# People and Resources

* People
  + 2 original developers will be assigned to the maintenance of the program
  + More developers will be brought on board if needed
* Resources
  + 50% of the resources assigned will go to adding new features, with adaptive and corrective tasks taking up the rest of the resources. Little time will be spent on preventive tasks.
  + The resources allocated to the maintenance of the program will depend on the success of the program.

# New Features Process

1. Process 1 - The company runs a small survey
   1. The company releases a new survey (email, part of program, etc.)
      1. Asks users about new improvements or fixes needed
   2. Developers analyze common patterns in the requests
      1. Find the top requested items and work on those
   3. Maintenance manager gets approval for all or several of the requests
      1. If some requests are rejected, say that request is closed for now but keep it in mind for future releases
   4. Manager draws up plan and high-level estimates (time, resources, etc.)
      1. Get final approval from the board
   5. Manager assigns items to the developers
   6. Request(s) go through the systems-development lifecycle
      1. Planning, analysis, development, implementation
   7. Update is published to the users
2. Process 2 – Team members decide new features
   1. The developers on the maintenance team develop the next requests
      1. This can be done as brainstorm sessions, studying other systems, etc.
   2. Developers choose the top needed requests to work on
   3. Maintenance manager gets approval for all or several of the requests
      1. If some requests are rejected, say the request is closed for now but keep it in-mind for future releases
   4. Manager draws up plan and high-level estimates (time, resources, etc.)
      1. Get final approval from the board
   5. Manager assigns items to the developers
   6. Request(s) go through the systems development lifecycle
      1. Planning, analysis, development, implementation
   7. Update is published to the users

# Bug Report Process

1. Process 1 – User reports bug to bug tracker
   1. User reports bug in the tracker
   2. Bug is forwarded to the maintenance manager
      1. Manager assigns bug to proper developer
   3. Developer tries to reproduce bug
      1. Ask the user for more information if cannot reproduce bug
         1. If still cannot reproduce bug with the new information, mark bug as “Not reproducible”
         2. Otherwise, continue
   4. Developer analyzes where the bug is, what is causing it, and what could be affected by correcting it
   5. Developer reports to manager and gets approval to fix bug
      1. If bug would mess with the program at large or if the manager rejects for other reasons, mark bug as “Deferred” or “Will not fix”
   6. Developer either quickly fixes the bug if it is simple or does a small system development lifecycle process to fix the bug
   7. Mark the bug as resolved when finish fixing it
   8. Publish the bug fix based on the priority of the bug