PROJECT
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Maintenance Overview
27.3.2001

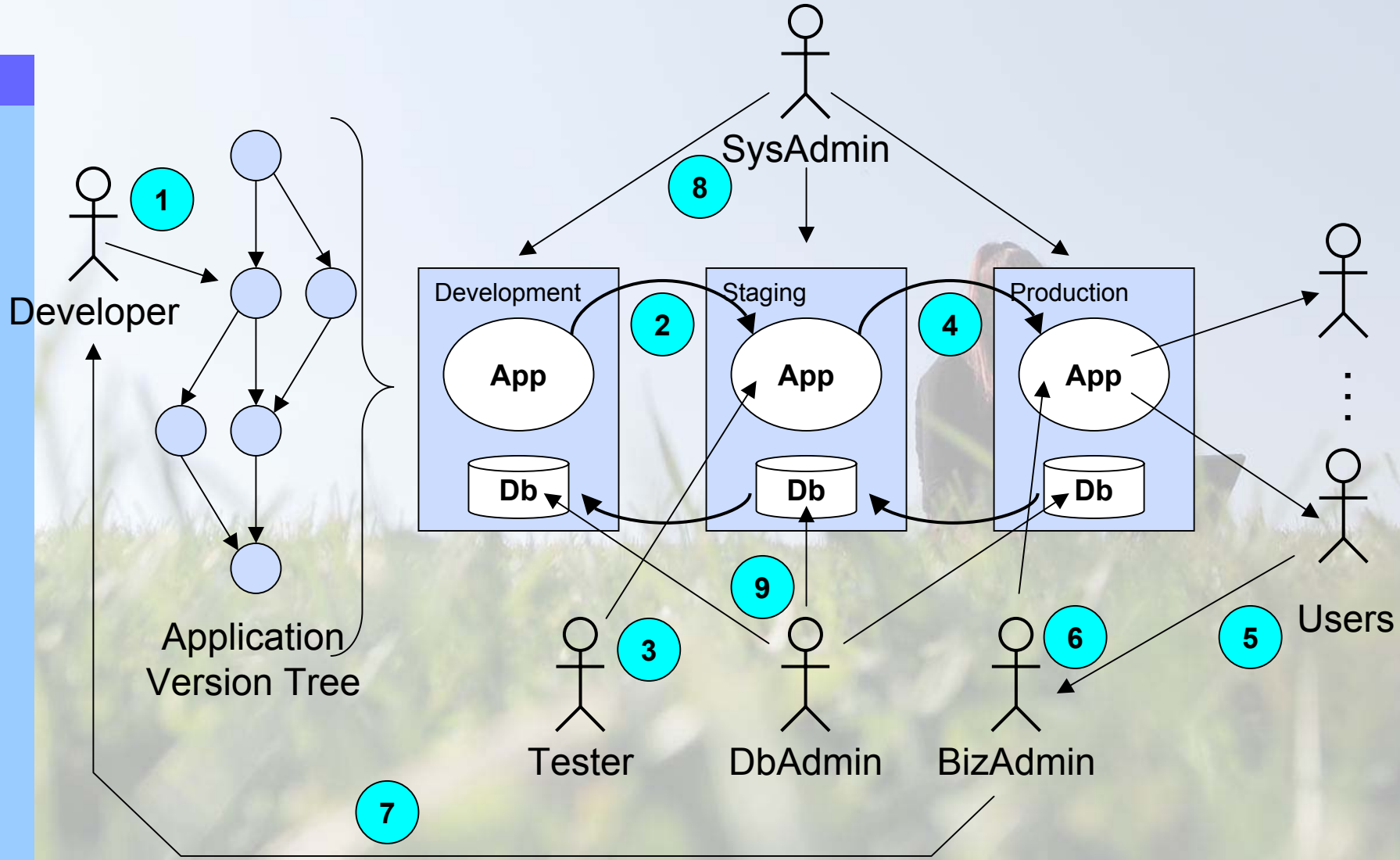
Roles

Role	Responsability
SysAdmin	Keeps the servers running
DbAdmin	Keeps databases running
AppAdmin	Keeps the marketplace running
BizAdmin	Adds new products/transactions

