Structure of Product Management
- 20 The Service Team
- 21 The Maintenance Team
- 22 The Test Team
- 23 The Configuration Management Team
- 24 The Product Support Team
- 25 Maturity Levels of Product Management

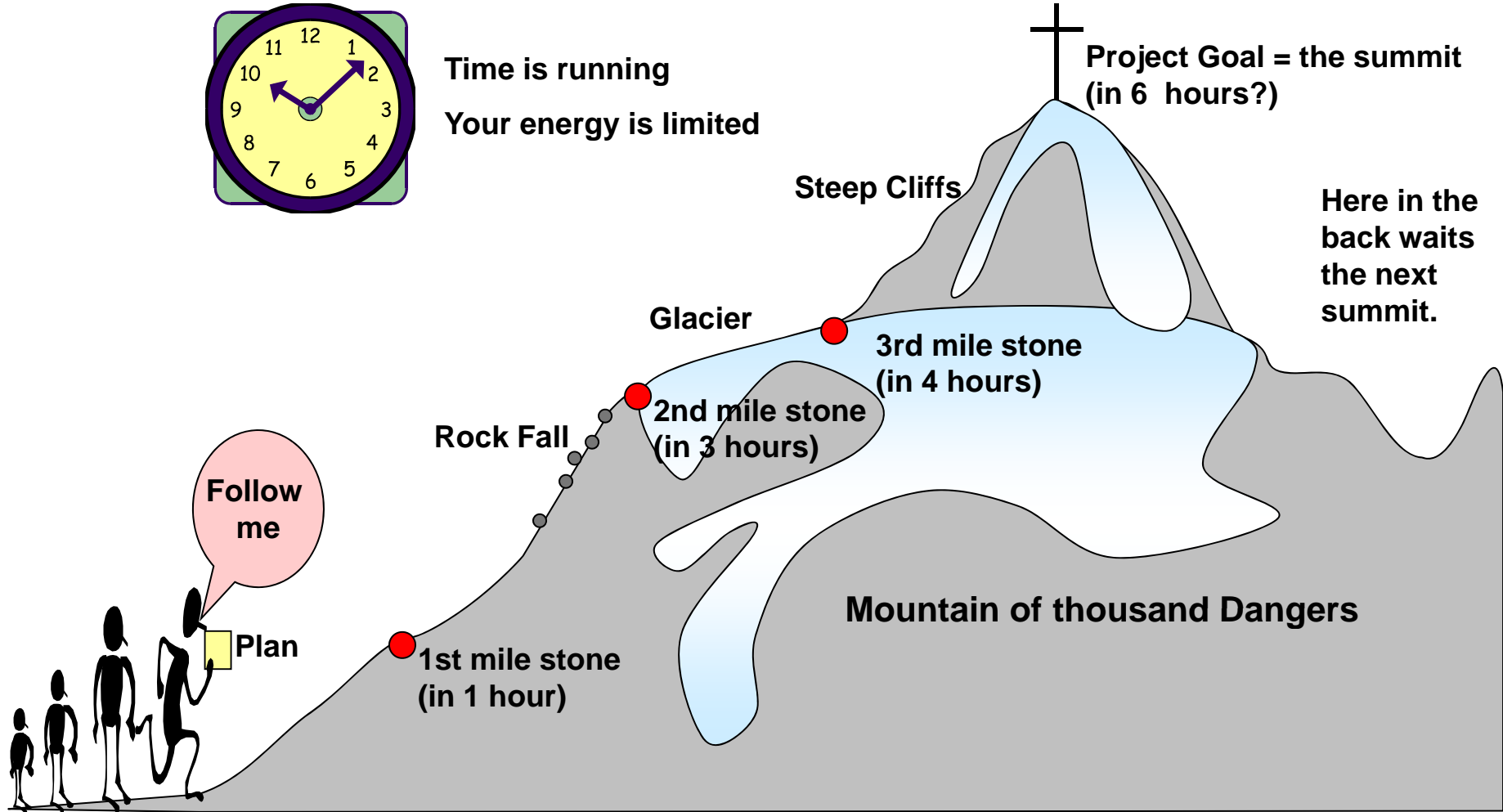
What is a Project ?



Time is running
Your energy is limited

Project Goal = the summit
(in 6 hours?)

Here in the back waits
the next
summit.

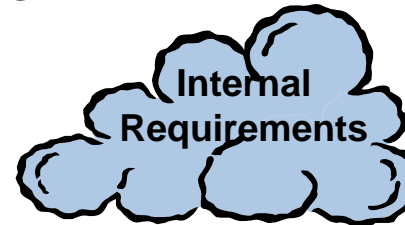


Project Team

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

Projects as Methods

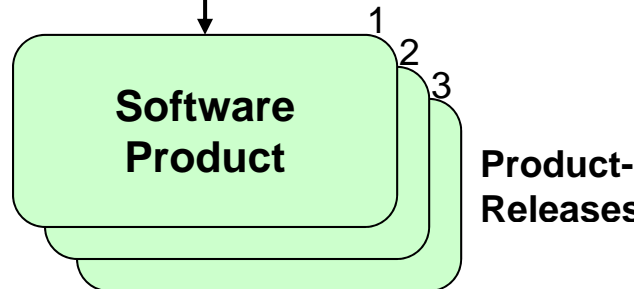
More Functions,
more Data,
more Interfaces,
more Interconnections



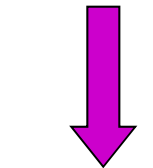
More Quality,
less Costs,
new Environments,
more Interoperability

Collection and Filtering of Product Requirements

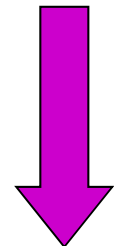
- Maintenance Project
- Evolution Project
- Renovation Project
- Migration Project
- Integration Project



