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The Art Of Software Support

Whether you manage software support, or you're a support engineer working in the trenches, The Art of Software Support will dramatically enhance your effectiveness. About the Author.

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FRANCOISE TOURNIAIRE is Director of Technical Support at Sybase, Inc., a publisher of client/server and Internet software.

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October 23, 2018 Special thanks to Matt Dale, whose SUPCONF NYC talk inspired this post, and who was extremely generous with his knowledge while we were putting this post together.

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Software art is a work of art where the creation of software, or concepts from software, play an important role; for example software applications which were created by artists and which were intended as artworks. As an artistic discipline software art has attained growing attention since the late 1990s.

Software art - Wikipedia

The new facility will be home to the 309th Software Maintenance Group, whose mission of software support is one of the base's top strategic priorities. "This building offers state-of-the-art engineering labs and an agile work environment for our scientist and engineer workforce," said Tracy Stauder,

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309th SMXG deputy director.

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