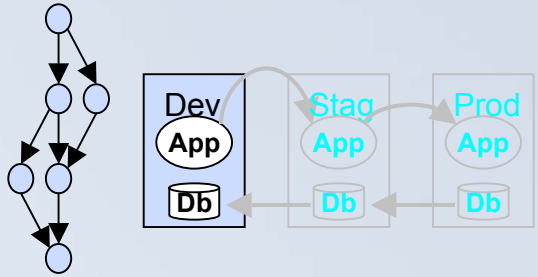
Assignations

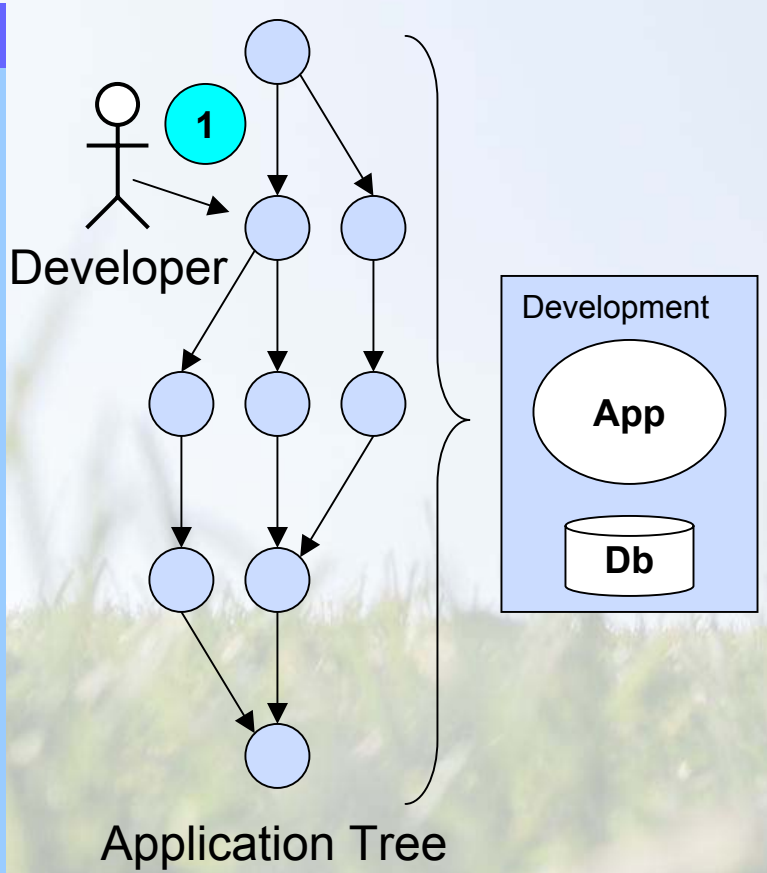
Role	Who
SysAdmin	**<please assign>**
DbAdmin	**<please assign>**
AppAdmin	**<please assign>**
BizAdmin	**<please assign>**

Operations Overview



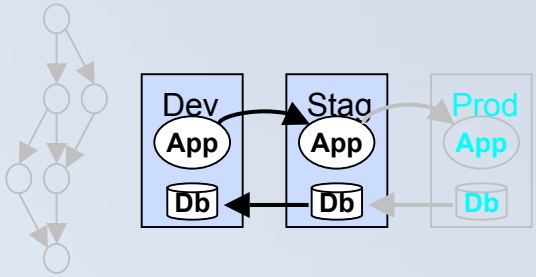
1. Development

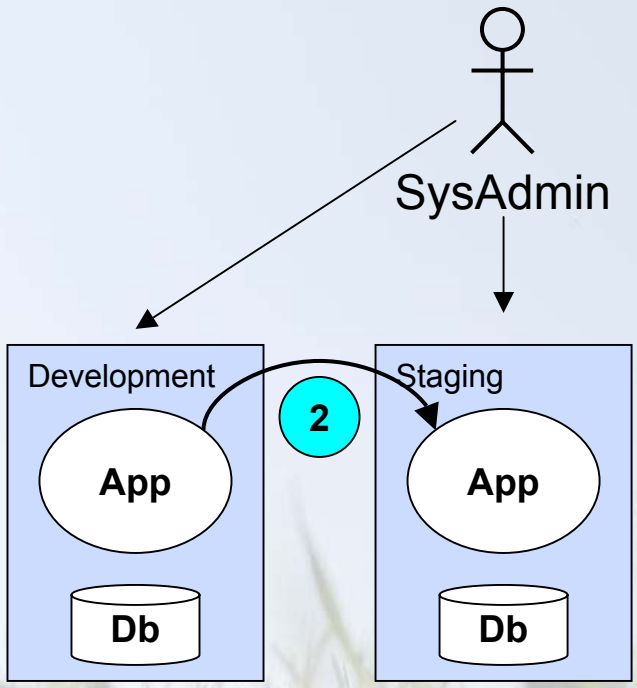




- The **Developers** implement new features using the **Development Server**.
- Developers can work with different versions of the application simultaneously.