Interfaces to the Outside

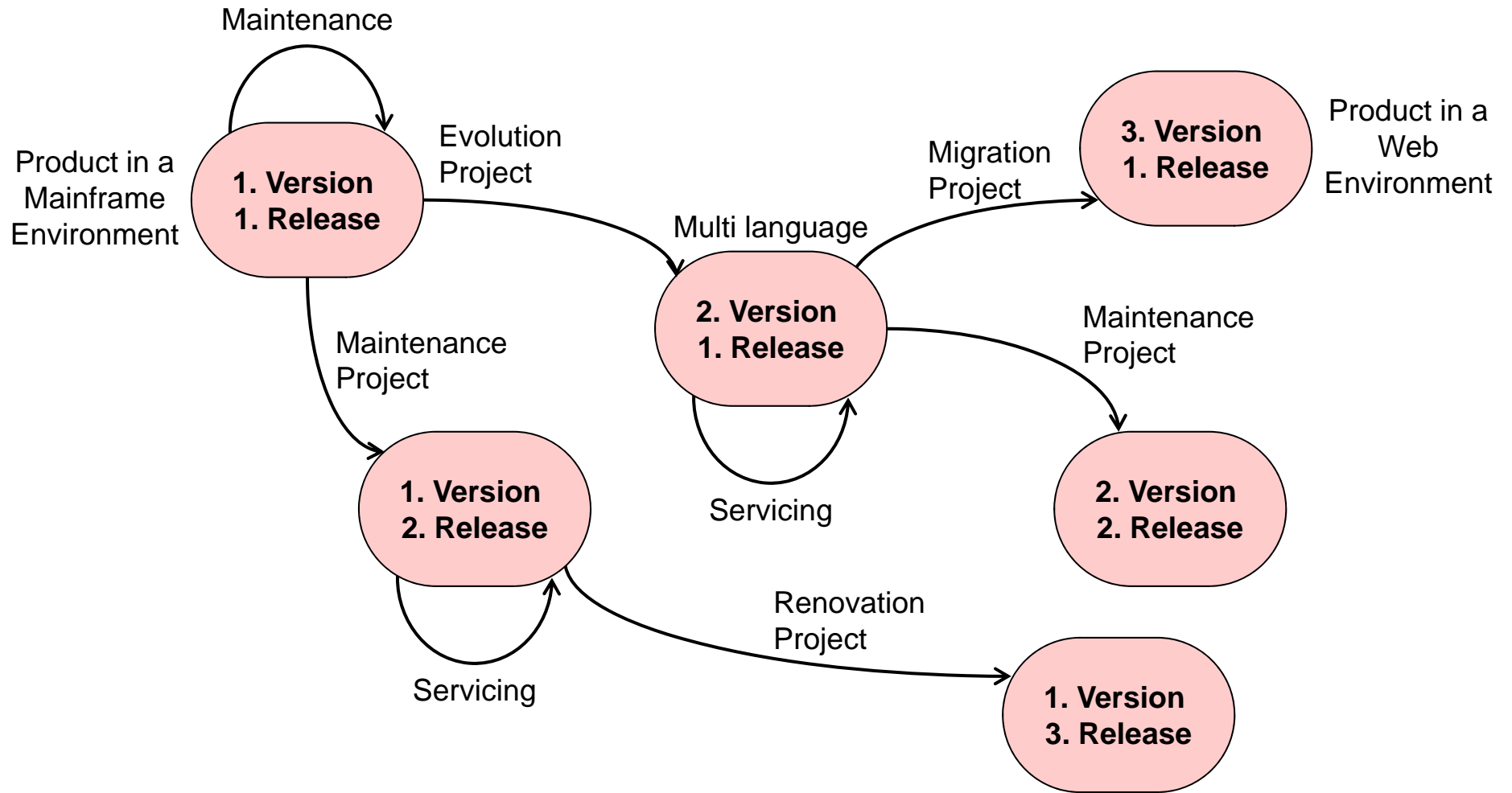


Methods

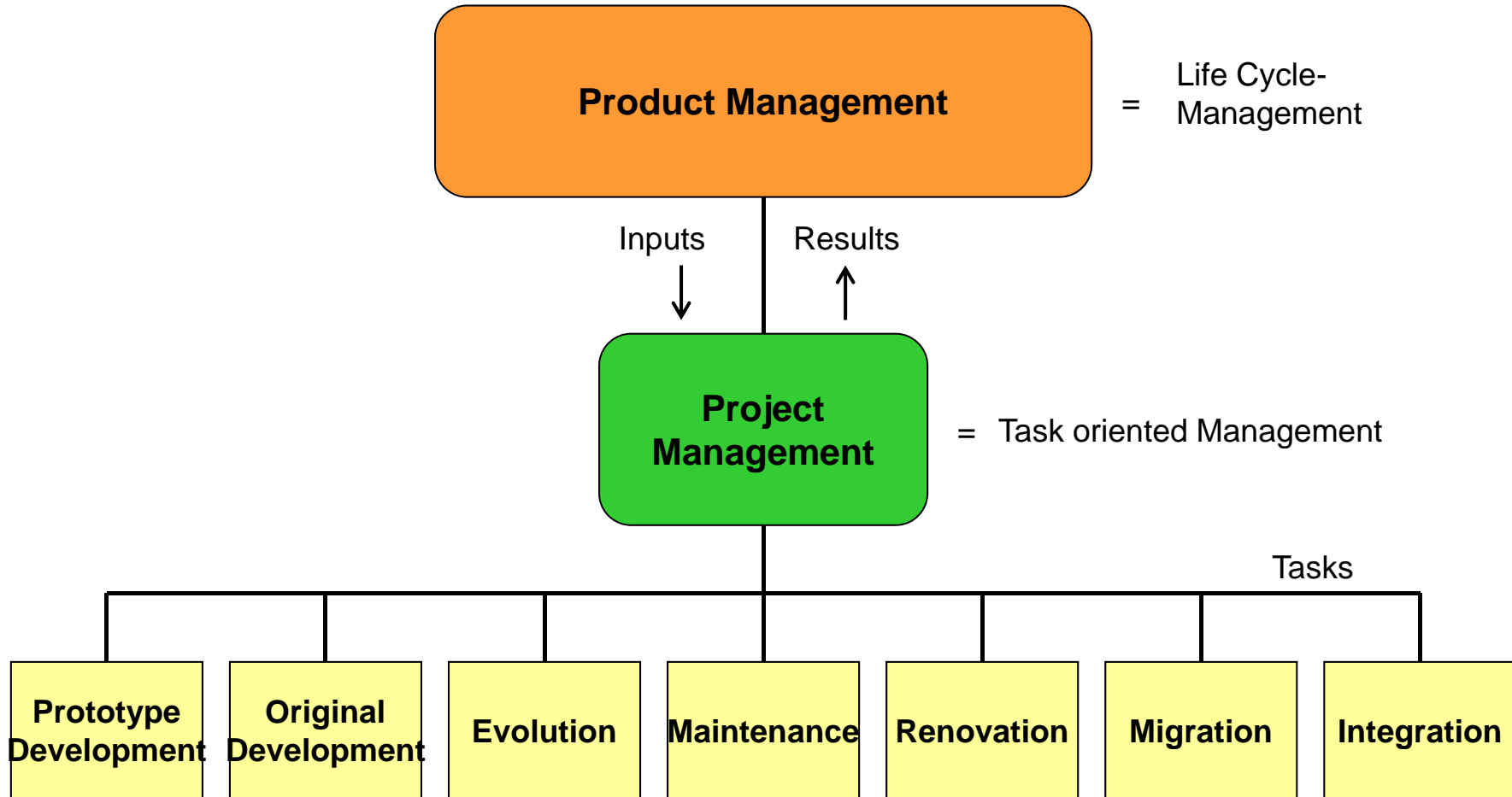


Encapsulated Object

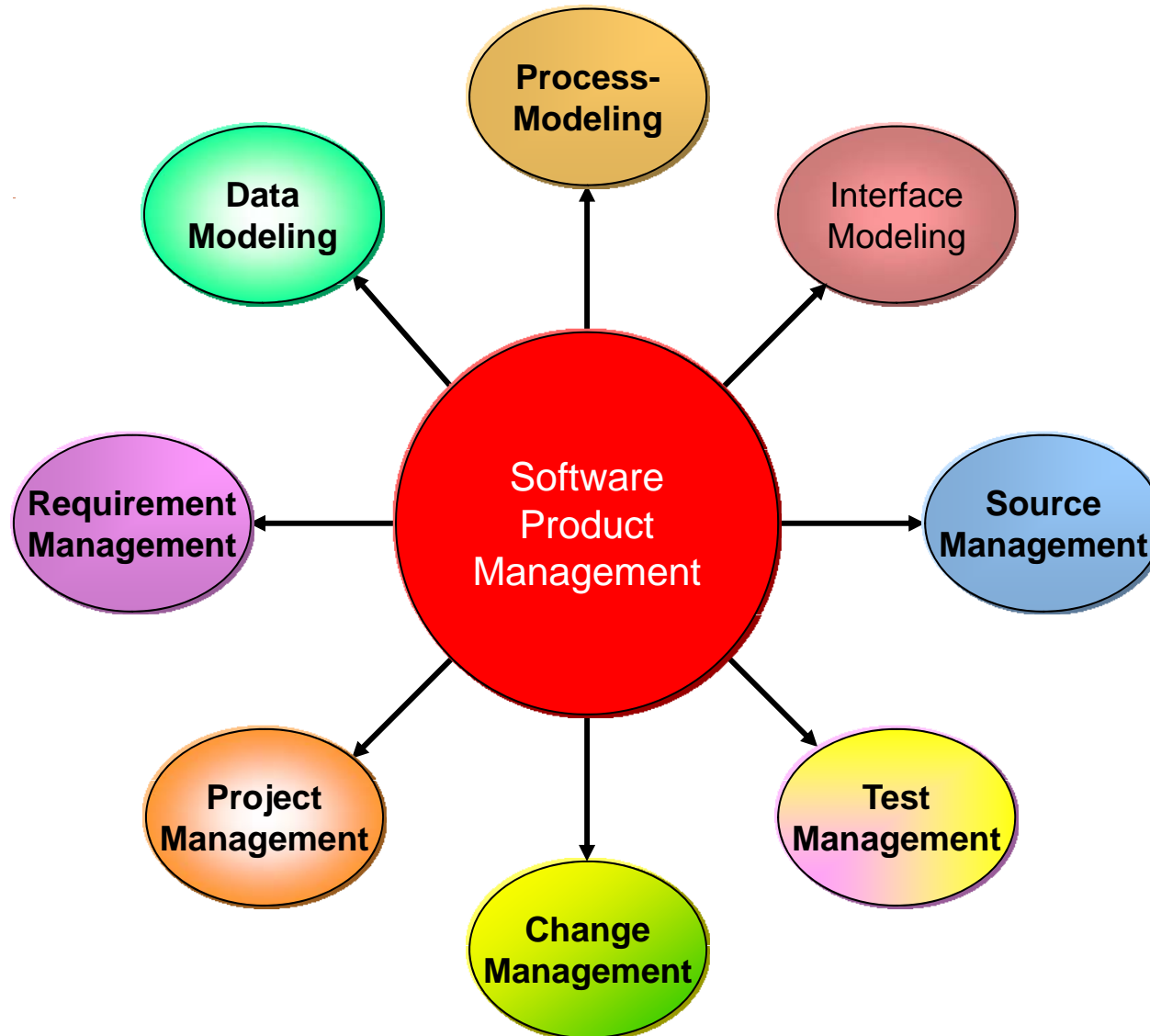
Projects as State Transitions



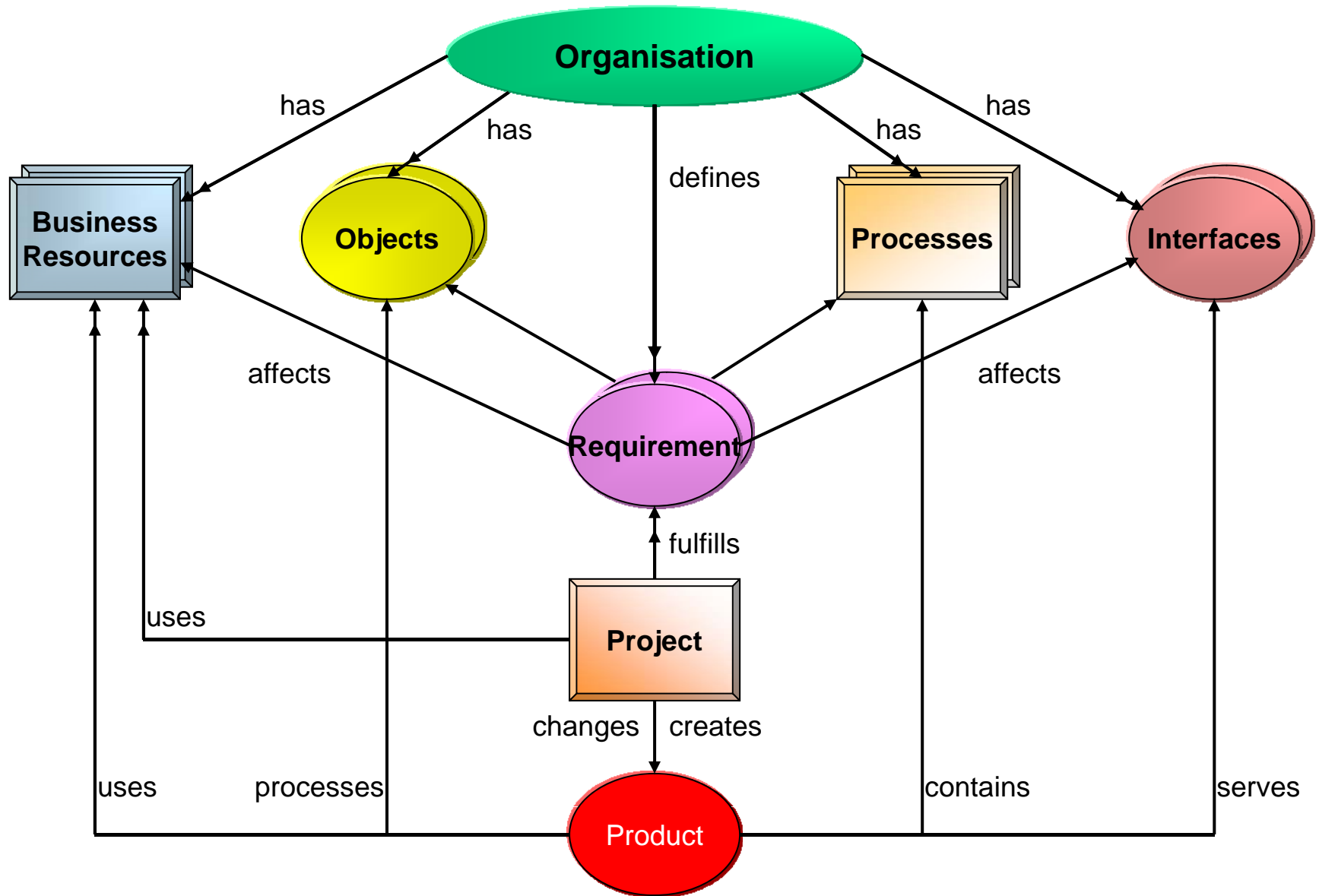
