

SE 216 – SOFTWARE PROJECT MANAGEMENT
PROJECT NEEDS DOCUMENT

PROJECT NAME: Servicify

GROUP NUMBER and MEMBERS: GROUP 1 (Barış Can Ceylan, Alperen Demirezen, Ege Sezak, Yasin Kızıldaş, Buğra Yurtsever)

#	SOFTWARE NEEDS	DESCRIPTION
1	Docker	Docker is a software framework for building, running, and managing containers on servers and the cloud. It also streamlines the process of updating and deploying software on a server.
2	Kubernetes	This software manages server workloads and makes load balancing easier to manage. It also uses docker as a foundation thus making the program run in an isolated sandbox.
3	Ansible	Ansible is a computer configuration automation and management tool. System admins can write play books and run on the host machines to download necessary dependancies and software. This also makes updating and maintaining multiple servers easier by automating the process.
4	IDEs	Integrated development environments or IDEs are essential for developing software. We will use vs code as its support for plugins enable it to have support for a wide range of programming languages.
5	TestRail	TestRail is a test management tool that helps to streamline software testing processes. This tool is used by testers, developers, and team leads to manage, track, and organize software testing efforts.

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#	HARDWARE NEEDS	DESCRIPTION
1	Developer workstations	These general purpose computers will allow developers of the software to write code and test the software. It is preferable to have work specific machines that are separate from daily use, as they provide a layer of security of the source code as work computers are generally more secure.
2	Host mobile devices	These devices will allow users to interact with our program. These devices include: mobile devices, tablets, and etc.
3	Server Hardware	These devices can be around the world communicating with each other and other mobile devices. These computers are the most costly and important part of our hardware needs as most of the processing power required by our software will be handled by these machines.

#	SUPPORT NEEDS	DESCRIPTION
1	Customer support	Making customers feel safe using our app is essential. And in case of a problem they should be able to solve the problem. That is why customer support is paramount for this project. We have chosen Intercom, a customer messaging platform that provides live chat, to fill this need. As they are a customer support company, they will provide support for the foreseeable future.
2	Cloud Hardware Providers	It is more cost effective to rely on cloud hardware providers than to rent space in a data center and populating it with our own hardware. Thus it is important to be able to get support from the cloud hardware providers.