System and Software Support Plan (SSSP)

Lose4Good.org Database Driven Socially Connected Website

Team 08

<table>
<thead>
<tr>
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<th>Primary</th>
<th>Secondary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ali Alotaibi</td>
<td>Project Manager</td>
<td>Implementation Team</td>
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<td>IV &amp; V</td>
<td>Implementation Team</td>
</tr>
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<td>Technical Lead</td>
<td>Implementation Team</td>
</tr>
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<td>Implementation Team</td>
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<td>Trainer</td>
<td>Implementation Team</td>
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<tr>
<td>Abdulkareem Alzharani</td>
<td>Quality Focal Point</td>
<td>Implementation Team</td>
</tr>
</tbody>
</table>
## 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>04/04/14</td>
<td>AS</td>
<td>1.0</td>
<td>• Support information for Lose4Good.org has been added.</td>
<td>• Provide Information to aid the client in the future.</td>
</tr>
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1. Support Objectives and Assumptions

1.1 Support Objectives

The main purpose of the System and Software Support plan is to be point of reference during the transition and maintenance of the Lose4Good.org system.

The key objectives in this regard can be enlisted as follows
- To maintain that the Lose4Good.org site that is hosted on Heroku is available to the users.
- To provide Lose4Good.org’s financial officer with necessary capability to handle emerging performance issues of the system.
- To experience and knowledge to overcome possible malfunctions during the operations phase.
- To provide a supplementary resource for User Manual and Training Plan regarding the transition of the system and initial training concerns.

1.2 Support

The following pre-conditions will help in keeping the Lose4Good.org system in operation and available to the clients.

- The client is responsible for the payment of the Heroku web hosting charges.
- The client should hire a financial officer for monitoring the payment system in Lose4Good.org
- The client and financial officers should ensure that at least one charity is enrolled with the system.
2. Support Strategy

2.1 Support Lifetime

The support from the developer team will be provided to the client till the end of the spring semester 2014 which also marks the end of the CS577b Software Engineering Spring 2013 course. During this time, the training will be provided to the client-requested members via regular meetings.

In addition to this, the developer team will provide the User Manual, Training Plan, Transition Plan and other resources along with the System and Software Support Plan for future uses. During the Summer 2014, the development team members are eager to give support if required.

2.2 Release Strategy

The initial full capability version of Lose4Good (70% of full capability as agreed in Iteration 1) was provided at Core Capability Drive-through (CCD) session. After CCD, small releases were provided regarding the client concerns and bug fixes until Transition Readiness Review (TRR) with respect to the full customer satisfaction concern of developer team. Minor features were also added after TRR ARB session with respect to the comments.

The final release provided by the team will contain all the required fixes and also add a template for the website for enhancing the aesthetic aspect of the website. The required information for future system transformation and maintenance are given with the final deliverables package and they are also available on team webpage.

2.3 Release Requirement Determination

Lose4Good is a big idea project that will not only stop at designing a website to help people lose weight and donate money to charity! The client is determined to expand the project scope and keep growing with time to include more features and bigger things. For that reason, frequent upgrades and releases are expected. The expected primary drivers of new release content of our system, Lose4Good n the table below.
Table 1: Release Requirements Determination

<table>
<thead>
<tr>
<th>Drivers</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Design attractive user interface</td>
<td>Independent Web designer</td>
</tr>
<tr>
<td>Service level improvements and performance advancements</td>
<td>Maintainers</td>
</tr>
<tr>
<td>Recently discovered bug fixes / defect removals</td>
<td>Maintainers/ Development team (until the end of 577B course)</td>
</tr>
<tr>
<td>Changes regarding system environment (New host, hardware change, database modifications)</td>
<td>Maintainers</td>
</tr>
<tr>
<td><strong>Automate the payment and refund process</strong></td>
<td>Maintainers/ New development team</td>
</tr>
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</table>

2.4 Release Process

Lose4Good website will be hosted on the cloud platform: Heroku and the source code is on the private repository on Github. Therefore any update on the source code should be done synchronized with the Github repository and then the updated code should be deployed to Heroku. During the process of deploying the new release, the system will be unavailable and prior notification to the users is recommended. This doesn’t apply to this first release since the website is not yet open for public and there are no actual users.