Product Management



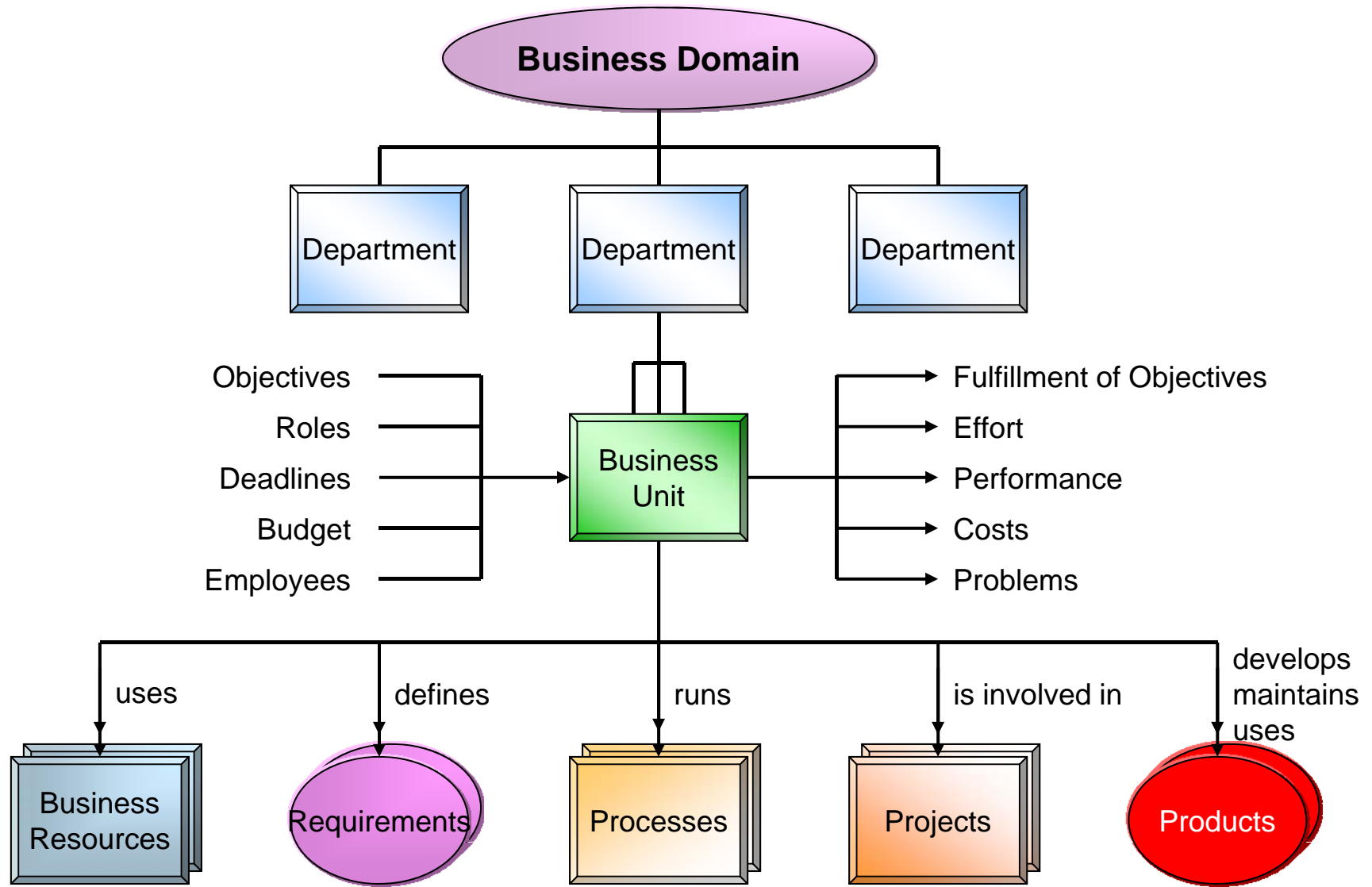
Role of Product Management



Business Modeling

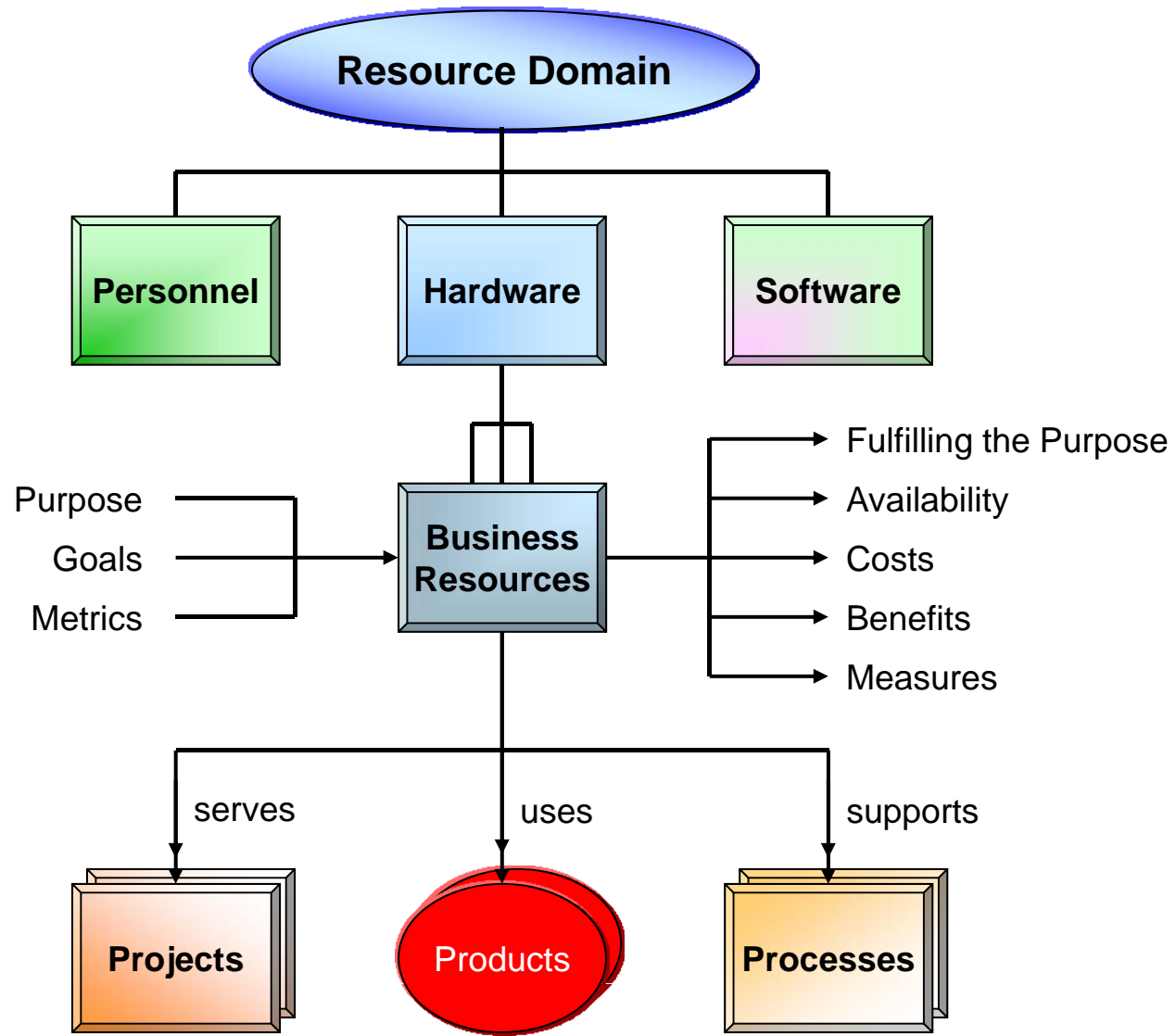


Organizational Modeling



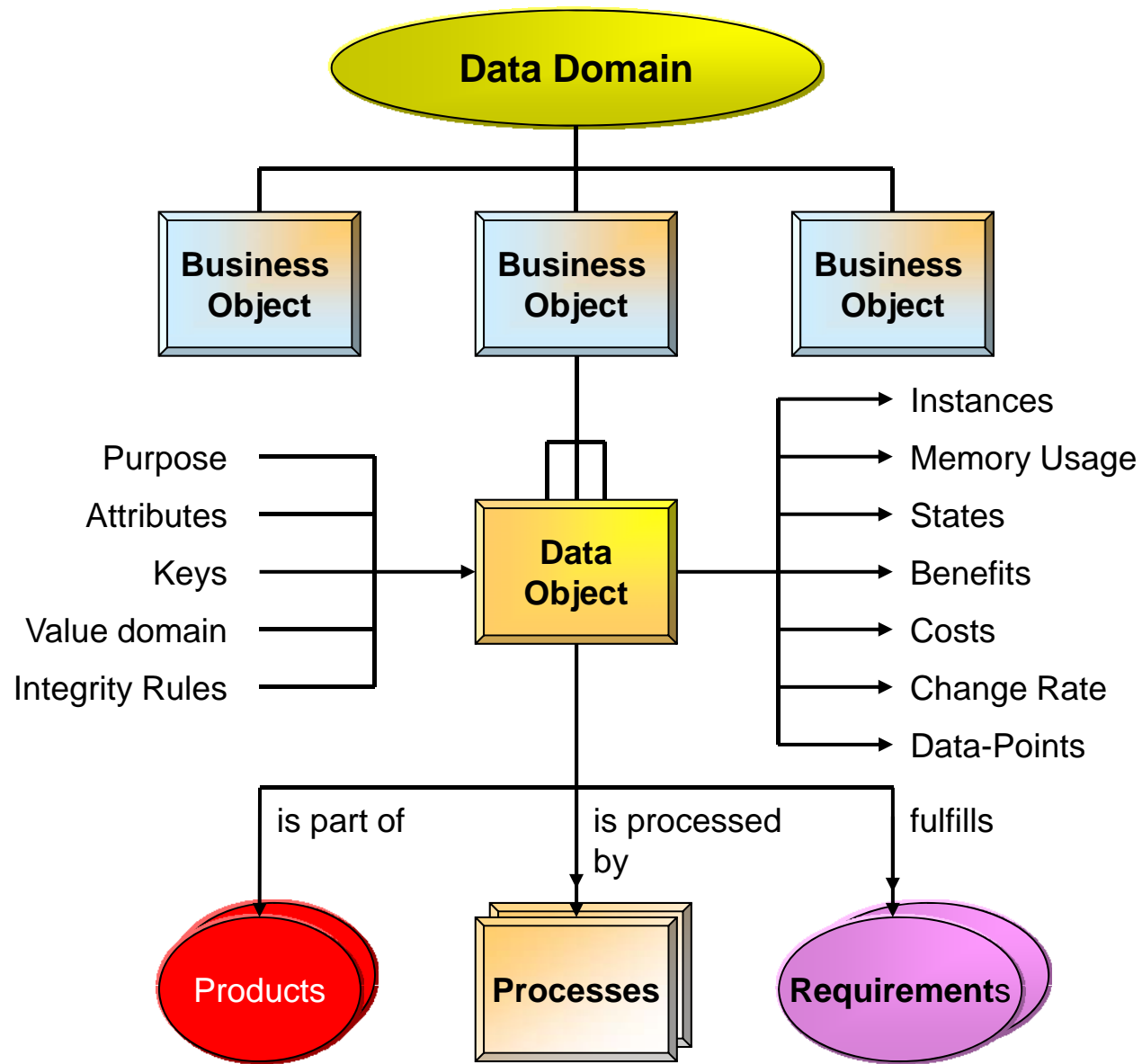
Business Unit Relationships => Business Model

