

Software Operations and Maintenance



Operations and Maintenance (O&M) support for software applications is an important part of the life cycle of your system. Just as strategic planning during development and implementation of your application can reduce your costs, the right approach to O&M manages cost and increases the availability of your system.

Software Operations and Maintenance covers a wide variety of tasks from system checks, bug fixes, and FISMA compliance, to implementing new change requests in response to shifting business processes. The O&M approach is fundamentally different than the Development approach, because these tasks impact a system currently in production and the scope of each release is smaller.

Counterpointe provides cost-effective O&M support for custom applications and customization of Commercial Off-The-Shelf (COTS) products. Our approach to O&M emphasizes understanding customer priorities, using CMMI compliant software process, and efficient execution. We focus on preserving system availability, managing the system requirements, and applying the appropriate level of development process. Through close collaboration with our customers, we can help them prioritize their O&M release schedule and content. We appreciate the criticality of keeping a system up and running, and responding quickly to system issues.

We also understand that in the Federal world, changes in business requirements, whether through Congressional mandate, new business process, new security edicts, or consolidation of legacy systems, drive larger change requests that need to be addressed through O&M releases. Counterpointe has experience in implementing change requests of various levels of complexity. We work from the original requirements specification, follow a modified version of the development process, and undergo thorough test and evaluation before deployment. We work with the customer to bring them the best value.

Some of Counterpointe Solutions Operations and Maintenance Support experience includes:

- Complex change request implementation, system maintenance, and 2nd tier-help desk support of custom web reporting applications for DHS Immigration and Customs Enforcement
- Operational support and perfective maintenance as well as help desk support of the IRS Graphic Database Interface (GDI) application
- Change request implementation, system monitoring, and release management for the USDA Food and Nutrition Services' Management Evaluation Tool

Counterpointe staff strives to meet our customer's needs for Operations and Maintenance through close communication, efficiency, and technical excellence.