

### Maintenance and Support: Policy Statements

<b>DQ Status</b>	Live	Policy		
<b>DQ Content Authority</b>	CTO (John Varney)			
<b>Contact(s) for Help</b>	DQM			
<b>Description</b>	For internal readership and therefore not available on bbc.co.uk To be applied to all activities related to maintenance			
<b>DQ Reference</b>	<b>Version</b>	<b>Date</b>	<b>Last Reviewed</b>	<b>Next Review Due</b>
maint_01	03.00	01/10/2002	Oct 2002	Oct 2003
<b>Key Words</b>				
<b>DQ Location</b>	<a href="http://guidelines.gateway.bbc.co.uk/dq/maintenance/policies.shtml">http://guidelines.gateway.bbc.co.uk/dq/maintenance/policies.shtml</a>			

Ref	Policy Statement
01	There will be Service Level Agreements (SLAs) which will set out the agreed relationship between the customer and the supplier. Performance statistics will be published to the SLA holder.
02	The BBC will maintain backups for business purposes. This will be delegated to third parties where it is part of a legal agreement.
03	Anyone with an account who will be away from the office/network for an extended period in excess of three months should inform the relevant User Administration.
04	Where no prior notification has been received, user_accounts that remain idle for a period in excess of three months will be removed.
05	As part of the leavers process for staff and contractors, the manager responsible for completion of the leavers form must notify the relevant User Administration of anyone with an account who are leaving, to enable the account to be cleared and closed.
06	The logon-ID and server data of everyone leaving the BBC is removed after 6 weeks of inactivity. The logon-ID is deactivated on the day of leaving. Please see User Account Management policy.

### Related Policies

The following is a list of key policies from other related areas of DQ. It is not exhaustive as it will depend on the nature of the project to what other policies will apply to a project. For a printer friendly version / download of the policies you will need to visit the relevant DQ section.

- All the main Delivering Quality policies {accessed from "About DQ"}
- All Application Policies
- Legal Policy Ref 06
- Third Party and Business Partners Policy Ref 04

## Appendix A - Document History

Date	Version	Changes / Comments	Author
01/10/02	03.00	Issued version.	L.A. Carter
19/08/02	02.01 (draft)	As part of a major review of DQ content, creation of this document and re-numbering policies following <ul style="list-style-type: none"><li>• Transfer of the following policies to the new topic applications "The BBC will maintain software versions appropriate to the business need." And "The BBC will remain fully licensed for all software."</li><li>• Transfer of " Where access to the BBC Network for maintenance is with third parties, there will be a formal contract and all support activities must be supported by a change request." To new topic Third parties.</li><li>• Transfer of the policy "BBC will monitor activity on the network to ensure continual availability" to Networks.</li></ul>	L.A. Carter