Business Resource Modeling



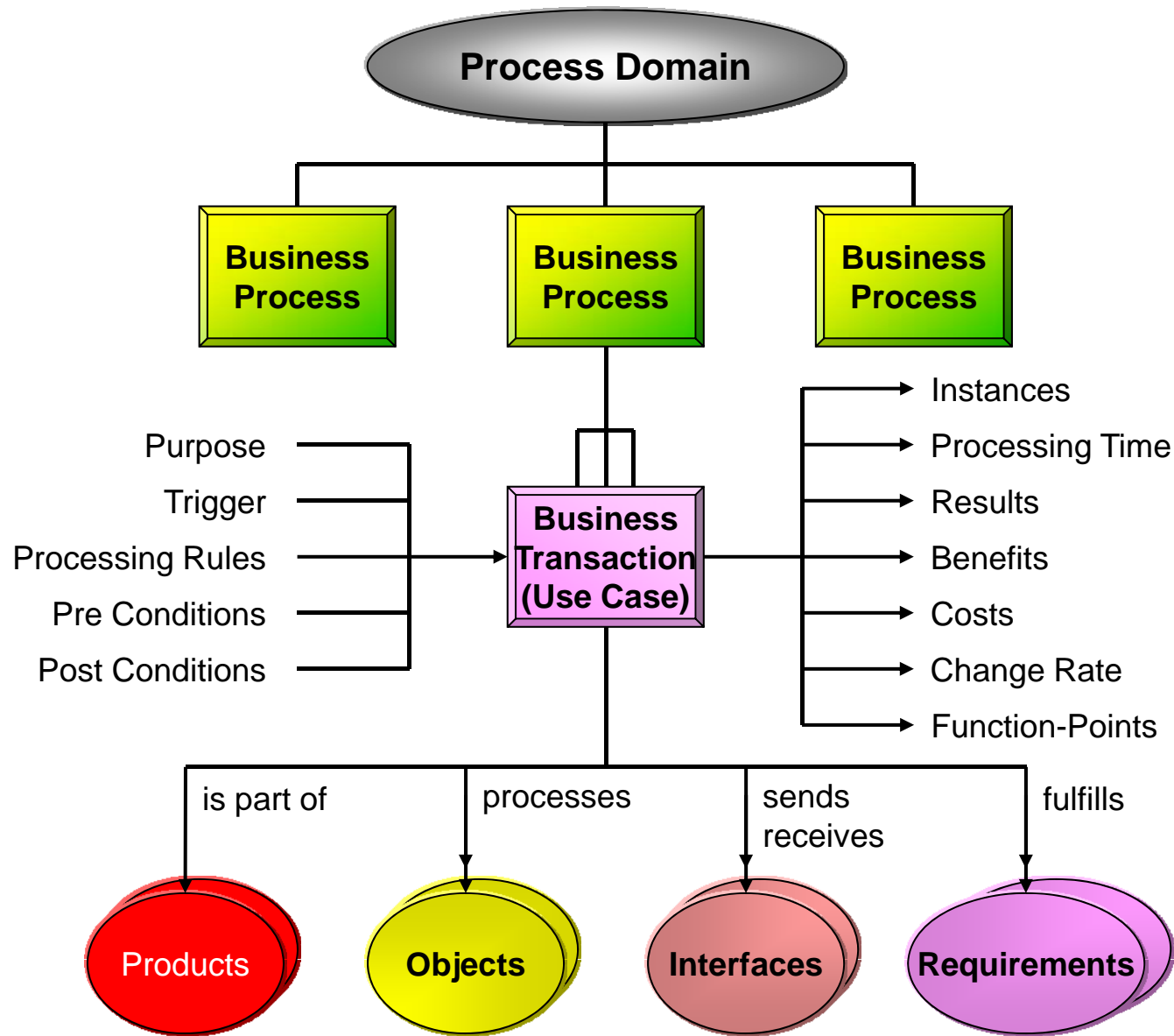
Resource Relationships => Resource Model

Data Modeling



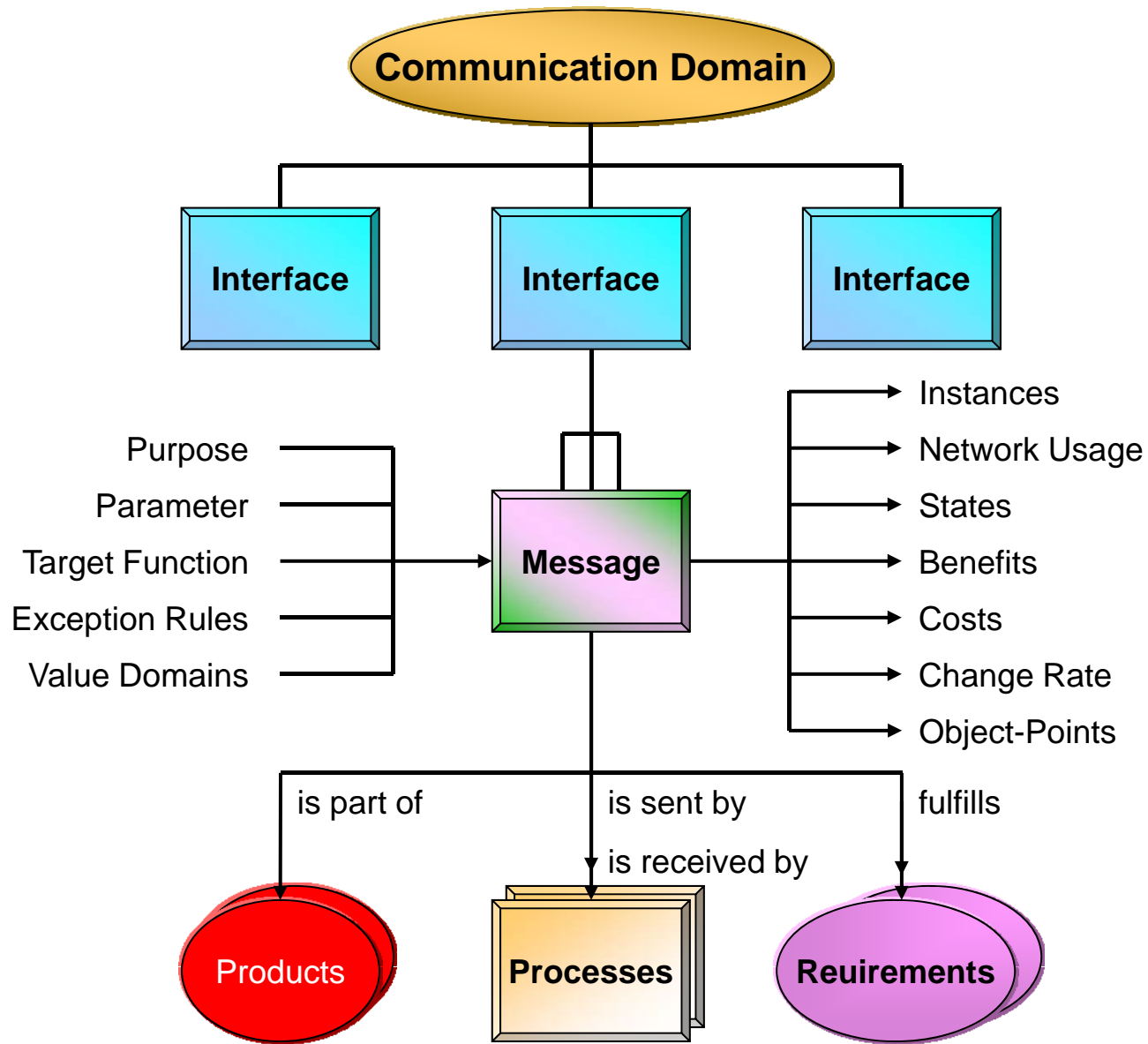
Object Relationships => Data/Object Model

Process Modeling



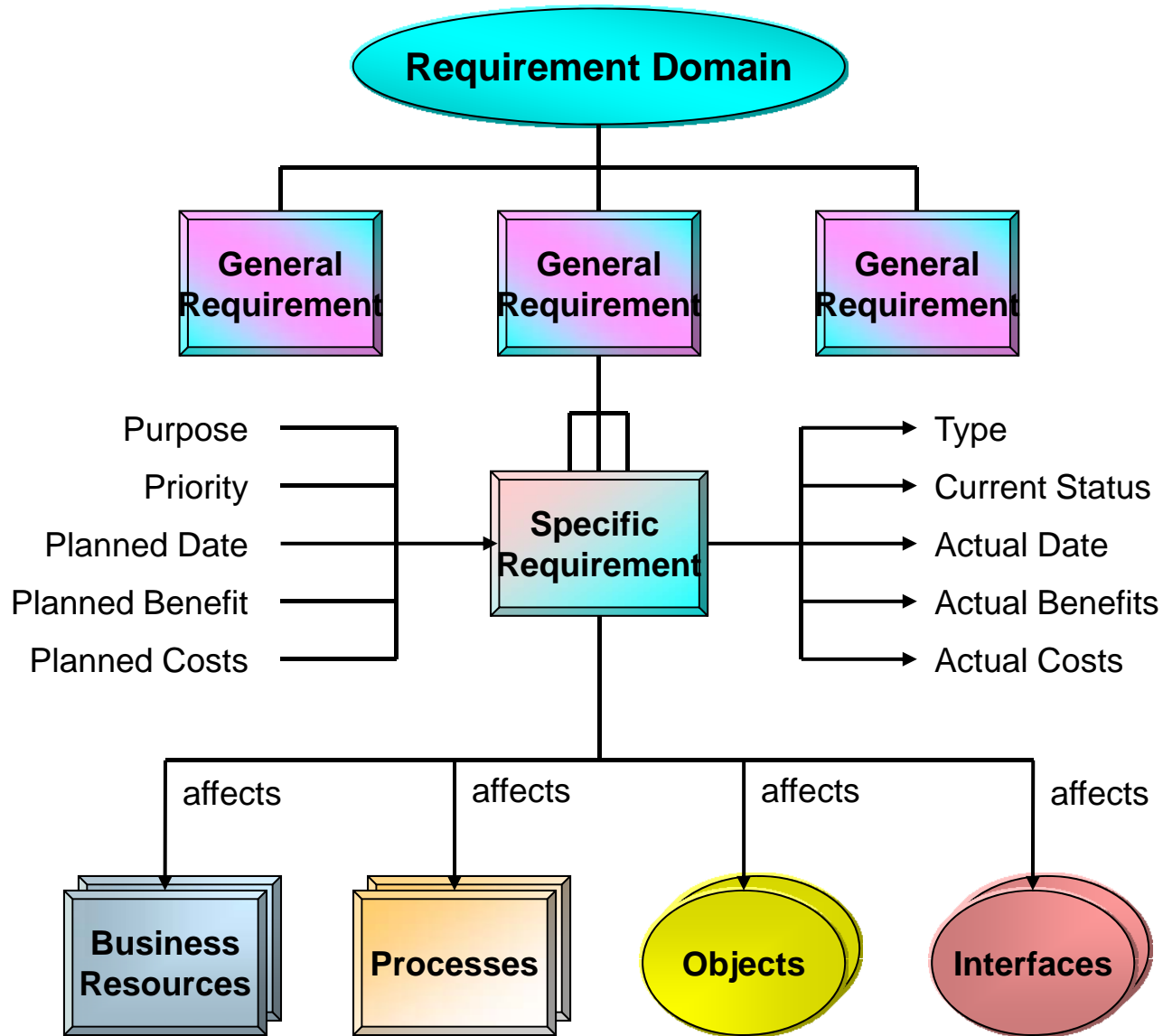
Process Relationships => Process Modeling)

