System and Software Support Plan (SSSP)

Siitch App

Team 03

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# Version History

<table>
<thead>
<tr>
<th>Date</th>
<th>Author</th>
<th>Version</th>
<th>Changes made</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/19/20</td>
<td>VU, NC</td>
<td>1.0</td>
<td>• Original template for use for Sitch App</td>
<td>• Initial draft for use for Sitch App</td>
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<tr>
<td>11/20/20</td>
<td>VU, NC</td>
<td>1.1</td>
<td>• Updated section 1.0</td>
<td>• Changes made to the support objectives and assumptions&lt;br&gt;• Changes made to support strategy</td>
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<tr>
<td>11/22/20</td>
<td>VU, NC</td>
<td>2.0</td>
<td>• Updated section 3.0</td>
<td>• Changes to support environment and responsibilities</td>
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<tr>
<td>11/24/20</td>
<td>VU, NC</td>
<td>2.1</td>
<td>• Updated table 1,2,3</td>
<td>• Changes after inspection</td>
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1. Support Objectives and Assumptions

1.1 Support Objectives

The following are the support objectives:

- Ensure that the software and system continuity after we hand over the documentation, source code and entire the application to client.
- Provide support-related information for the software and tools that are used in the development of the application.

1.2 Support

We are using open-source tools for application development; we will use support desks provided by those tools. So, we need to assume that as long as that support desks are available our support plan will work. In the following section we will discuss about the support-related information.
2. Support Strategy

2.1 Support Lifetime

The estimated support lifetime is 1 year. The technologies used have regular updates and new versions are released. So, the core functionality would be the same with each and every version.

We have used open-source tools in development of the application. The tools are listed below along with their support-related information:

1. Firebase - https://firebase.google.com/support

2.2 Release Strategy

We are conducting Alpha testing of our iOS application using TestFlight. As we are a one semester team, we do not have any future release strategies for the deployment of the app.

2.3 Release Requirement Determination

The release content is in accordance with the requirements and has been already discussed with the client.

2.4 Release Process

The final build of the app is going to be archived and sent out to test the app using TestFlight and send links to the users for testing so the client can get feedback.

The steps for the release can be compiled as such:

1. Create an archive of the app from XCode.
2. Choose TestFlight as the distribution method (App Store Connect option).
3. In App Store Connect, view build details and add metadata to the app version.
4. Send out Invitation links to internal and external testers.
5. Users download the TestFlight app and accepts the invitation.
3. Support Environment

3.1 Hardware

We have developed an iOS application and our database is stored in Firebase. For maintaining our deliverable no hardware is needed.

3.2 Software

Table 1: Description of Firebase Software required in Support Plan

<table>
<thead>
<tr>
<th>Software Requirement:</th>
<th>Firebase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rationale:</td>
<td>It is the cloud database, used to store data for the application.</td>
</tr>
<tr>
<td>Availability Information:</td>
<td>Currently supported by the vendor (Google)</td>
</tr>
</tbody>
</table>

Table 2: Description of Xcode Software required in Support Plan

<table>
<thead>
<tr>
<th>Software Requirement:</th>
<th>Xcode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rationale:</td>
<td>This software is used to develop and run the application in the simulator.</td>
</tr>
<tr>
<td>Availability Information:</td>
<td>Currently supported by the vendor (Apple)</td>
</tr>
</tbody>
</table>

Table 3: Description of TestFlight Software required in Support Plan

<table>
<thead>
<tr>
<th>Software Requirement:</th>
<th>TestFlight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rationale:</td>
<td>This application is used for alpha testing.</td>
</tr>
<tr>
<td>Availability Information:</td>
<td>Currently supported by the vendor (Apple)</td>
</tr>
</tbody>
</table>

3.3 Facilities

For our iOS application, we do not need any additional facilities to maintain the deliverable software.
## 4. Support Responsibilities

Table 4: Stakeholders and their supporting responsibilities

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Supporting roles</th>
<th>#</th>
<th>Supporting Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developers/Maintainers</td>
<td>Operational support (Training)</td>
<td>8</td>
<td>Technical knowledge and communication skills</td>
</tr>
<tr>
<td>Client</td>
<td>Software maintenance, System administration, Database administration, Data acquisition</td>
<td>1</td>
<td>Basic knowledge of database and how to add/delete items, knowledge of how to add images in the code, etc</td>
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</tbody>
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