

12. Monitoring and Maintenance

12.1 - Monitoring Tools

Standard Platform Operations Tools. This is used for

- [12.1 - Monitoring Tools](#)
- [12.2 - Maintenance](#)
- [12.3 - Backup and Recovery](#)

12.2 - Maintenance

IT maintenance is ensuring the infrastructure and technological layer is working and is available as expected based on the Service Level Agreement.

- DT Data Product Owner is accountable for this part.

Business Support is ensuring the Functional support.

It means that all requests will go via the "Industrial Business Support" group.

- When needed a reassignment will be done to the corresponding team available [here](#).

12.3 - Backup and Recovery

As per Platform Operations processes

Responsible & contact points:

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