System and Software Support Plan (SSSP)

Geocode Data Reader

Team #10

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Version History

<table>
<thead>
<tr>
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<td>• Document created as per template ICSM template</td>
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1. Support Objectives and Assumptions

1.1 Support Objectives

The objective of this support document is as follows:

- Provide the required support details for the GEOCODE Data Reader application (platform, COTS services, etc.), in order to be able to resolve any issues that may occur in future
- Provide quick guide to the Client / Project Owner / Maintainer for easy support and maintenance

1.2 Support

The assumptions made are that as the project is entirely hosted in AWS, support will be required in terms of upgrades or usage (Free Tier or greater) of AWS services. It is mandatory to have an AWS account in order to provide support and fix issues. The easy user interface of AWS will not require great computer expertise to resolve issues as per the above assumption. The product will work fine if all the AWS services are integrated in the right manner.

2. Support Strategy

2.1 Support Lifetime

The GEOCODE Data Reader is hosted on AWS and utilizes mainly AWS services for its functioning. We believe that the usage will not cross the Free Tier package provided by AWS and will be well within the limit. Below is the list of NDI/NCS Products that our application uses:

**Table 1: Support documentation / links for NDI/NCS Products**

<table>
<thead>
<tr>
<th>NDI/NCS Products</th>
<th>Documentation Information</th>
<th>Support Link*</th>
</tr>
</thead>
<tbody>
<tr>
<td>AWS Amplify Console</td>
<td><a href="https://docs.aws.amazon.com/amplify/">https://docs.aws.amazon.com/amplify/</a></td>
<td></td>
</tr>
<tr>
<td>Amazon Cognito</td>
<td><a href="https://docs.aws.amazon.com/cognito/">https://docs.aws.amazon.com/cognito/</a></td>
<td></td>
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<tr>
<td>AWS Lambda</td>
<td><a href="https://docs.aws.amazon.com/lambda/index.html">https://docs.aws.amazon.com/lambda/index.html</a></td>
<td></td>
</tr>
<tr>
<td>Amazon API Gateway</td>
<td><a href="https://docs.aws.amazon.com/apigateway/index.html">https://docs.aws.amazon.com/apigateway/index.html</a></td>
<td></td>
</tr>
<tr>
<td>AWS Cloud9</td>
<td><a href="https://docs.aws.amazon.com/cloud9/index.html">https://docs.aws.amazon.com/cloud9/index.html</a></td>
<td></td>
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<tr>
<td>Amazon Simple Email Service</td>
<td><a href="https://docs.aws.amazon.com/ses/index.html">https://docs.aws.amazon.com/ses/index.html</a></td>
<td></td>
</tr>
<tr>
<td>JavaScript</td>
<td><a href="https://docs.aws.amazon.com/sdk-for-javascript/index.html">https://docs.aws.amazon.com/sdk-for-javascript/index.html</a></td>
<td></td>
</tr>
</tbody>
</table>
Currently, the application has only basic support plan. Project Owner can always upgrade the support, if required in future, using the support links provided above.

### 2.2 Release Strategy

The GEOCODE Data Reader application is created for the project owner who will present the same to PESC. PESC is the organization that will control the release of the product. Currently, the product features are complete as per the Project Owner’s requirement specifications. Thus, the product is a beta release from the perspective of the developer team as we are considering the project owner as the end-user for our development purpose. The developer team will not be involved in any further product releases and as PESC would be the controller/developer/maintainer for the product.

The current release handles the following:
- Completion of all features/core capabilities (refer the OCD document)
- Complete DB refresh
- Deletion of all current accounts in the web application
- Blackbox testing
- Bug fixes

### 2.3 Release Requirement Determination

The primary drivers of the release are the core capabilities of the application specified by the Project Owner.

**Process for determination of release requirements:**
- The developer team gained a clear understanding of the core capabilities and each feature of the core capabilities from the client through multiple meetings
- We identified the key stakeholders and end-user requirements
- The Win-Win conditions were determined in the presence of the project owner
- The requirements were prioritized, and the product was developed in 2 phases
- At the end of phase2, on completion of all core capabilities, a client drive through was performed by the project owner
- The product is released as it meets the requirements of the project owner and satisfies his expectations

### 2.4 Release Process

On completion of the development and testing of the core capabilities, the product is ready for release to the Project Owner. The release process will include the following:
- Deletion of user accounts
- Complete DB refresh to ensure the database does not have any duplication (due to testing) and contains most updated details
3. Support Environment

As the GEOCODE Data Reader application is a web application hosted using AWS services, it is required to have a computer with good internet connection to be able to support the application as a maintainer or administrator. The user must have a web browser that using which he or she can access the web application and AWS console. Further details is provided in the technical manual / user manual.

4. Support Responsibilities

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Supporting roles</th>
<th>Supporting Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintainer</td>
<td>System Administration</td>
<td>AWS, NoSQL, JavaScript, NodeJS, Python</td>
</tr>
<tr>
<td></td>
<td>Software Maintenance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Operation and User Support</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Database Administration</td>
<td></td>
</tr>
<tr>
<td>Admin/Steering Committee</td>
<td>Data Acquisition</td>
<td>Knowledge on educational institutions to verify them, GEOCODE and GEOCODE data reader application</td>
</tr>
</tbody>
</table>