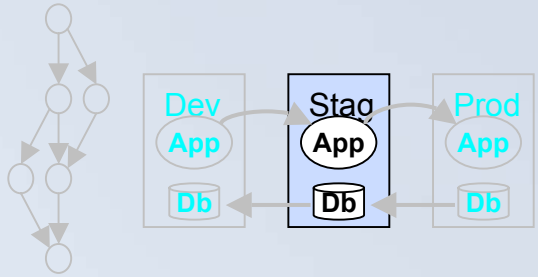
2. Staging



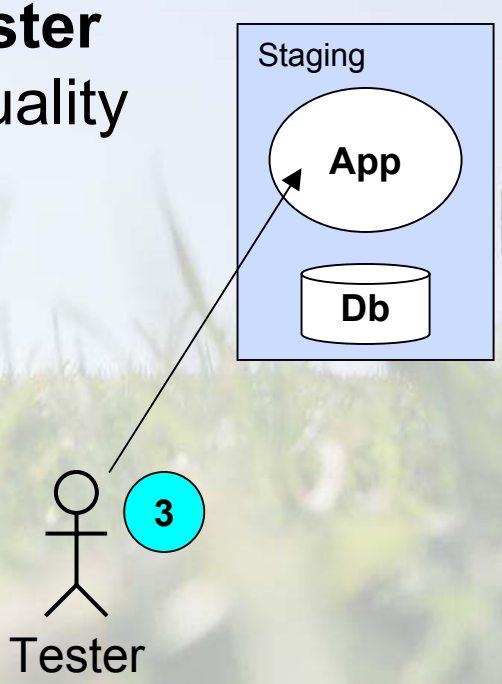


- The System Administrator transfers the application to the **Staging Server**.

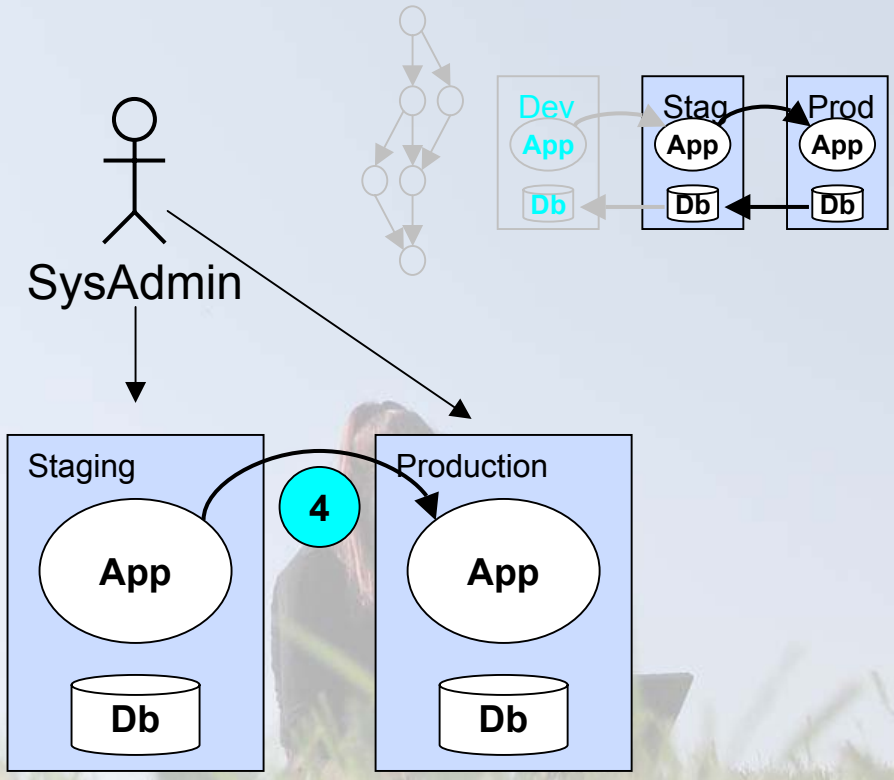
3. Release Testing



- A dedicated **Tester** makes a last Quality Control.

