Using the Microsoft Word document add 3- to 4-pages to it by completing the following tasks:

* Describe the type of system support and maintenance that you should provide, either through live help or with built-in features such as auto-updaters and self-diagnosing systems.
* Discuss a conversion strategy you would set in place for the time you decide to issue a new version of the application.
* Discuss a business contingency plan you would set in place for the time you decide to issue a new version of the application.

Support your responses with appropriate research and examples.

Cite any sources in APA format.

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| **Grading Criteria** |  |
| Identified and described the type of system support and maintenance your system will need. |  |
| Discussed a conversion strategy for a new version of the application. |  |
| Discussed the business contingency plan you for when the new version of the application will be implemented. |  |
| Written components. |  |
| **Total:** |  |