**Software Control Template Form**

**Software Production Support**

**Help Desk Frequently Asked Questions**

**Document**

☺Andy Huang ☻

♪ Patrick Kevorkian ♫

► Can Peng Cai ◄

◄ Steven Kong ►

CSC 430

The Software Control Template Form

|  |
| --- |
| ***CHANGE REQUEST INITIATION:*** Originator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone#: (\_\_\_)\_\_\_\_\_\_\_\_\_\_ email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Date Submitted: \_\_\_\_/\_\_\_\_/\_\_\_\_ System/Product/Service Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Version Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| ***CONFIGURATION ITEM:*** Software: \_\_\_ Firmware: \_\_\_ Hardware: \_\_\_ Documentation: \_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| ***CHANGE TYPE:*** New Requirement: \_\_\_ Requirement Change: \_\_\_ Design Change: \_\_ Detailed Code Change: \_\_\_\_ Other: \_\_\_\_\_\_\_\_\_ |
| ***REASON:*** Legal: \_\_\_ Market: \_\_\_ Performance: \_\_\_ Customer Request: \_\_\_ Defect: \_\_\_\_\_\_ Aesthetic:\_\_\_\_\_\_\_  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| ***PRIORITY:*** Emergency: \_\_\_\_\_\_ Urgent: \_\_\_\_\_\_ Routine: \_\_\_\_\_\_ ***Date Required: \_\_\_\_/\_\_\_\_/\_\_\_\_*** |
| ***CHANGE DESCRIPTION:*** *(Detail functional and/or technical information. Use attachment if necessary.)*    ***Attachments:*** Yes / No |
| ***TECHNICAL EVALUATION:*** *(Use attachment to explain changes, impact on other entities, impact on performance etc.)*    Received By: \_\_\_\_\_\_\_\_\_\_\_ Date Received: \_\_\_/\_\_\_/\_\_\_ Assigned To: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Assigned: \_\_\_/\_\_\_/\_\_\_    Type of Software/Hardware/etc. Affected\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Modules/Screens/Tables/Files Affected: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    **Documentation Affected: Section # Page # Date Completed Initial**    Requirements Specification \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_\_\_ \_\_\_\_\_\_\_  System Design Specification \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_\_\_ \_\_\_\_\_\_\_  System Test Plan \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_\_\_ \_\_\_\_\_\_\_  Training Plan \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_\_\_ \_\_\_\_\_\_\_  User System Reference Manual \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_\_\_ \_\_\_\_\_\_\_  System Maintenance Manual \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_\_\_ \_\_\_\_\_\_\_  Other (Specify) \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_\_\_ \_\_\_\_\_\_\_ |
| ***TIME ESTIMATES to make the change: (Use attachment if necessary.)***    **Lifecycle Stage Est. Time Act. Time Date Comp. Remarks**  Analysis/Design \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ \_\_\_\_/\_\_\_\_/\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Coding/Testing \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ \_\_\_\_/\_\_\_\_/\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Acceptance \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ \_\_\_\_/\_\_\_\_/\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Total Hours: \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**    ***Project Impact Analysis Needed:* Yes / No *(If yes, include impact on budget, resources, schedule, risk etc.)*** |
| ***APPROVALS:*** Change Approved: \_\_\_\_\_\_ Change Not Approved: \_\_\_\_\_\_ Hold (Future Enhancement): \_\_\_\_\_\_    1. Signature by (customer, if requested) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_    2. Signature by Manager \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_    3. Signature by programmer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  4. Signature by head of dept \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ |

Sample Software Control Form

|  |
| --- |
| ***CHANGE REQUEST INITIATION:*** Originator: Customer Ray Phone#: (347) 222-4568 email: Ray@ray.com    Date Submitted: 10/20/15 System/Product/Service Name:Hotel Management System Version Number: 2.0 |
| ***CONFIGURATION ITEM:*** Software: ✓ Firmware: \_\_\_ Hardware: \_\_\_ Documentation: \_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| ***CHANGE TYPE:*** New Requirement: \_\_\_ Requirement Change: \_\_\_ Design Change: ✓ Detailed Code Change: \_\_\_\_ Other: \_\_\_\_\_\_\_\_\_ |
| ***REASON:*** Legal: \_\_\_ Market: \_\_\_ Performance: \_\_\_ Customer Request: \_\_\_ Defect: \_\_\_\_\_\_ Aesthetic:✓ Other: \_\_\_ |
| ***PRIORITY:*** Emergency: \_\_\_\_\_\_ Urgent: ✓ Routine: \_\_\_\_\_\_ ***Date Required: 12 /30/15*** |
| ***CHANGE DESCRIPTION:*** *The customer wants a more elegant login screen.*  ***Attachments:*** No |
| ***TECHNICAL EVALUATION:*** *(Use attachment to explain changes, impact on other entities, impact on performance etc.)*    Received By: Steven Wojick Date Received: 12/03/15 Assigned To: Andy Huang Date Assigned: 12/10/15    Type of Software/Hardware/etc. Affected: Login Form.cs    Modules/Screens/Tables/Files Affected: Login Form designer    **Documentation Affected: Section # Page # Date Completed Initial**    Requirements Specification 1 1 11/01/15 RR  System Design Specification 1 1 11/04/15 RR  System Test Plan 4 3 11/10/15 RR  Training Plan n/a n/a -- --  User System Reference Manual 1 3 11/15/15 RR  System Maintenance Manual 5 37 11/25/15 RR  Other (Specify) n/a n/a -- -- |
| ***TIME ESTIMATES to make the change: (Use attachment if necessary.)***    **Lifecycle Stage Est. Time Act. Time Date Comp. Remarks**  Analysis/Design 1/2 day 1 day 12/13/15 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Coding/Testing 1/2 day 1 day 12/14/15 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Acceptance 1/2 day 1 day 12/15/15 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Total Hours: 1.5 Days 3 Days 12/15/15 n/a**    ***Project Impact Analysis Needed:* No *(If yes, include impact on budget, resources, schedule, risk etc.)*** |
| ***APPROVALS:*** Change Approved: ✓ Change Not Approved: \_\_\_\_\_\_ Hold (Future Enhancement): \_\_\_\_\_\_    1. Signature by (customer, if requested) Patrick Kevorkian Date: 12/05/15  2. Signature by Manager Steven Wojick Date: 12/07/15  3. Signature by programmer Andy Huang Date: 12/09/15 4. Signature by head of dept Jimmy John Date: 12/06/15 |

## **Introduction**

The problem that we are trying to solve is to create a program in which we monitor hotel rooms for a client’s company. We will track which rooms are vacant and what food orders the room has out and already closed. We will track the date, time, food orders and overall bill of the stay for checking in, checking out and an overall bill of the stay. This program would be used for hotels which book many rooms throughout their day to day operations. A company that would fit into this category could be a company such as Caesars’ hotel and casino. Their day to day operations include booking rooms and providing room service to customers. Another application for this program would be any motel.. They rent rooms to people for their personal use, recording all necessary information that is needed to book a room.

### **Q1. Will this program work on all Operating Systems?**

**A.** Unfortunately we have not optimized the code to work on all operating systems. Currently we support windows only.

**Q2. Why can’t I Login?**

**A.** If your username and password does not allow you to log in then contact your database admin to:

1. See if your your username and password combination are correct
2. Make sure you have an account.

### **Q3. How do I add more rooms to the database?**

**A.** Please contact your database administrator and tell him the specifics of the room that you are trying to add such as bedrooms, bathrooms, and amenities.

### **Q4. How do I add more items to the menu?**

**A.** Please contact your database administrator and tell him the item you