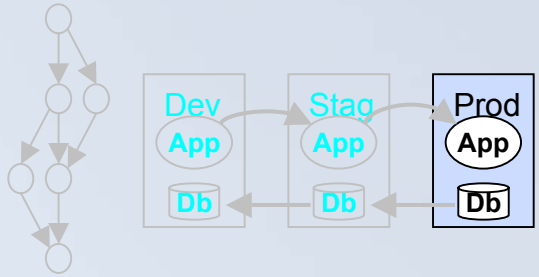


4. Productive Setting

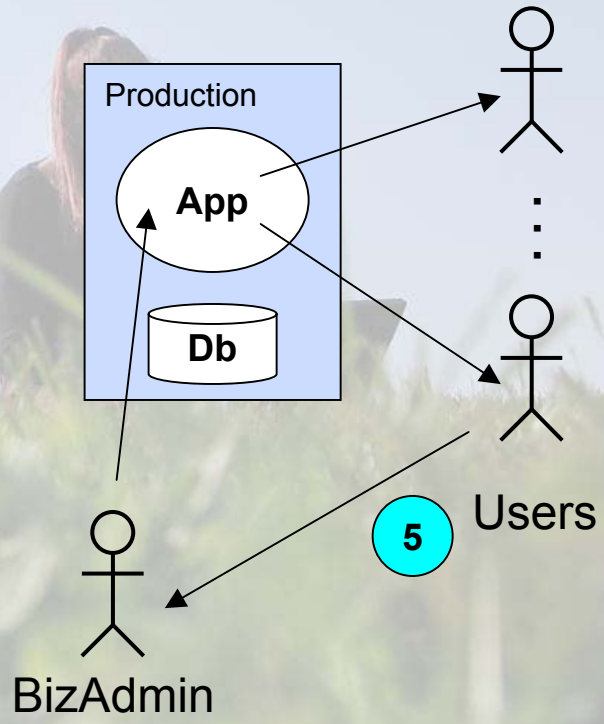


- The System Administrator transfers the application to the **Productive Server**.

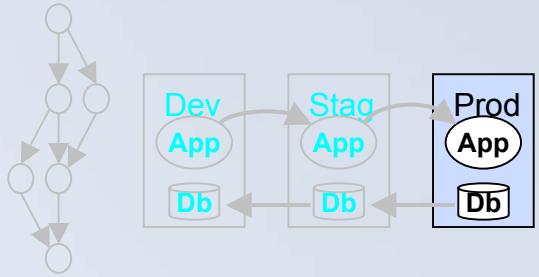
5. User Feedback



- **Users** are using the application.
- Suggestions and Bugs are reported to the **BizAdmin.**

