System and Software Support Plan (SSSP)

Meta Nutrition Blog

Team 05

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Ayush Jain : Implementer
Akshay Jain : Feasibility Analyst

11/16/2020
## 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>11/11/20</td>
<td>ER</td>
<td>0.7</td>
<td>• Updated Section 2.2</td>
<td>• To comply with Instructional ICSM-Sw standard</td>
</tr>
<tr>
<td>11/13/20</td>
<td>AM</td>
<td>1.0</td>
<td>• Added expected information in each section</td>
<td>• To comply with Instructional ICM-Sw standard</td>
</tr>
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1. Support Objectives and Assumptions

1.1 Support Objectives

- The top priority objective is to ensure the core system functionalities as provided by the client are complete and the code is bug free. Our team has been able to successfully achieve this and will be handing over the code to the client.
- The second objective is to make sure that the UI is similar to the mockups provided by the client and the functionalities that are offered are working as expected.
- Our third objective would be to provide technical and user’s manual for future teams and users which includes code documentation and technical manual.

1.2 Support

- Use of AWS as primary cloud service for deployment of application and services.
- Use of GitHub to maintain and store code repositories.
- Stability and consistency of requirements.
2. Support Strategy

2.1 Support Lifetime

- Our team will be available on Slack/Email communication for any initial bug fixes for about two months and will provide a code walkthrough for the future developer and maintainer team.
- Technical manual for future developers/maintainers
- AWS Support for troubleshooting any cloud related issues (https://aws.amazon.com/premiumsupport/)
- MongoDB Atlas Support for any mongo related issues (https://docs.atlas.mongodb.com/support/)
- Sun-Editor React Library GitHub Open Source Repositories, for any editor related issues (https://github.com/mkhstar/suneditor-react)

2.2 Release Strategy

- Team will transfer the ownership of the code repositories and AWS Account to the client on or before 11/27/2020.
- After the transfer, continued technical support will be provided to the client for initial bug fixes.
- Release of backend and frontend components on AWS would be done through Auto Deployment through GitHub.

2.3 Release Requirement Determination

Primary drivers of new release content are budget, schedule, staffing and business opportunity. Process by which release requirements are determined would be stakeholder win-win negotiations and prioritization of win-win conditions.

2.4 Release Process

Before the first release our team will do an internal testing of the code and requirements to make sure they are aligned with the requirements laid out by the client at the start of the project. After transferring the ownership, the client may test the project by exposing it to some of the meta nutrition blog end users. Subsequent releases would take place whenever the master branch of GitHub is updated and would be automatically deployed to AWS. Different features would be developed on separate branches on GitHub and would be merged after complete unit and regression testing to the master branch before they can be released.
Support Environment

2.5 Hardware

Any personal computer or laptop.

2.6 Software

1. Atom Editor/Sublime Text/Visual Studio
2. MongoDB
3. NodeJS & NextJS
4. Sun-Editor React

Table 1: Description of Software required in Support Plan

<table>
<thead>
<tr>
<th>Software Requirement:</th>
<th>Atom / Sublime Text/ Visual Studio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rationale:</td>
<td>The software will be used primality for aiding development of Javascript especially react code. Atom and Sublime both have flexibility of choosing different plugins which provide features like syntax highlighting and correction as well as autocompletion which help in speeding up the development process.</td>
</tr>
<tr>
<td>User/Operator Manual:</td>
<td>Official documentation</td>
</tr>
<tr>
<td></td>
<td><a href="https://atom.io/docs">https://atom.io/docs</a></td>
</tr>
<tr>
<td></td>
<td><a href="https://www.sublimetext.com/docs/3/">https://www.sublimetext.com/docs/3/</a></td>
</tr>
<tr>
<td></td>
<td><a href="https://docs.microsoft.com/en-us/visualstudio/windows/?view=vs-2019">https://docs.microsoft.com/en-us/visualstudio/windows/?view=vs-2019</a></td>
</tr>
<tr>
<td>Availability Information:</td>
<td>Atom is open source and is free for download. Sublime text is free to download but needs license keys for full version.</td>
</tr>
<tr>
<td>Note:</td>
<td></td>
</tr>
<tr>
<td>Software Requirement:</td>
<td>MongoDB</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Rationale:</td>
<td>It’s our primary database. We will store blog information and admin credentials in the database. Along with that, we will be storing the likes, comments of each blog posts as well.</td>
</tr>
</tbody>
</table>
| Availability Information: | The free tier plan includes the following:  
  • Throughput: 100 operations per second  
  • Sort Memory: 32 MB  
  • Data Transfer Limit: 10 GB  
  There are other shared and premium plans available on the website. |

Note:

<table>
<thead>
<tr>
<th>Software Requirement:</th>
<th>NodeJS &amp; NextJS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rationale:</td>
<td>These are JavaScript frameworks that were required to be used during the project development as requested by the client. NextJS was used for UI development and NodeJS was used for the server-side development.</td>
</tr>
</tbody>
</table>
[https://nextjs.org/docs](https://nextjs.org/docs) |
| Availability Information: | Both NextJS & NodeJS are open source and are free to use. NodeJS has a mongoDB connector that provides seamless connection between our application and our database. NextJS internally uses React which is used to create UI components and render them when any state change occurs that makes the website fast. |

Note:

<table>
<thead>
<tr>
<th>Software Requirement:</th>
<th>Sun Editor React</th>
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<tbody>
<tr>
<td>Rationale:</td>
<td>As per the client requirement, we needed an editor in the admin panel that could support alignment, text formatting including color changes, highlighting. Image resizing etc.</td>
</tr>
</tbody>
</table>
**2.7 Facilities**

- Continued account for mongo DB Atlas and AWS
- AWS IAM User Keys
- MongoDB user-ID and Password
## 3. Support Responsibilities

Table 2: 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>Client</td>
<td>System and database administration</td>
<td>2</td>
<td>Technical knowledge such as NodeJS, React, AWS, MongoDB. Leadership skills</td>
</tr>
<tr>
<td>Developers</td>
<td>Software maintenance and development, database</td>
<td>5-10</td>
<td>Technical knowledge such as NodeJS, React, AWS, MongoDB</td>
</tr>
<tr>
<td></td>
<td>maintenance, operational support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blog Visitors</td>
<td>Software users, feedback providers, blog visitors,</td>
<td>N/A</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td>commenting and liking blog posts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expert Dieticians</td>
<td>Blog content providers, content writers</td>
<td>5-10</td>
<td>Content writing skills related to healthy food eating habits, fitness and healthy lifestyle.</td>
</tr>
</tbody>
</table>