

SOFTWARE MAINTENANCE PLAN

1.0 Scope and Purpose

Scope – UB Pizzeria is a virtual Pizzeria that sells pizza to the UB community as well as the community in Gaborone at large. The UB Pizzeria web application allows users to alter the pizza available, customize their own pizza and allows users to pick a pizzeria, Pizzas are then made and delivered to the customers from the nearest UB Pizzeria shop to the user upon them placing an order.

Purpose – The purpose of this business is to have a student friendly pizza shop that can compete with the current market by offering the products that students desire the most, at discounted prices, weekly specials as well as randomly selected winners. These are cited in the software development plan and project management plan.

2.0 Acronyms and Definitions

3.1 Acronyms used in the Software Maintenance Plan:

CCB Configuration Control Board

ER Enhancement Request

FCA Functional Configuration Audit
MR Modification Request
PCA Physical Configuration Audit
PR Problem Report
SCM Software Configuration Management
SDF Software Development Folder
SEE Software Engineering Environment
SEPT Software Engineering Process Technology
STE Software Test Environment
WBT Web Based Training

3.2 Definitions: Terminology used to describe the Software Maintenance Plan:

Adaptive maintenance: Modification of a software product performed after delivery to keep a computer program usable in a changed or changing environment.

Corrective maintenance: Reactive modification of a software product performed after delivery to correct discovered faults.

Customer: The person, or persons, for whom the product is intended, and usually (but not necessarily) who decides the requirements.

Emergency Maintenance: Unscheduled corrective maintenance performed to keep a system operational.

Interoperability testing: Testing conducted to ensure that a modified system retains the capability of exchanging information with systems of different types, and of using that information.

Modification request (MR): A generic term that includes the forms associated with the various trouble/problem reporting documents (e.g., incident report, trouble report) and the configuration change control documents.

Perfective maintenance: Modification of a software product after delivery to improve performance or maintainability.

Project: A subsystem that is subject to maintenance activity.

Regression test: Retesting to detect faults introduced by modification.

Repository: A collection of all software-related artifacts belonging to a system. (B) The location/format in which such a collection is stored.

3.0 General Requirements

3.1 Introduction

This plan describes the processes and procedures necessary to provide software maintenance for the UB Pizzeria system. The current version is being developed by the Runtime Terror group and who will also perform all software maintenance functions. This plan details the activities required and specifies the various responsibilities in order to provide software maintenance for the UB Pizzeria System.

3.1.1 System

The UB Pizzeria system facilitates the purchase and delivery of pizza through the processing of orders. The data provided by customers is taken as input and processed internally to prepare customer orders.

3.1.2 Support

The UB Pizzeria system has a projected life of 3 years. During that period, corrections and enhancements will be required. Corrective maintenance will accommodate latent defects as reported by users. Enhancements, or improvements will be submitted in order to improve performance and provide additional functionality for the users. As a result, maintenance support is required.

3.2 Maintenance Concept

3.2.1 Concept

The Software Maintenance objective for the UB Pizzeria system is to release two operational versions every year. Support for the initial version will be limited to priority one (Elementary Requirement) corrective actions. All other problems will be included in the next release. All enhancements will be held until a scheduled release.

3.2.2 Level of support

Support will be provided for 3 years and will include support for two major releases each year. All corrective and enhancements approved by the Configuration Control Board will be included in releases. Tracking of all change requests is required. A Help Desk will be maintained, and technical support will be provided as needed.

3.2.3 Support period

Runtime Terror will provide support during the development phase. This support will be on an on-call basis to review requirements, plans, etc. The post-delivery support period will be 3 years.

4.0 Modification identification, classification, and prioritization

Modification Request	ID	Class	Accept/Reject/Further Evaluation	Initial Priority Rank
Nearest Restaurant Search locations	1	corrective	Accept	Mandatory
Customized Order Page font	2	corrective	Accept	Standard
Online Payment System	3	Adaptive	Accept	Mandatory

Business Objectives:

- Customers should be able to pick a pizzeria shop near their location.
- The customize pizza font should be clearly visible and not blend with the background.

- The additional option for online payments instead of cash on delivery should be made available to customers

UB Pizzeria
System Maintenance Document

I. GENERAL INFORMATION			
1. Internal Request Number 3	2. Application and Release Version 2		3. Priority 1
4. Date Required 26/04/21		Explain Online Payment	
5. Submitted by Name (Client) n/a	6. Date Submitted n/a	7. Approved by Name (Client) n/a	8. Date Approved n/a
9. Author (DTMB) Bhekisisa Mkhonta	10. Date Written 23/04/21	11. Authorized by Name (DTMB) Bhekisisa Mkhonta	12. Date Authorized 23/04/21

II. PROBLEM/ENHANCEMENT OVERVIEW			
1. Providing multiple payment options		2. Functional Area	
Problem	Enhancement	Ordering System	
3. Sub-Functional Area Payment		4. Tab/Report/Screen Checkout	

II. PROBLEM/ENHANCEMENT OVERVIEW				
5. Description				
For user convenience cash payment cannot be the only form of payment available				
6. Requirements				
Req #	Detailed Requirement		Priority	Requestor
3	Google Pay online payment			
7. Base Requirements Specifications Affected				
0	YES	(If checked, update Requirements Specification, SEM-0402)		SEM-0402 Updated
	NO	(Proceed to Item 8)		
8. Problem/Enhancement Requirement – Structured Walkthrough				
Date	Participants		Changes/Defects	
24/04/21	Botlhe Tseme, Bhekisisa Mkhonta		Addition of online pay option	