

System and Software Support Plan (SSSP)

Discovery Tool

Team 3

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Version History

Date	Author	Version	Changes made	Rationale
12/01/18	XD	1.0	Initial draft	Initial draft for Discovery Tool Support Plan

Table of Contents

System and Software Support Plan (SSSP)	0
Version History	1
Table of Contents	2
Table of Tables	2
1. Support Objectives and Assumptions	3
1.1 Support Objectives	3
1.2 Support	3
2. Support Strategy	3
2.1 Support Lifetime	3
2.2 Release Strategy	4
2.3 Release Requirement Determination	4
2.4 Release Process	4
3. Support Environment	4
3.1 Hardware	4
3.2 Software	4
3.3 Facilities	6
4. Support Responsibilities	6

Table of Tables

Table 1: COTS List	4
Table 2: Software Tools	5
Table 3: Stakeholders and responsibilities	6

1. Support Objectives and Assumptions

1.1 Support Objectives

The primary objective is to ensure smooth transition from Team 3 development to Client side development and maintenance. Meanwhile, we want to ensure client satisfaction with the system.

1.2 Support

The following assumptions may need to unworkable support:

- Team 3 staff graduating
- Client decides to integrate additional features

2. Support Strategy

2.1 Support Lifetime

The envisioned support lifetime is until when majority of the original dev team graduated from the program

Support information on the COTS used:

Table 1: COTS List

COTS	Support Link
Flask	http://flask.pocoo.org/docs/1.0/
JSON web token	https://jwt.io/introduction/
React	https://reactjs.org/tutorial/tutorial.html
Webpack	https://webpack.js.org/guides/
AWS	https://docs.aws.amazon.com/index.html
Swagger UI	https://swagger.io/docs/
Node JS	https://nodejs.org/en/docs/
Creative TIM	https://www.creative-tim.com/
Material	https://material-ui.com/
mLab	https://docs.mlab.com/
MongoDB	https://docs.mongodb.com/

2.2 Release Strategy

- One time release with ad hoc support

2.3 Release Requirement Determination

- Primary drivers of new release content
 - Staffing: Availability of the developers in the foreseen future may raise some concerns
 - Licensing and copyright: the project solely belongs to USC based on agreement made at the beginning of Fall 2018 class. Also, the system is used internally by the client. Client is expected to continue the development and maintenance after handover.

2.4 Release Process

Planned for the one-time release:

- By the project archive deadline, dev team will upload a tarball which consists of the source code as well all documentations onto the team site
<https://greenbay.usc.edu/csci577/fall2018/projects/team03/FD/>
- Source code is maintained on Github: <https://github.com/russomp/t3-discovery-tool>

3. Support Environment

3.1 Hardware

The following hardware is required:

- Client computer with mainstream browser installation and internet connection

3.2 Software

The source code archive has:

- backend/
- frontend/

Each contains the source code for the two major perspectives of the system. The other way to get the code base is to clone the repo from github T3 repo. See technical manual for detailed instruction to acquire the codebase. This tool is currently being developed as part of a school project for CS577A at USC in collaboration with System1 over the Fall 2018 semester. The entire system belongs to USC.

Refer to the technical manual for detailed instruction of getting started with the system.

The following software tools may assist future development

Table 2: Software Tools

Software Requirement:	Compass
Rationale:	Intuitive GUI for visualizing and analyzing mongoDB database collections

User/Operator Manual:	https://docs.mongodb.com/guides/
Availability Information:	https://docs.mongodb.com/manual/support/
Note:	None

Software Requirement:	Postman
Rationale:	API development and testing environment
User/Operator Manual:	https://learning.getpostman.com/
Availability Information:	https://www.getpostman.com/community
Note:	None

Software Requirement:	Sublime
Rationale:	Popular text editor with rich functionality and great community support
User/Operator Manual:	https://www.sublimetext.com/
Availability Information:	https://www.sublimetext.com/support
Note:	None

Software Requirement:	Skype
Rationale:	Ad hoc support via voice chat
User/Operator Manual:	https://support.skype.com/en/skype

Availability Information:	https://www.skype.com/en/get-skype/
Note:	None

Software Requirement:	Slack
Rationale:	Ad hoc support via messaging
User/Operator Manual:	https://get.slack.help/hc/en-us/categories/360000049043
Availability Information:	https://get.slack.help/hc/en-us/categories/360000049063
Note:	None

3.3 Facilities

The following equipment is required:

- Client computer with mainstream browser installation and internet connection

4. Support Responsibilities

Table 3: Stakeholders and responsibilities

Stakeholder	Supporting roles	#	Supporting Skills
Dev team	Complete documentation before final deliverable deadline.	5	<ul style="list-style-type: none"> • React • AWS • Material UI • Creative Tim • Node JS • Flask
Dev team	Provide ad hoc support	TBD	Same as above
System1 users (Super admin, content admins, content contributors)	Learn to use the web app. Provide user experience feedback	TBD	Familiar with system workflow

System1 maintainer	Understand the codebase. Learn to use the tools and services, ask questions	TBD	<ul style="list-style-type: none">● React● AWS● Material UI● Creative Tim● Node JS● Flask
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