



C H A P T E R

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**SYSTEMS
OPERATION
AND SUPPORT**

Chapter Seventeen Systems Operation and Support

- Define systems operations and support.
- Differentiate between maintenance, recovery, technical support, and enhancement as system support activities.
- Describe the tasks required to maintain programs in response to bugs.
- Describe the role of benchmarking in system maintenance.
- Describe forms of technical support that a systems analyst provides for the user community.
- Describe the tasks that should be and may be performed in system enhancement, and the relationship between the enhancement and original systems development process.
- Describe the role of reengineering in systems enhancement.

Chapter Map