Interface Modeling



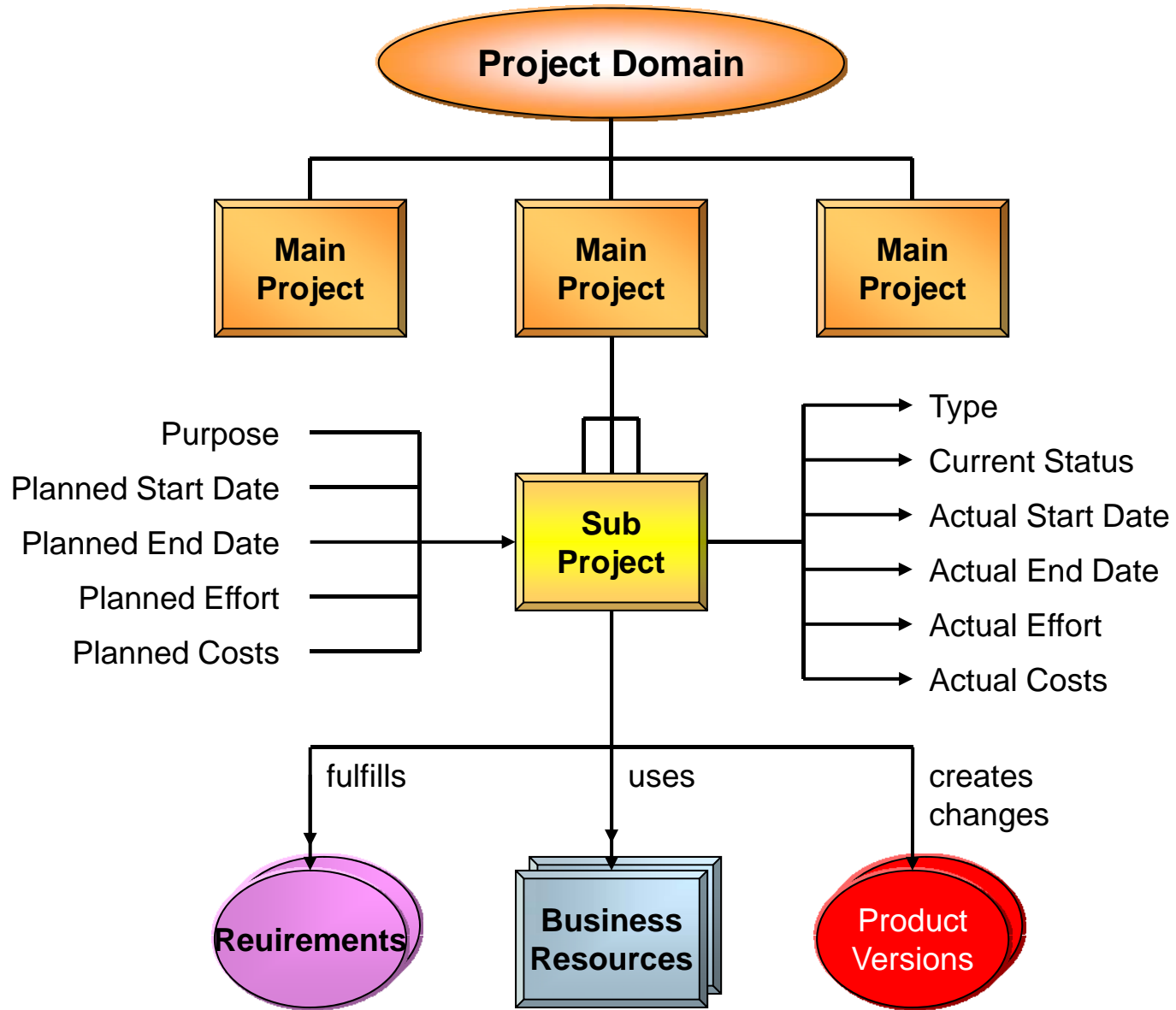
Interface Relationships => Communication Model

Requirement Modeling



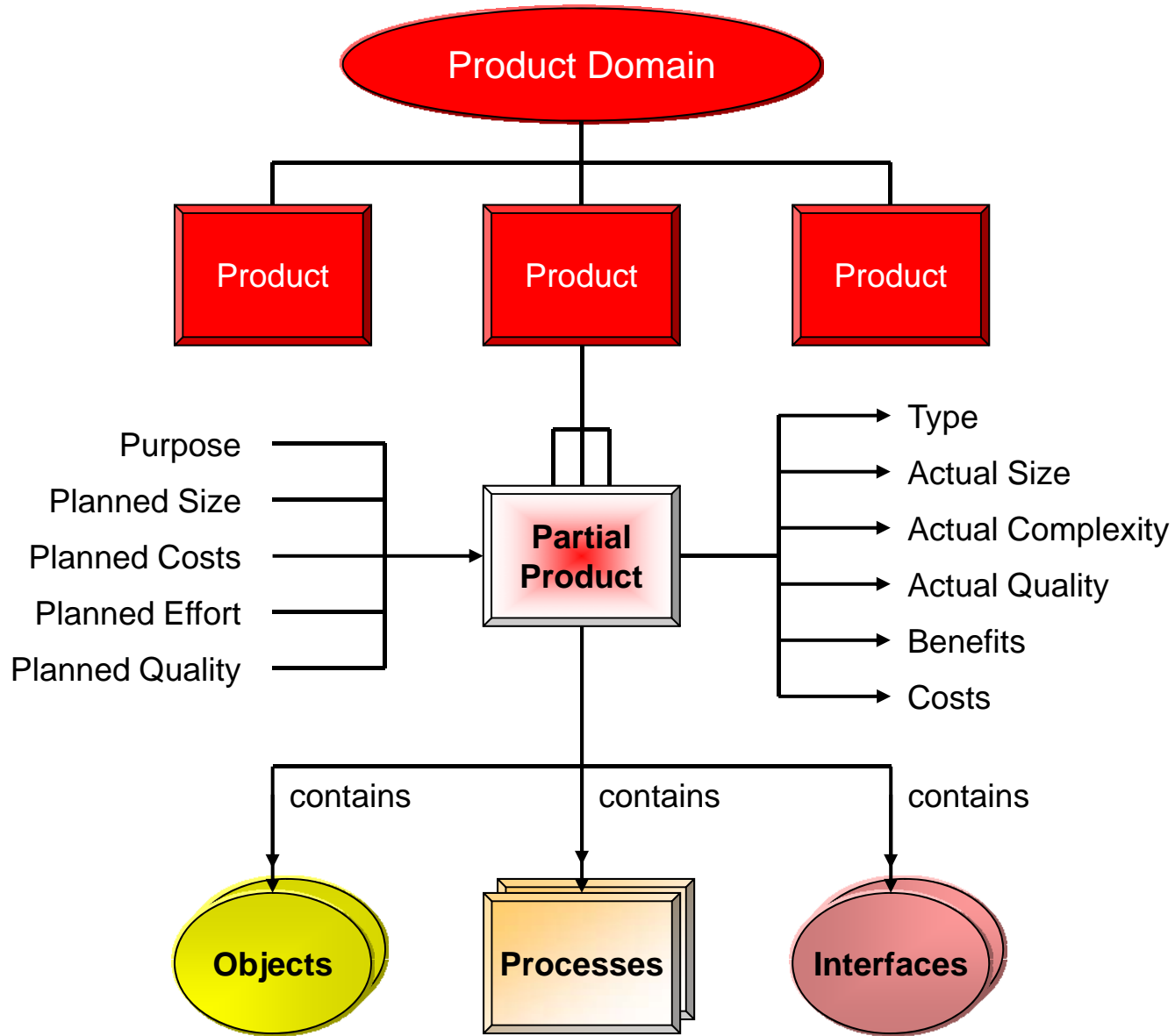
Requirement Relationships => Requirement Model

