

System and Software Support Plan (SSSP)

We Are Trojans (WAT) Network Team01

Team members	Roles
Eirik Skogstad	Project Manager, Life Cycle Planner
Min Li	Feasibility Analyst, Operational Concept Engineer
Pittawat Pamornchaisirikij	NDI/NCS Acquirer & Evaluator, Tester
Punyawee Pakdiying	System Architect, Feasibility Analyst
Saloni Priya	Requirements Engineer, UML Modeler
Ameer Elkordy	IIV&V, Quality Focal Point
Suleyman Erten	Operational Concept Engineer, Requirements Engineer
Kamonphop Srisopha	Prototyper, UML Modeler

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

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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 support personnel understand the system requirements, tools and resources needed for continuous development and maintenance of the system after transition.

1.2 Support

The 577b team will not be providing support in any form after the end of Spring 2015 semester finishes. The clients will need to acquire a web-hosting service to host 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
- Amazon S3
- 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. Below is the necessary information regarding the system development environment setup:

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

2.2 Release Strategy

After initial deployment at the end of the Spring2015 semester, the team will not be responsible for new releases. But the team would suggest to keep the website up and coming. The clients should hire developers, have continuous or frequent release with initial bug-fix, UI modification and additional features.

2.3 Release Requirement Determination

The team had followed the ICSM principle for each release. 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 process. Each client interaction affected the release.

2.4 Release Process

Each release was based on the win-win negotiation. After each release we received feedback from our clients. In every next iteration, we fixed the errors pointed out in the previous release and made the necessary changes requested by our clients.

3. Support Environment

The system requires a web-hosting service to host the application to be used by the potential users. The system relies heavily on using open source libraries and web services, therefore future API changes or upgrades of these services would have impact on supporting the system.

3.1 Hardware

There is no specific hardware needed for maintaining the system except a computer with a modern OS and development environment.

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