The development team in 577B is only responsible for the first release. So the client need to define a policy which can orient any future release process. The general policy could be:

- choose people among the maintainers (or outsourcing) to be responsible for any new releases of Lose4Good.
- The team should identify needs / requirements for the new release or the bugs to be fixed
- The team should conduct a brief business case analysis and effort / cost calculation for the new release.
- After that comes the Development of the new release followed by the testing process
- Preparing the transition site and hardware / software. Transitioning the new release
- Setting up the database and recover the pre-stored data
- Observing the performance of new release, issue resolution if necessary.
3. Support Environment

The below mentioned hardware, software and facilities have to be purchased by the client for running the Lose4Good.org on a long-term basis.

3.1 Hardware

The hardware required for our project are provided by hosting the system on the Heroku server. The documentation for the components provided by Heroku is provided in their website. The configuration of these components is also present in the same website.

Server Side Requirements
Processor: Intel® Xeon E3xxx Processor or equivalent.
Memory: Up to 10M rows provided under the current scheme.
RAM: 4 GB
Domain Name and Dedicated IP address
I/O Devices for Maintenance Issues

Client Side Requirements
Any regular desktop or laptop machine which supports web browsers like IE version 8+, Chrome version 25+, Mozilla Firefox version 16+ or Safari version 6+.

The system hosting configurations can be easily scaled up using the same Heroku account.

3.2 Software

Table 2: Description of Software required in Support Plan

<table>
<thead>
<tr>
<th>Software Requirement</th>
<th>Rationale:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heroku Toolbelt</td>
<td>This is required for transferring changes or managing the Lose4Good.org system deployed on the Heroku webserver.</td>
</tr>
</tbody>
</table>


| Availability Information: | The software is available for download on the Heroku official website. |
| Note: | This software interacts with the user using a command line interface. |

<table>
<thead>
<tr>
<th>Software Requirement:</th>
<th>Rationale:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Python V2.7+</td>
<td>This is required for managing changes to the Lose4Good.org website using the Heroku Toolbelt.</td>
</tr>
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</table>
### 3.3 Facilities

Lose4Good.org is a web-based system which is hosted on Heroku web hosting platform and is available to all the users via its domain name www.lose4good.org. This user can access the Lose4Good.org through the web browser on his laptop or personal computer.
4. Support Responsibilities

The key stakeholders have the following responsibilities to ensure the success of the Lose4Good.org project. These responsibilities are listed in the table given below.

Table 3: 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</td>
<td>- Designing and developing the system which satisfies the requirements and win conditions set at the beginning of the project. &lt;br&gt; - Releasing the deployable version of the Lose4Good.org</td>
<td>6</td>
<td>- Project design and architecting capability. &lt;br&gt; - Implementation skills with Python, Django, HTML, CSS, Javascript. &lt;br&gt; - Training ability and Knowledge transferring capability.</td>
</tr>
<tr>
<td>Client</td>
<td>- Designating the financial officer for the system. &lt;br&gt; - Payment of the periodic Heroku web hosting fees. &lt;br&gt; - Collecting feedback of the system from the users for future improvements.</td>
<td>1</td>
<td>- Extensive knowledge of the product domain. &lt;br&gt; - Management and Communication skills.</td>
</tr>
<tr>
<td>Marketing Team</td>
<td>- Responsible for finding and advertising for charity organizations to join with Lose4Good.org &lt;br&gt; - Responsible for ensuring the authenticity of the charity organizations.</td>
<td>1</td>
<td>- Advertising skills, excellent communication skills. &lt;br&gt; - Knowledge of product domain.</td>
</tr>
<tr>
<td>Financial Officer</td>
<td>- Approval of the financial transactions made in the system. &lt;br&gt; - Responsible for making transactions through PayPal to the Charity Organizations and refund to the Sponsors.</td>
<td>1</td>
<td>- Knowledge of using web-based systems. &lt;br&gt; - Knowledge of finance and financial transactions.</td>
</tr>
</tbody>
</table>