Project Modeling



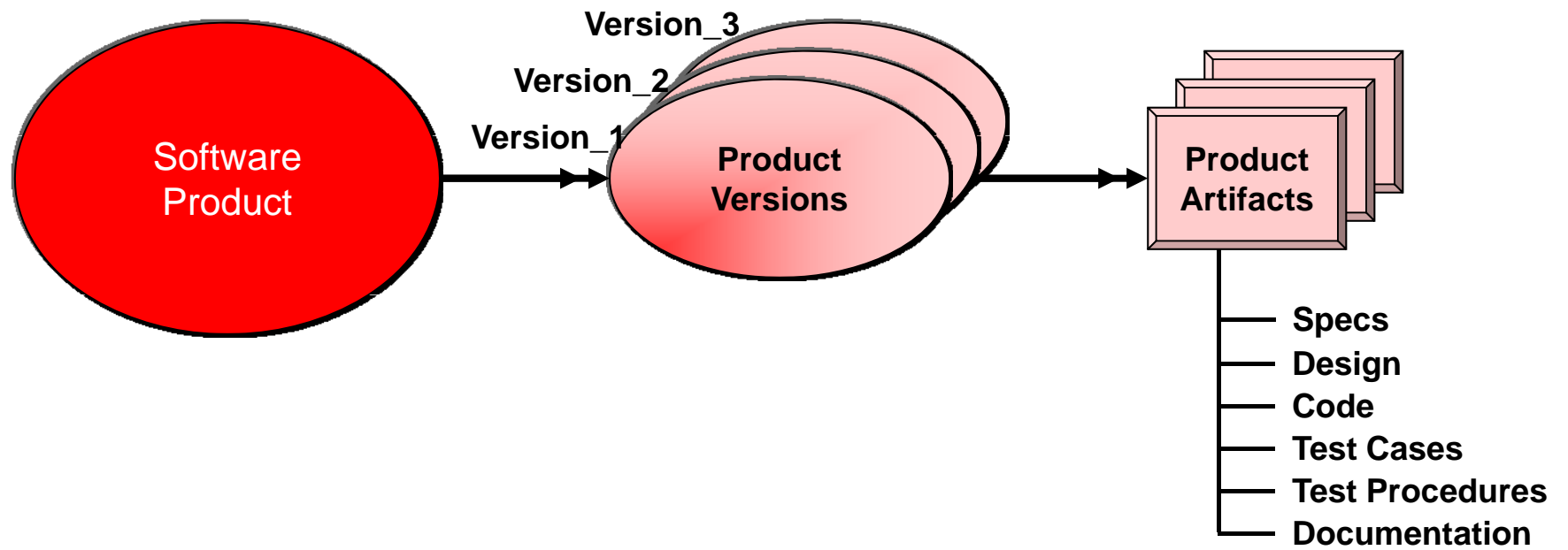
Project Relationships => Project Model

Product Modeling

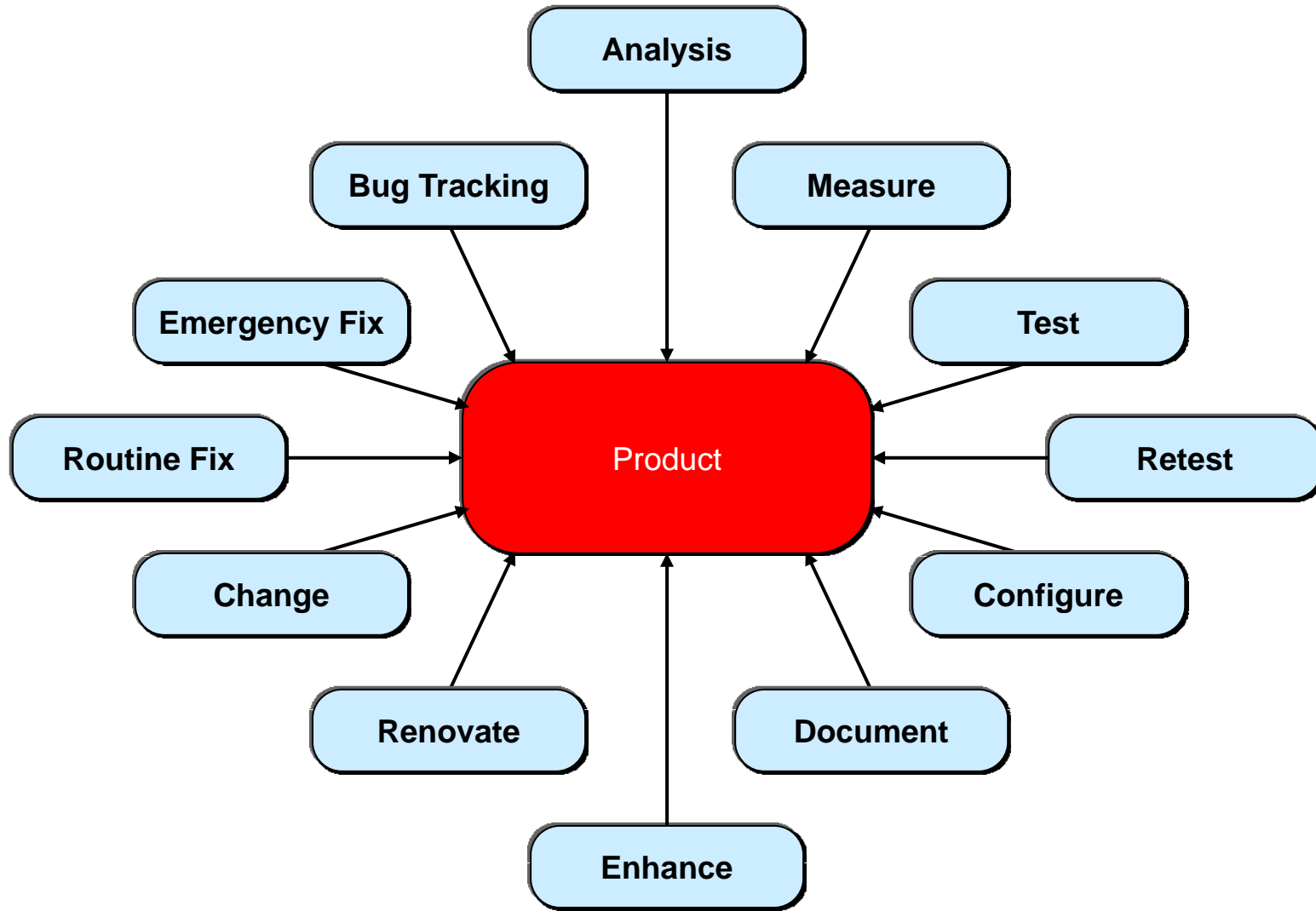


Product Relationships => Product Model

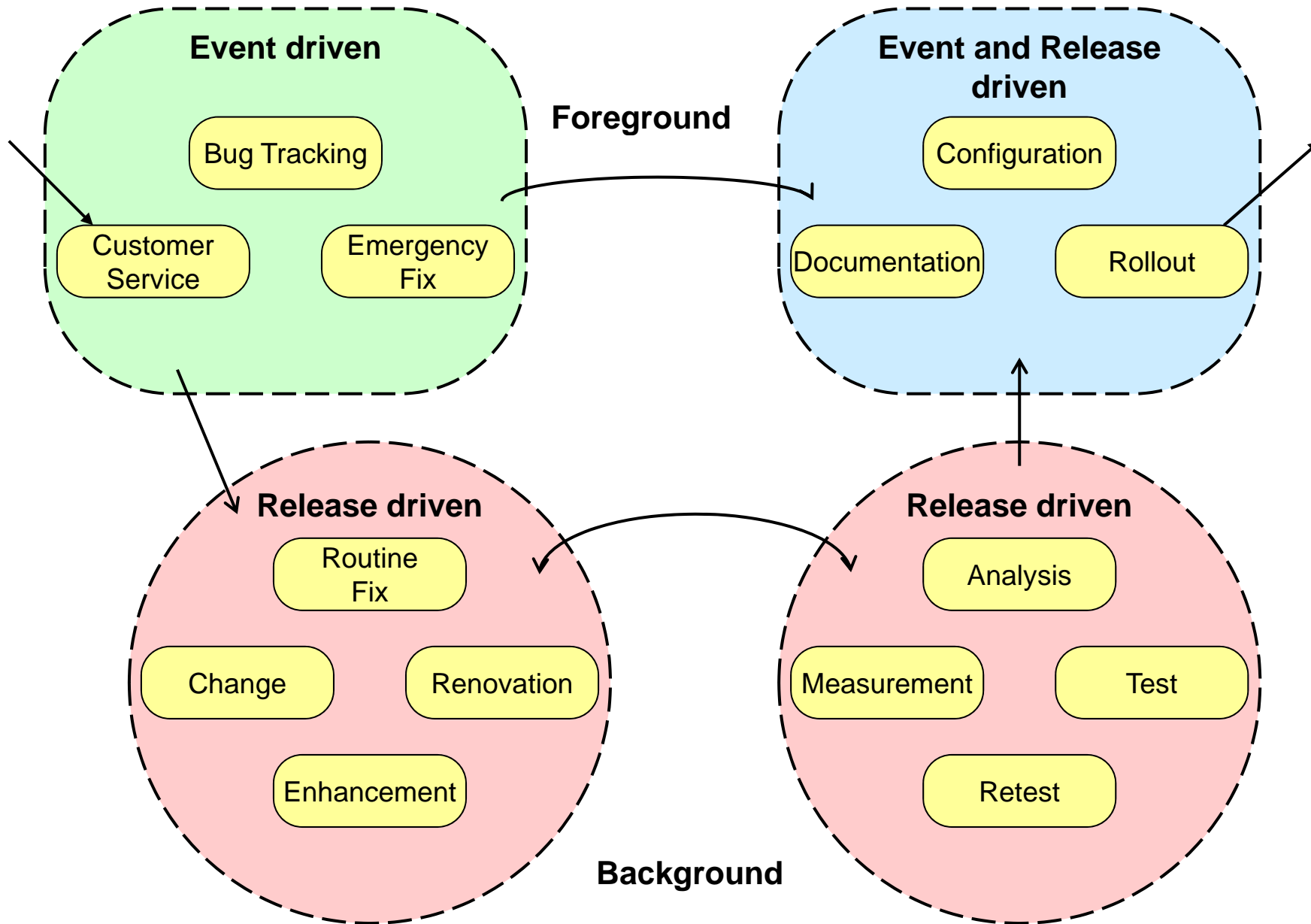
Product Dimensions



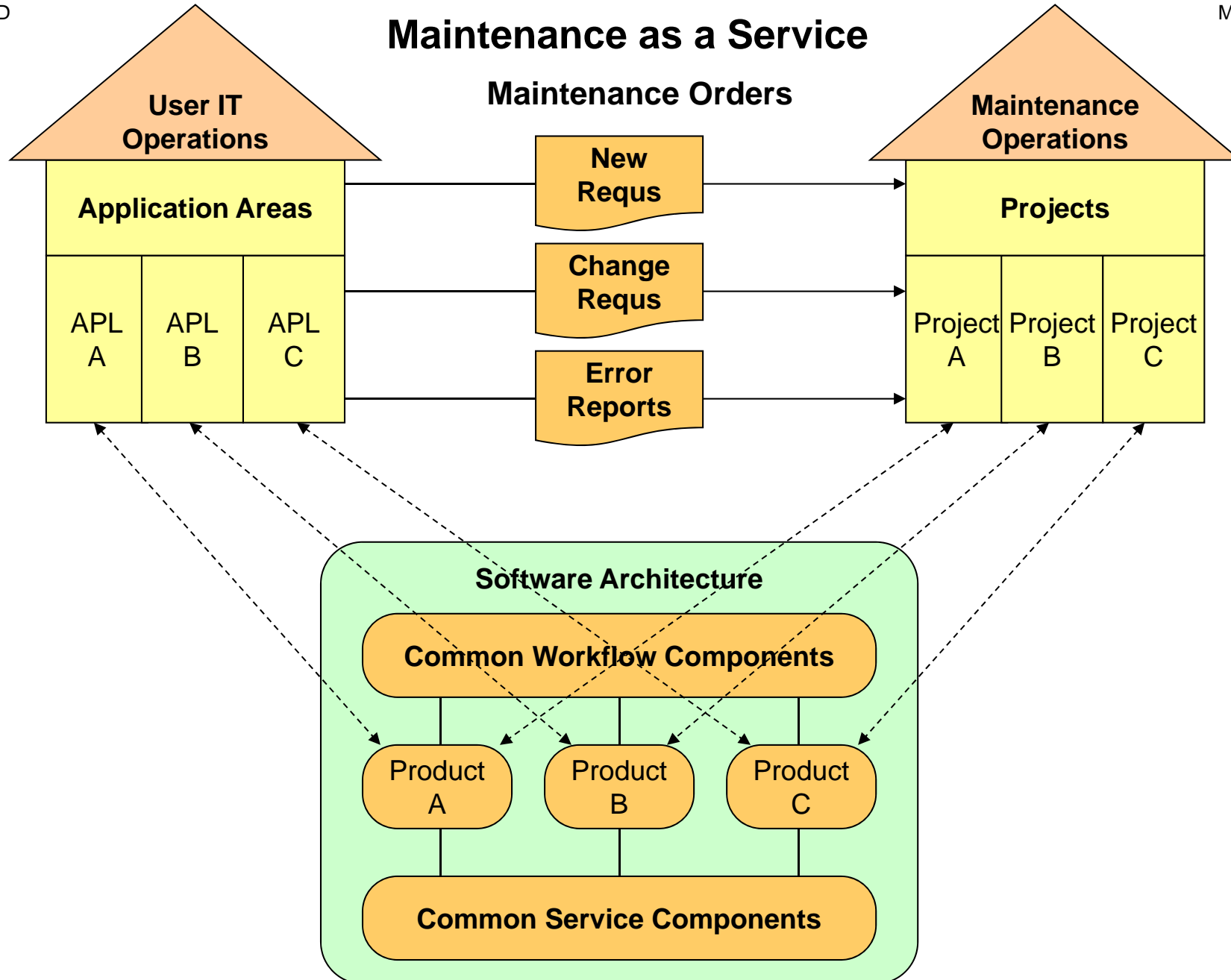
Tasks performed on a Software Product



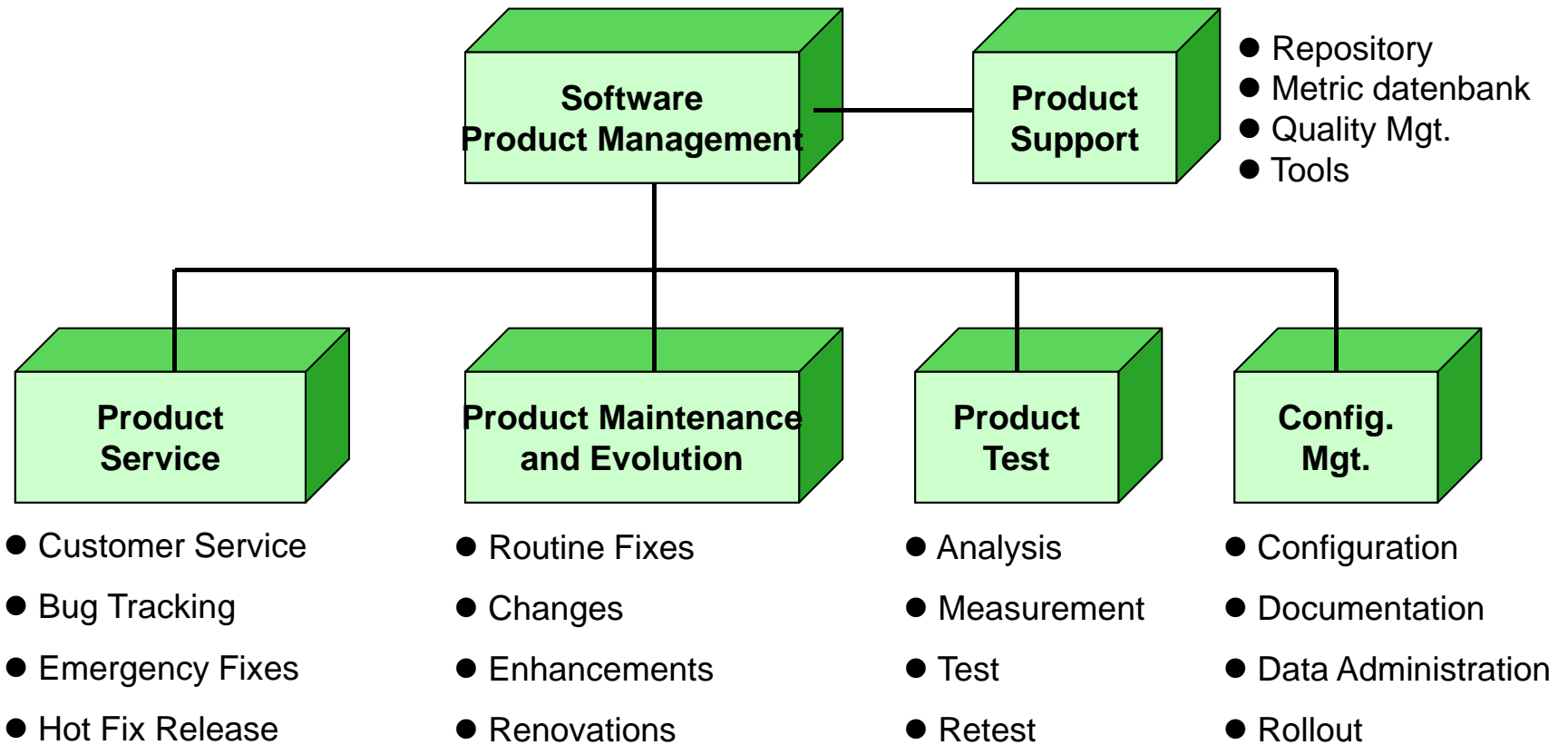
Distribution of product related Tasks



