

System and Software Support Plan (SSSP)

We Are Trojans (WAT) Network

Team01

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Version History

Date	Author	Version	Changes made	Rationale
04/09/15	PP	0.5	<ul style="list-style-type: none">Initial the first version of the document	<ul style="list-style-type: none">Initial the documents for the TRR package
04/20/15	PP	1.0	<ul style="list-style-type: none">Add more details in every section of the documentsFix typos and grammatical errors in the contents	<ul style="list-style-type: none">Update details of the documents for the final TRR package

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1. Support Objectives and Assumptions

1.1 Support Objectives

The purpose of the support plan document is to help developers and maintainers understand the system requirements, tools, and resources needed for continuous maintenance and development of the system after the transition period.

1.2 Support

The 577b team will not be providing support in any form after the end of Spring 2015 semester. The clients will need to acquire a web-hosting service to host the system and may find maintainers/developers to continue develop and maintain the system. For continuous system development and maintenance client can hire developers who has experience in the following areas:

- PHP
- MySQL
- Laravel web framework- Laravel MVC
- Web Development – HTML, CSS, jQuery, and Bootstrap libraries
- ElasticSearch
- Redis
- Node.js

2. Support Strategy

2.1 Support Lifetime

The 577b team will not be providing support in any form after the end of Spring 2015 semester finishes. Information listed below is necessary regarding the system development environment:

- Laravel Framework 4.2 <http://laravel.com>
- Composer <https://getcomposer.org/>
- Redis.io <http://redis.io/>
- Node.js <https://nodejs.org/>
- Elasticsearch <https://www.elastic.co/>

2.2 Release Strategy

The team will provide information regarding potential hosting servers and services for the clients including advantages and disadvantages of each service. Later, the team will be responsible for the system deployment at the server provided by the clients as well as creating a user manual how to further deploy and use the system for the client. After the initial deployment at the end of the Spring 2015 semester, the team will not be responsible for any new releases of the system. However, the clients may look for developers or maintainers to support and continue modify the system.

2.3 Release Requirement Determination

The team had followed the ICSM principle for the development of the system. The team followed the win-win negotiations priority to develop each system feature for initial release. Following the ICSM principle based on client feedback, the win-win conditions were added and removed throughout the development processes.

2.4 Release Process

Each release during the development phase was based on the win-win negotiations. For each release we received feedback from our clients to adjust and modify the system accordingly. In every next iteration, we fixed the defects pointed out and agreed from previous releases and also made the necessary changes requested and agreed by our clients and the development team.

As for the final release, the team will deploy the accepted version of the system to the server provided by the client as well as creating a technical manual for the clients to use or send to maintainers later hired.

3. Support Environment

The system requires a web-hosting service to host the application. The system relies heavily on using open source libraries and web services; therefore, future API changes or upgrades of these services might have impacts on the system.

3.1 Hardware

There is no specific hardware needed for maintaining the system except a computer/server with a modern OS supporting PHP development requirements.

3.2 Software

Table 1: Laravel Framework

Software Requirement:	Laravel Framework 4.1
Rationale:	PHP web framework and dependency injection framework
User/Operator Manual:	http://laravel.com/docs/quick
Availability Information:	Well supported, open source, RESTful routing
Note:	

Table 2: jQuery

Software Requirement:	jQuery 2.1.x
Rationale:	Javascript library for easier dom and ajax manipulation
User/Operator Manual:	http://jquery.com/
Availability Information:	Well supported, open source
Note:	Various jquery plugins can be used

Table 3: Bootstrap

Software Requirement:	Bootstrap
Rationale:	Web frontend framework and UI components
User/Operator Manual:	http://getbootstrap.com/
Availability Information:	Well supported, open source, also themes available and can create own themes
Note:	There are other frontend frameworks that can replace bootstrap if desirable – below are some bootstrap extensions and alternatives: font awesome extensions - //maxcdn.bootstrapcdn.com/font-awesome/4.2.0/css/font-awesome.min.css

Table 4: Apache

Software Requirement:	Apache 2.2
Rationale:	Web app container for serving the application
User/Operator Manual:	http://httpd.apache.org/

Availability Information:	Well supported, open source
Note:	

Table 5: Redis

Software Requirement:	Stable Version
Rationale:	Redis is an open source, BSD licensed, advanced key-value cache and store. Used in WAT Network for Live notification.
User/Operator Manual:	http://redis.io
Availability Information:	Well supported, open source
Note:	Used for live notification in WAT network

Table 6: Node.js

Software Requirement:	Stable Version
Rationale:	Node.js® is a platform built on Chrome's JavaScript runtime for easily building fast, scalable network applications.
User/Operator Manual:	https://nodejs.org
Availability Information:	Open source
Note:	Used for live notification in WAT network

Table 7: Elastic search

Software Requirement:	Stable Version
Rationale:	Designed to take data from any source and search, analyze, and visualize it in real time
User/Operator Manual:	https://www.elastic.co
Availability Information:	Open source
Note:	WAT network search engine

3.3 Facilities

No Special Facilities are needed.

4. Support Responsibilities

Table 8: Stakeholders and their supporting responsibilities

Stakeholder	Supporting roles	#	Supporting Skills
Linda Suen	Business Support	1	Knowledge of the domain and specified system requirements
N/A	Software development and maintenance, database and deployment support, testing	1-3	See Section1.2