Support Plan (SP)

Harexi eWellness Health Application

Team 09

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11/24/2020
# 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>11/15/20</td>
<td>KC</td>
<td>1.0</td>
<td>Wrote the initial draft of the SP</td>
<td>Need to have the SP written</td>
</tr>
<tr>
<td>11/20/20</td>
<td>KC</td>
<td>1.1</td>
<td>Updated Release Requirement Determination and Release process</td>
<td>Updated based on information given by client as to their planned next steps.</td>
</tr>
<tr>
<td>11/23/20</td>
<td>FS</td>
<td>1.2</td>
<td>Updated Section 3.2 Software</td>
<td>Needed to update available documentation for clients to consult regarding software used.</td>
</tr>
</tbody>
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1. **Support Objectives and Assumptions**

1.1. **Support Objectives**

The key objectives for support of the Harexi application include:

1. Ensuring client satisfaction with the application.
2. Ensuring end-user satisfaction with the application.
3. Ensuring the life of the application in a competitive environment.

1.2. **Support Assumptions**

The assumptions for the support plan are as follows:

1. The development team will cease work on the application at the end of the semester, once everything has been turned over to the client, and thus, will not be there to provide any support.
2. Fully operational, as-is application that meets the agreed upon requirements.
3. Adequate documentation and information provided to the client in terms of how the system was designed/developed.
4. There is ample documentation/resources available for the COTs used in the application, such as the Google API, Firebase, etc.

2. **Support Strategy**

2.1. **Support Lifetime**

The estimated support lifetime is however long the COTs will be supported by their third party maintainers. For example, as long as the Google API is continually updated, and support is provided by Google, then the application can still be supported as long as its infrastructure is maintained by the client along with the Google API updates. Similarly, as long as Firebase is maintained and supported by Google, then the client will be able to continually maintain and update the system.
2.2. **Release Strategy**

The overall release strategy is a major annual release and as-needed updates/fixes. Since the development team has created, as its core, a full functioning Android application, the application can be released as is, for beta. This will allow for beta testing of the application with a small user base, in order for the client to troubleshoot and provide any updates/fixes before a wider release.

From there, the client then needs only to update/maintain the application, especially paying attention to any upgrades in the COTS used (Google, Firebase, etc.). The client must also plan/develop the addition of other major/desired features for larger updates/re-releases, whenever they wish.

2.3. **Release Requirement Determination**

The primary drivers of new release content are outlined below:

1. **Budget**
   While the current system is low cost and relatively free, in order to expand on features, the client does plan to migrate in the future to an API for food products. This will require a budget on behalf of the client.

2. **Staffing**
   Harexi currently is a smaller organization, and a major driver for new releases is whether or not the team has the capability to develop/support these releases.

3. **Business Opportunities/User Feedback**
   Another driver for releasing new content is business opportunities that arise from user feedback. Any suggestions from users are how to improve the application, or new features they want to see, would present a business opportunity that would help Harexi expand their customer base and increase the number of people who download/use the app.

The process by which release requirements will be determined is stakeholder win-win, as the voice of the customer (in this case, the users of the app) will be very important in driving new releases. Since this is an app designed for users of a certain group (patients with diabetes), having them included as stakeholders (along with Harexi and any developer) will be most important in determining what new content needs to be released, and when/how.
2.4. Release Process
The release process will be done in stages, with little to no overlap. Each release will focus on separate aspects in order for the client to better commit to each release. The process for each release is as follows:

1. The 1st Release (Current Release)
   a. Testing
      This current release is a beta release, and as such, will be released to a group of users interested in the application in order to test for scalability (can the application handle a larger influx of reviews, etc.) and for any feedback.
   b. Deploying on Android
      After beta testing, the application will be deployed on Android for a wider release.

2. The 2nd Release
   a. Support for iOS
      Now that the base of the application has been released on Android, it is time to expand the user base, and release the application on iOS. Since the application was developed in React Native, the infrastructure to migrate the application is already in place, and the development team at Harexi do not need to build an entirely new application from scratch. This process will be similar to the 1st release, where once the application is migrated over, there will be beta testing before it is finally deployed on iOS.

3. The 3rd Release
   a. Migration to Food Database / API
      The next step is eventual migration to a Food Database / API, rather than using a database of food products that the client adds to/maintains on their own. This will require research into the Food API the client wants to use, and will then require efforts towards development and testing to ensure a smooth migration that will not impact the experience of the users.

3. Support Environment

3.1. Hardware
The hardware/documentation needed to maintain the deliverable software is as follows:
1. Computers in order to access the GitHub repo, and to maintain/make any changes to the code.
2. Android devices, to download the application for testing purposes.

### 3.2. Software

<table>
<thead>
<tr>
<th>Software Requirement</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firebase</td>
<td>Firebase eliminates the need of a middleware to integrate the frontend &amp; backend. It enables developing backendless applications. Social media login integration is very easy with Firebase. Firebase has excellent scalability.</td>
</tr>
<tr>
<td>Availability Information</td>
<td>Always available</td>
</tr>
<tr>
<td>Note</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Software Requirement</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>React Native</td>
<td>Easy to create cross-platform mobile applications. Reusable code.</td>
</tr>
<tr>
<td>User/Operator Manual</td>
<td><a href="https://reactnative.dev/docs/getting-started">https://reactnative.dev/docs/getting-started</a></td>
</tr>
<tr>
<td>Availability Information</td>
<td>Always available</td>
</tr>
<tr>
<td>Note</td>
<td>Needs NodeJS installed on computer</td>
</tr>
</tbody>
</table>

### 3.3. Facilities

There are no special requirements in terms of facilities for the support of the mobile application.
4. **Support Responsibilities**

The stakeholders and their respective responsibilities are outlined below

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Supporting Roles</th>
<th>#</th>
<th>Supporting Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client</td>
<td>Software Maintenance (Perfective)</td>
<td>5</td>
<td>Development, React Native, Firebase</td>
</tr>
<tr>
<td></td>
<td>System Administration (Version control and</td>
<td>3</td>
<td>Version control and GitHub, LOS experience, understanding of</td>
</tr>
<tr>
<td></td>
<td>performance management)</td>
<td></td>
<td>software performance and memory</td>
</tr>
<tr>
<td></td>
<td>User Support</td>
<td>2</td>
<td>Customer service, speaking, documentation</td>
</tr>
<tr>
<td></td>
<td>Database Management</td>
<td>2</td>
<td>Adding to database, maintaining database, Firebase</td>
</tr>
<tr>
<td>User</td>
<td>Feedback for initial release</td>
<td>20</td>
<td>None; they simply provide feedback in whatever written form</td>
</tr>
</tbody>
</table>