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Application Maintenance Guide

Introduction

This document serves to recommend how to maintain the application over the course of its useful life. While the application developers aimed to make this application last for a long period of time there will be a time in the future that this application will need to have maintenance done.

Maintaining the Application

To maintain the application, the customer may need to make changes to the application.

Areas that may need to be addressed are the following:

- Security
- Android OS updates
- Student body needing new functionality
- Changes in hardware
- Changes in Faber College IT Structure

Each of these topics will be addressed in the following sections. With suggestions on how to address each of these areas.

Security

The application strives to make using the application as secure as possible. There will be the inevitable change in security requirements. This may be from a change in security requested by the student user, the administration or by changes in the laws that govern the information that may be contained within the application. To address concerns these a few avenues are available

to Faber College. The application can be easily upgraded to take into account any software security concerns. This could possibly be done by in-house IT staff.

The only requirement will be the appropriate skillset that is available to the college. This skillset will need to include a moderate familiarity with Java and Android development. If the staff has this skillset, then the application could easily be upgraded to meet the new security requirements.

Android OS updates

As changes to Android OS take place it may become necessary to upgrade the application to make use of new features of the new operating system. These changes may make the current application not perform properly. This could be addressed by updating the application using the in-house talent and upgrading the current application or if the upgrade path is too cumbersome given the changes that are inherent in the new Android operating system an outside development team may need to be employed.

To solve this dilemma, it is recommended that the application have its code revisited at periodic intervals to look for possible problems with the application due to changes and upgrades within the new Android operating system. This will avoid the large-scale code and application overhauls. Small upgrades are greatly preferred to large ones.

Large overhauls will only happen if the inspection is left too long between or is not done at all. To avoid large and costly large-scale overhauls it is recommended that Faber College review the application at least once when there is a major revision or release of a new version of the Android operating system.

Student Body Needing New Functionality

While the first version of the application aimed to include as much functionality as possible there will be an inevitable need for other features. This is a good thing as it will make the application more useful to the user. This will make sure the application will not become obsolete in the minds of the user.

While this may seem like it would be costly. It does serve a purpose. This purpose is to ensure that application remains relevant to the target audience – the student body. If the application fails to stay relevant it will fall out of favor and the student will be unhappy. The student will resort to the old methods of accessing this information.

It is recommended that Faber College frequently poll their student body and ascertain their happiness with application. The college might want to add a question about what its shortcomings are and what features they think it is lacking. This will aid in gaining an understanding on how the application is viewed and how the application could be improved and make it more useful to the student body.

Changes in Hardware

With ever changing state of technology, it may become necessary to see what other types of hardware are being used by the student body. The college should ask the question could this application be useful on these new devices.

If this application is a viable option on these devices what would be needed to port this to the device. This would aid in keeping the application a useful tool for the students. If the porting of the application is not immediately prudent. It could be made the focus of feature updates to the application.

Changes in Faber College IT Structure

Faber College will also need to look at its own IT infrastructure. As the student body grows there will be a need to be upgrades. While the application stores all information on the user's own mobile device. At a point in the future this might not be prudent. A way to store an access this information may necessitate a link to the college's own IT infrastructure. The college will need to examine this and make plans for any changes that may require this path.

Conclusion

The above-mentioned topics are just a few of the areas that need to be addressed regarding maintaining the application. This document was just to serve as guide and offer some advice on how to tackle some of the problems that may occur during the lifecycle of the application.

While this is not an exhaustive list it could serve as starting point for the IT department to make preemptive plans to address problems that are to likely occur during the course of the application usage.