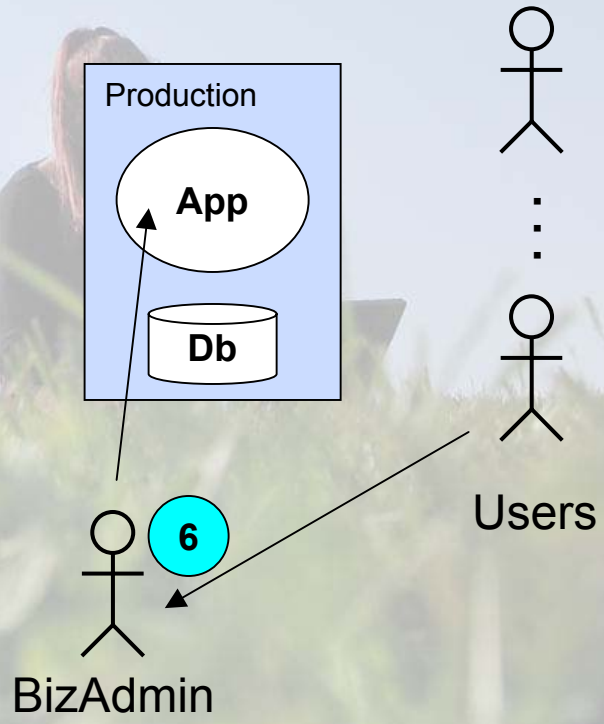


6. Application Maintenance

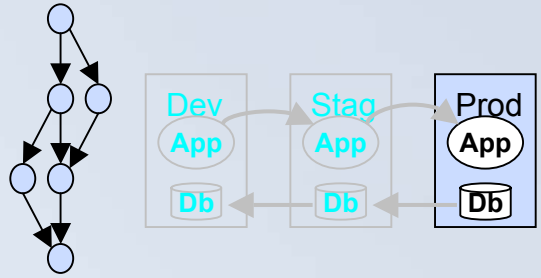


The **BizAdmin** maintains the applications:

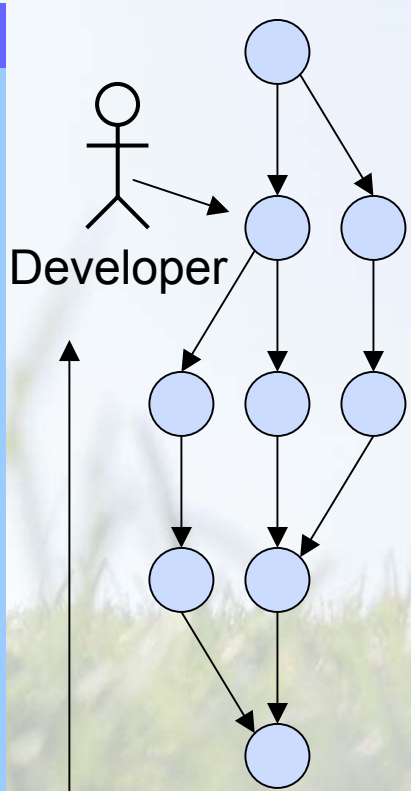
- Adds new products
- Helps to open new transactions

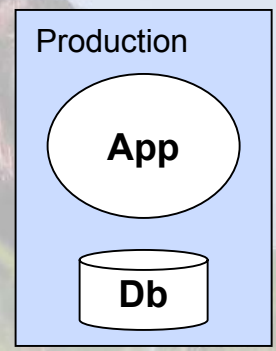


7. Development Feedback



- The **BizAdmin** reports bugs/ suggestions to the development.

