Software maintenance is often a challenging and hectic process for both software engineers and IT consultancy firms. Software maintenance is considered as the longest phase in software’s lifecycle as it starts as soon as the software is deployed at the client-side and ends till the software goes obsolete. This paper sheds light on the various problems and challenges encountered by IT consulting firms in Mauritius during their software maintenance phase. A cause-analysis diagram has been used to illustrate the various problems along with their root causes. The paper then proposes some counteracting plans and solutions in order to alleviate those problems.

References

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