

# Maintenance and Change Management

After release to the field, feedback from the market will reach the manufacturer via the support help desk. A change management ticket system must be put into place that is able of processing received all issues. Issues must be evaluated on impact on safety and/or security. As soon as the manufacture becomes aware of any safety/security issues, the users shall be informed (e.g. by means of a safety/security notice) immediately. If necessary, a rollback to a previous steady release of the software product is executed.

All issues will be processed through the steps mentioned in previous sections (requirements, risk management, design, verification, validation). Users will be informed on new product releases about new features, corrected errors, impact on safety/security, updates in user manual.