

Monitoring and Maintenance Operations Plan

1. Introduction

This document outlines the procedures and schedules for monitoring and maintaining system operations to ensure continuous availability and optimal performance.

2. Monitoring Overview

The objective of monitoring is to promptly detect issues, ensure system health, and maintain service levels.

- System Uptime Monitoring
- Performance Metrics Tracking
- Error and Log Monitoring
- Security Alert Monitoring

3. Maintenance Activities

Routine and corrective maintenance tasks to preserve system integrity and efficiency.

1. System Updates and Patch Management
2. Backup and Data Recovery
3. Resource Optimization
4. Hardware Inspections

4. Roles and Responsibilities

Role	Responsibilities
Operations Manager	Oversees monitoring and maintenance processes, reviews reports
Technical Staff	Performs monitoring, conducts maintenance, remediates issues
Support Staff	Handles user reports and escalates issues

5. Monitoring Schedule

Task	Frequency
System Health Check	Daily
Security Log Review	Weekly
Backup Verification	Weekly
Patch Updates	Monthly

6. Reporting and Review

All incidents and routine monitoring activities must be documented. Monthly reviews will be conducted to assess trends and update procedures where necessary.

7. Continuous Improvement

Feedback will be collected regularly to improve monitoring and maintenance practices and incorporate new tools or processes as required.

