

Maintenance of the Solution

Maintenance is the process of keeping something in good condition. With the complexity of my task, maintenance will be equally simple. As the game is intended to have a limited size, there is no need for regular maintenance to implement new features (a powerful example of this is popular MMORPG *Runescape*, they have been implementing new content and fixes to their game for many years, leading it to become a larger and larger world), the reasons for maintenance is limited. When the game is released, there would be a short maintenance period where the game would allow players to send tickets informing the development team (that being myself in this example) of any bugs, issues or area of improvements that they found after or during their time playing the game. I would then go through these tickets and work on any issue raised that:

- a) I thought is an important error that I have overlooked and need to implement a fix for it as soon as possible.
- b) Multiple users send tickets about the same or similar bugs or requested improvements (within reason), that I either need to implement or inform users that the requested ticket will not be implemented and request them to stop suggesting it.

On a macro scale, and the end of a select time period (this could be weekly or monthly), I would distribute a new download source that contained the fixes that I implemented since the last fix. In the micro (that being the school), I'd just update the folder that contained all the game's files that the student were using to access the game.

This period of maintenance based on user feedback followed by developer intervention would continue until:

- a) The client's contract stops and the developer no longer has any reason to continue maintaining the game (this is usually an economic reason, but in my case I have a contract with my client that involves no capital).
- b) The program being maintained no is no longer economically viable, leading the developers to 'pull out' of maintaining the program (as it has become a waste of money) and move on to the next project (this is frequent in video games that have new game of the series constantly in production, maintenance will stop after the next game in the series is released).
- c) The team maintaining the program wish to move onto a new or different project and will stop maintenance on the current project.

In this case, my contract with my client wold stop as soon as I present him a finalised product, therefore in terms of maintenance, the method I described has been used with alpha-testing, but no further maintenance would be made after my client accepts the software.