

# MAINTAIN

## Product Journey

The digital product's life cycle

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After a successful development initiative, sooner or later there will come a time when there will be no new major releases, but the product or service still **needs to be maintained and kept functioning efficiently**.

The purpose of the *Maintenance* phase is therefore to ensure that the product continues to function properly and meet the needs of users and stakeholders. This phase is ongoing for as long as the product is live in use. Applying DevOps principles, the maintenance services will ensure that updates, fixes, and improvements are developed and deployed in time.



### Start from...

A released product initiative with desired functionality.



### And go to...

Continuously making sure the product functionality runs smoothly and meets its expectations.

### We do this by:

1. Monitoring
2. Incident Management
3. Change Management
4. Continuous Improvement
5. Security

## Business benefits

Ensure that updates, fixes and improvements are implemented in a timely and efficient manner.

A product that continues to improve and grow in iterations as users and the business learn more about the product and its surroundings.



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## Activities



Monitoring



Continuous monitoring of the product or service to ensure its proper functioning and prompt detection and resolution of any issues.



Incident Management



Prompt resolutions of any issues through an incident management process, which may involve identifying the root cause of the problem, implementing a temporary fix, and subsequently developing a permanent solution.



Change Management



Careful management of changes to the product or service to ensure that any updates or improvements are thoroughly tested before being deployed.



Continuous Improvement



Ongoing improvement of the product or service through the implementation of new features, enhancements, and optimizations as directed by Product Management.



Security



Regular security assessments and updates to ensure that the product or service remains secure and compliant with relevant regulations.

## Outcome

The primary outcome of *Maintenance* phase is a stable, secure, and continuously improving product or service that meets the needs of its users and stakeholders.

By following DevOps principles, updates and improvements can be made efficiently and effectively, allowing the product to remain competitive and relevant.

### Our Top-tier partners