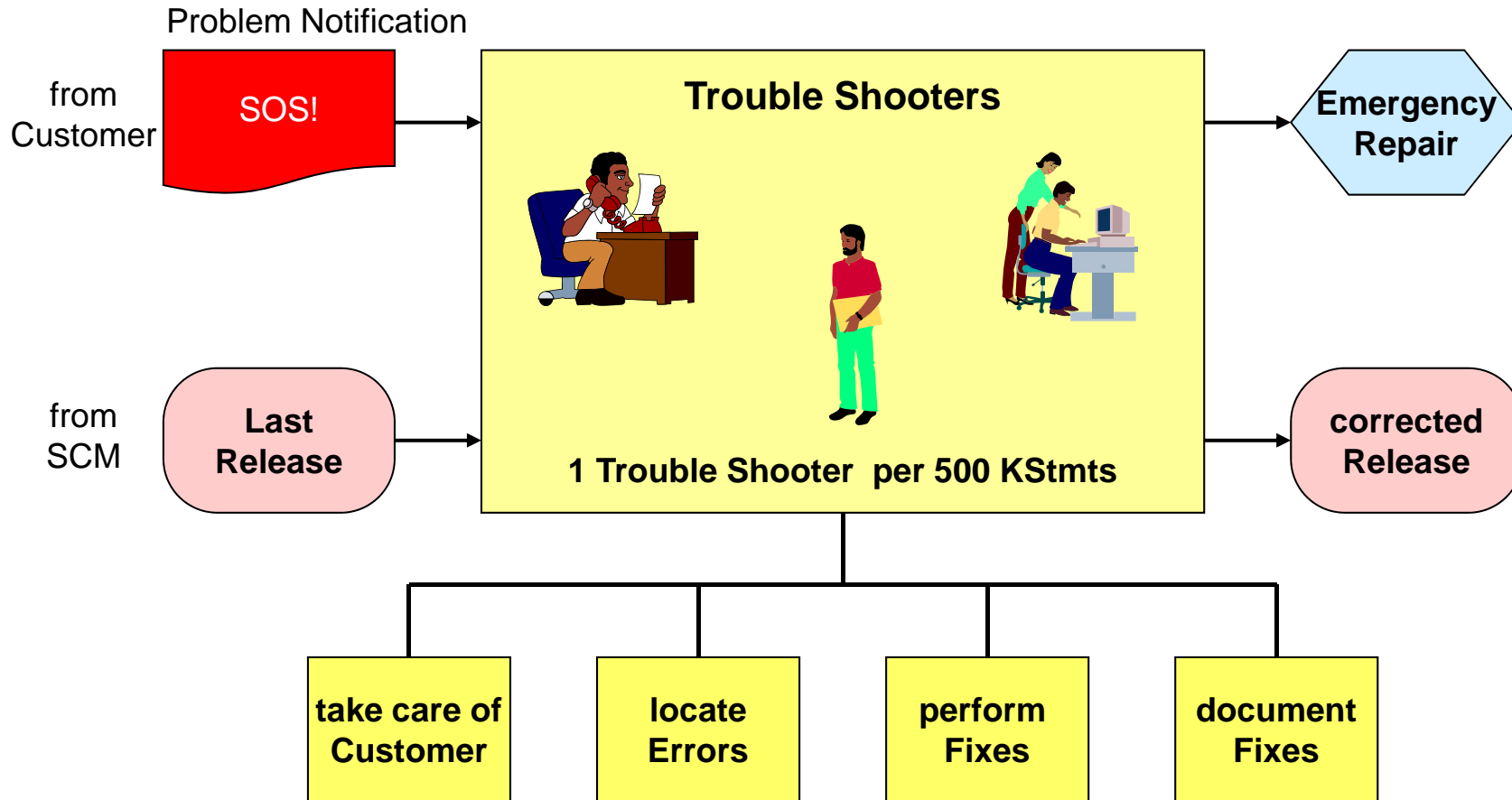
Maintenance as a Service



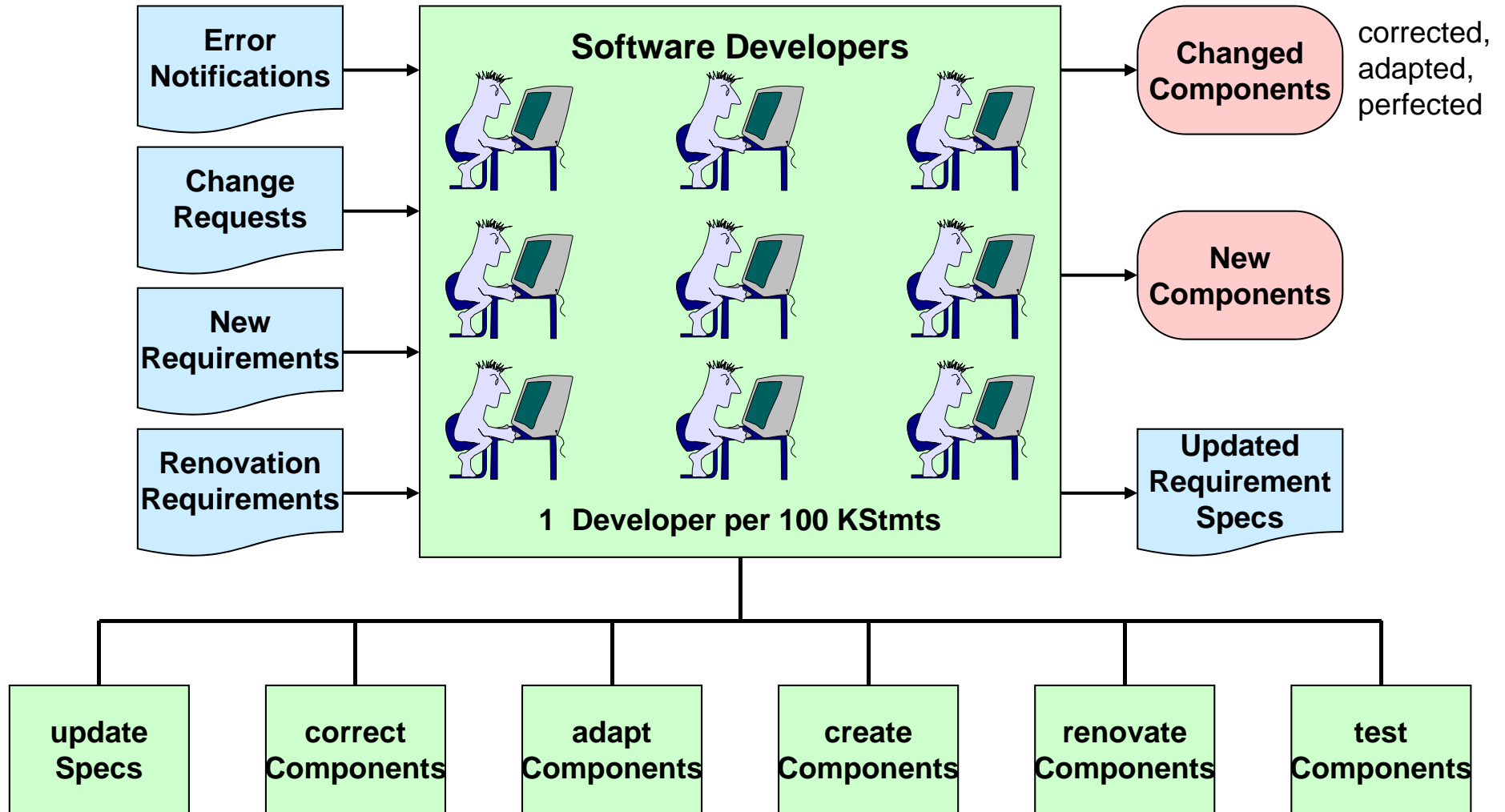
Product Management Units



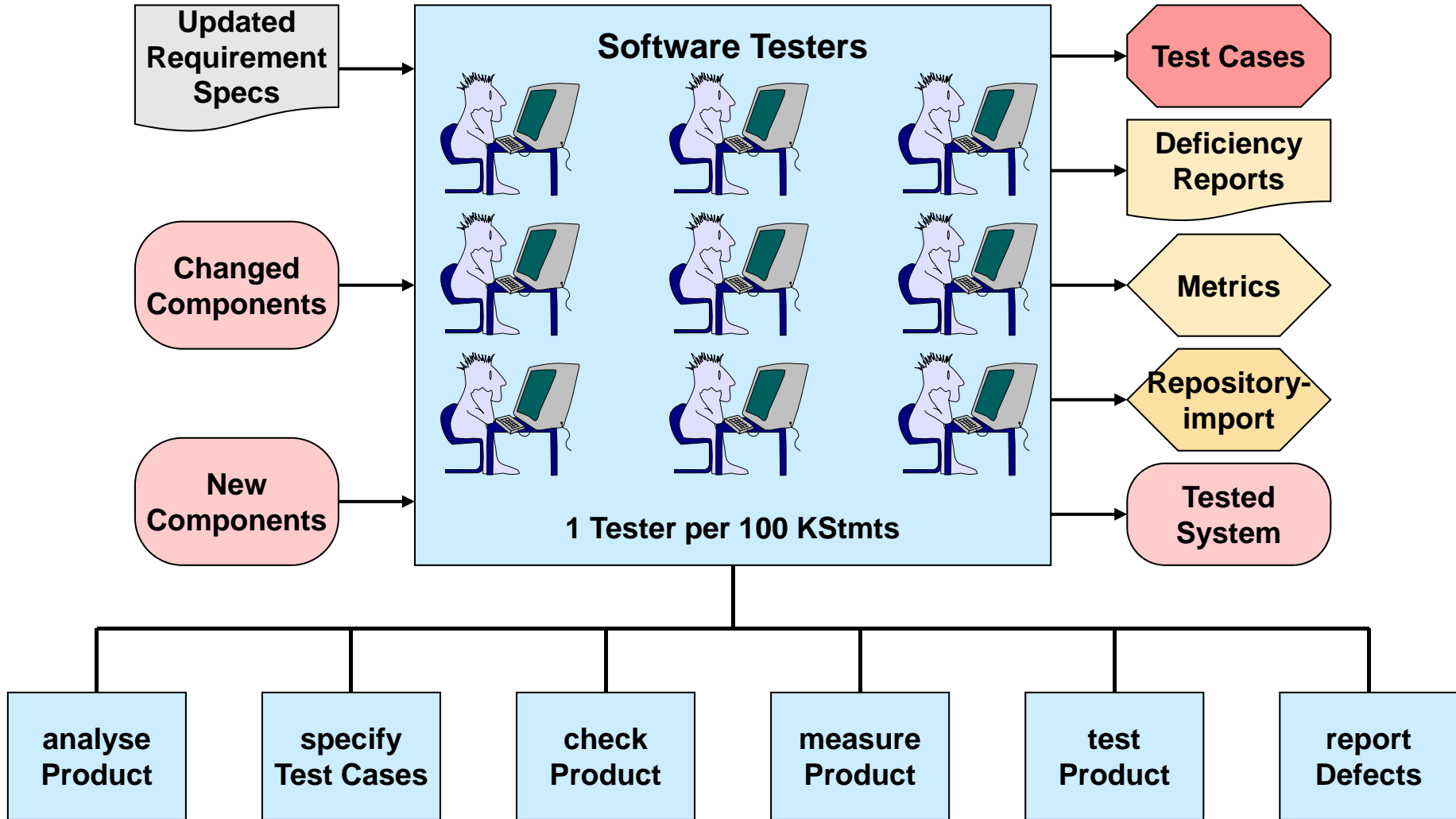
The Service Team



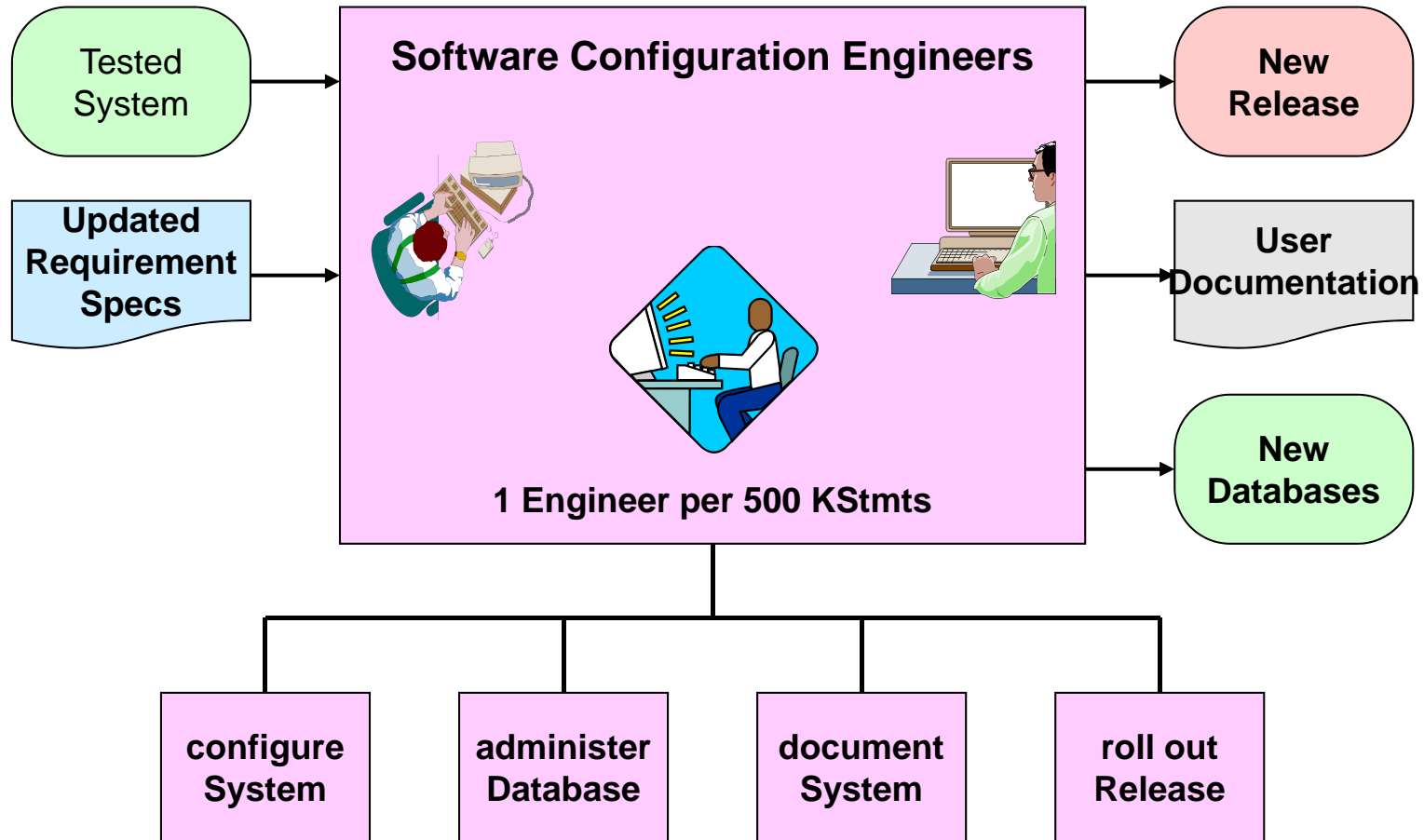
The EvolutionTeam



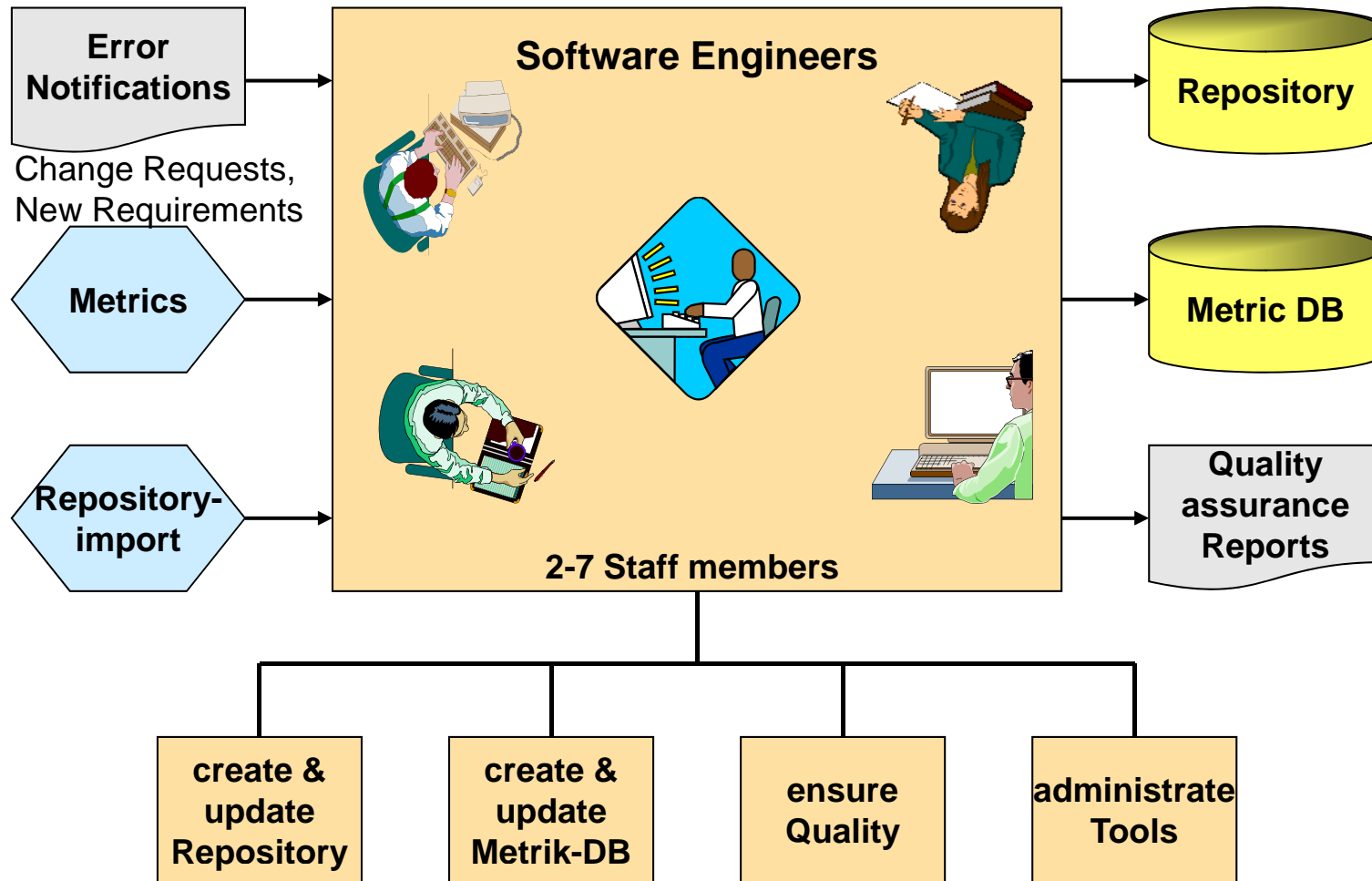
The Test Team



The Configuration Management Team



The Product Support Team



Maturity Levels of Maintenance Management

1st Level	2nd Level	3rd Level	4th Level	5th Level
Service Team	Service Team	Service Team	Service Team	Service Team
	Maintenance Team	Maintenance Team	Maintenance Team	Maintenance Team
	Emergency Fixes, Change Service	Configuration Management	Configuration Management	Configuration Management
		Emergency Fixes, Change Service Release Management	Test Team	Test Team
			Emergency Fixes, Change Service Release Management Quality Assurance	Support Team
				Everything