# **System and Software Support Plan (SSSP)**

**Discovery Tool**

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**12/01/2018**

# Version History

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

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### **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 | * 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 | * React * AWS * Material UI * Creative Tim * Node JS * Flask |