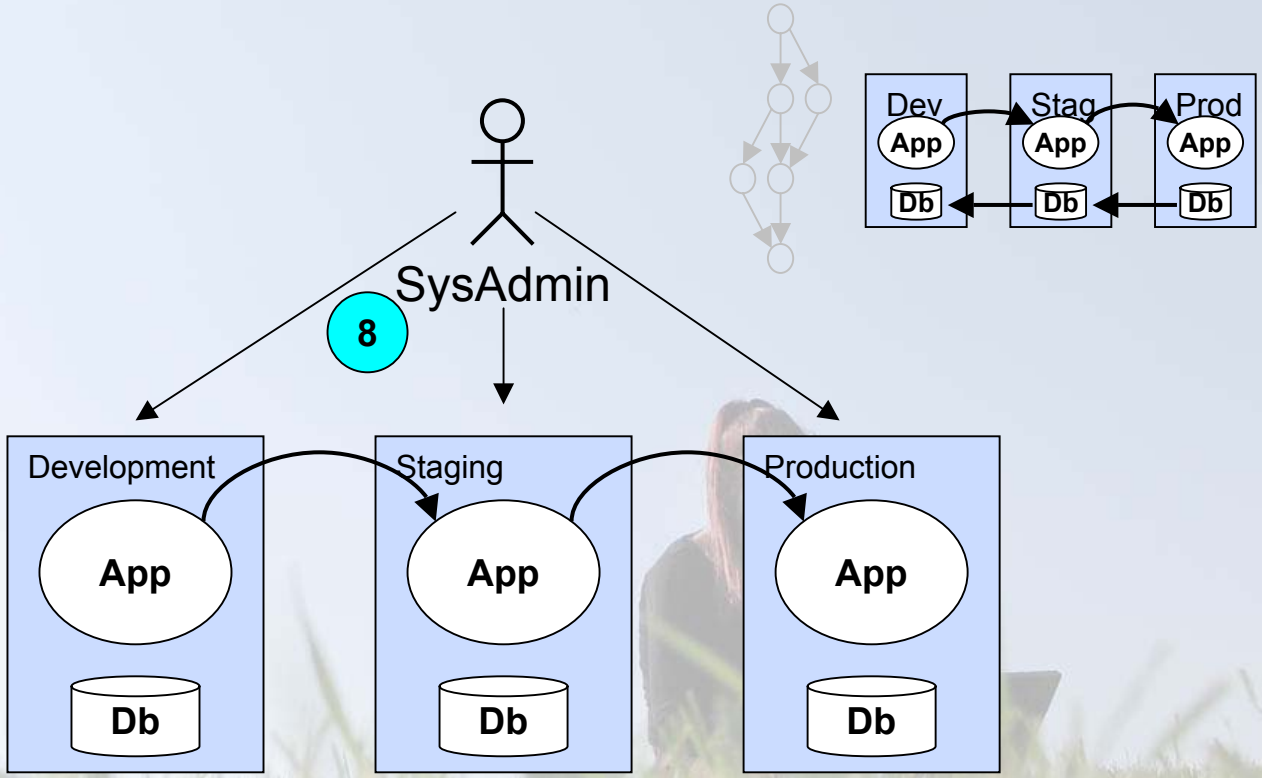




Users

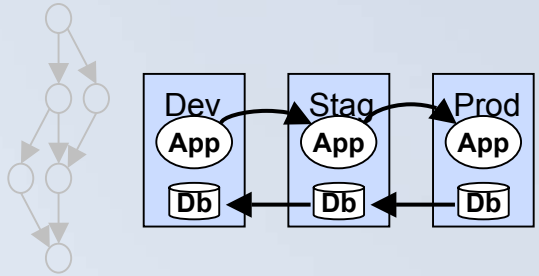
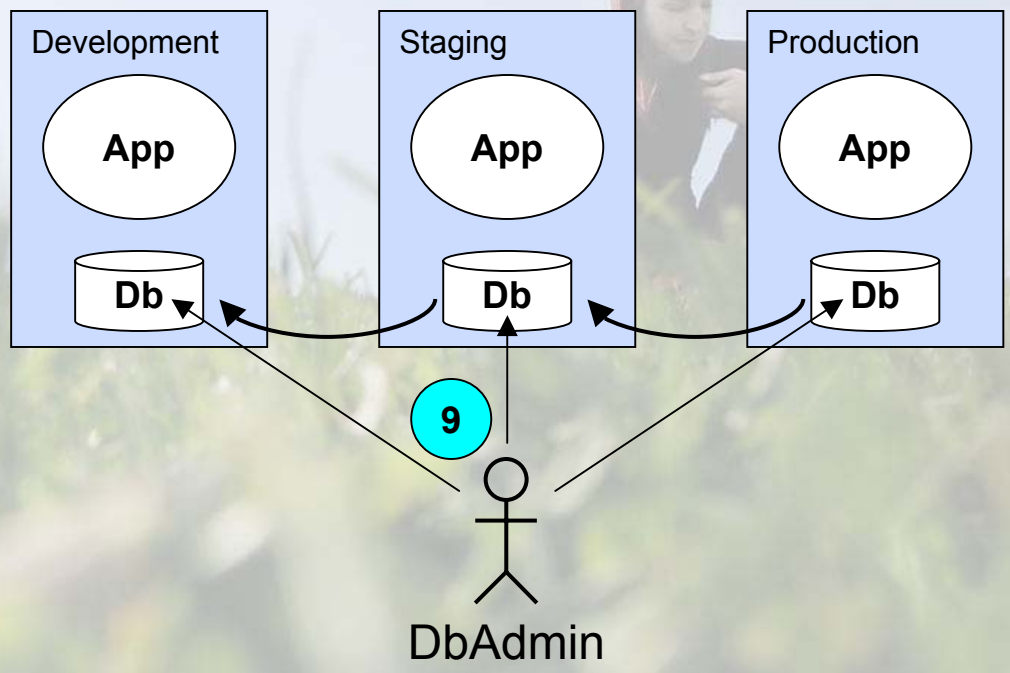
BizAdmin

8. System Administration



- The System Administrator keeps the servers running and maintains the staging (transfer) scripts.

9. Database Admin



- The **Database Administrator** supervises backups and keeps the databases running.