Abstract

The success and failure of software projects are based on performance indicators such as: compliance to the customer first requirements, customer satisfaction, software quality, budget overrun, schedule compliance and so on. Certainly, project management approaches and best practices known in the field of software engineering or others have been used in software maintenance (SM) management to better position these performance indicators and therefore promote project success. This paper concerns especially Third-party Application Maintenance (TPM). It presents and discusses the few approaches proposed in the literature that have been able to meet the challenges of this software engineering area under specific conditions and in an outsourcing context.

References


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Third-Party Application Maintenance Management


Index Terms

Computer Science

Information Sciences

Keywords
Third-Party Application Maintenance Management

Software maintenance outsourcing  Software maintenance management
Third-Party Application Maintenance

TPM