Maintenance Plan

This document covers the cost of maintaining the RPG we have developed. There will be several sections which include cost for hiring developers, monthly/annual fees for servers and/or domain names, and monthly/annual fees for the distribution platform. There will be a development team as well as a management team. The tasks of certain teams and individuals will also be covered in this document on an individual bases as well as an integrated bases.

Cost of Hiring a Tech-Development Team

On average a single software developer costs around $93,350 annually. A team that would be required to keep the game up and running would be anywhere from 5-20 software developers depending on the quality of the employees. The expense of the company to pay these employees would be around $466,750-$1,867,000 a year. These costs do not include the computers and software needed to maintain the game. A custom laptop would be around $1,000-$2,000. For the development team that total for working machines would be around $5000-$40,000. For servers they would be built in-house with custom software which would be around $500-$1,000 to create. For starters 1 server should be able to host around 50-100 users and more could be built if the current capacity is exceeded. The servers would not take that much to maintain in regards to the physical aspect, but there will be some cost for the non-physical aspect that will be taken care of by the development team.

These people would be split into at least two teams. One team would be looking at code to spot any deficiencies that could slow the system down along with taking care of the bugs that could arise during gameplay. The other team would be available to take the game and look for ways to expand the game.

Tasks of the First Team

The first team would be responsible for maintaining a website that would be able to allow users to report any problems they experience with the game. This would allow the team to understand the type of problem along with possible locations in the code-base where it occurs. Along with trying to debug certain blocks of code this team would be responsible for applying hotfixes and patches to updated versions when changes are made to fix certain errors.

Tasks of the Second Team

The second team would be in charge of creating new content that will expand the game and offer a better gameplay experience to the users. This could be expanding the current game through extending the various classes and world that make up the game or an introduction of new modes/features that are new concepts and ideas that are not integrated into the current game.

Cost and Tasks of the Management Team

For this company there would also need to be a certain leadership structure in place that makes sure that the goals of the company are met and/or exceeded. There would be a chief executive officer who would cost around $172,632 annually. This

person would be in charge of how the company is run and has the final say with certain business decisions. There would be a chief operating officer who would cost around $130,000 annually. The chief operating officer would be given the tasks of figuring out the details to the complex operation of how the company functions and runs on a daily bases, as well as special cases during times were there would be a huge release such as an expansion pack for example. There would be a president who would be the combination of our current group which would cost around $100,000 per person. That would be a total of $400,000 annually. The presidency would be split four ways and would oversee the company as well as help out in various areas that need help. There would be a chief marketing officer who would get paid around $150,000 annually. The chief marketing officer would be responsible for developing the campaign to promote the game. This includes figuring out the cost of advertisements and related forms of propaganda. There would be a chief financial officer who would get paid around $120,000. This person would figure out the finances of the company for the year and give a month-by-month breakdown. There would be a chief technological officer who would get paid around $150,000. The tasks of the chief technological officer would be to oversee the management of the entire code-base and development teams along with researching new pieces of technology that could improve the game either through hardware, software, or production. The average cost of a product manager would be around $108,427 annually. There would only be around one. This would allow the management team to be fairly efficient and get rid of certain problems that could slow/stop the flow of work if executive decisions could not be made in regards to the product and certain problems. There would also be a secretary which would cost around

$35,330 annually. The secretary would help with getting information from the management team to the development teams and vice versa. The secretary would also be in charge of making sure that meetings are more efficient and stay on topic.

Development Team and Management Team Interactions

The teams would be working in a semi-agile programing/business work environment. There would be a product backlog along with a bug list and other features that make up an agile work environment. There would be meetings between the head of the development team along with the management team to make sure that each group is getting work done efficiently and helping the system maintain working order along with making improvements. There would be a sort of disconnect between the two teams in the sense that the development team does not get distracted by outside factors that will only pertain to the management team.

Scenarios

These are examples of different scenarios that will help give a visual to what the maintenance would look like.

Ex.1: So for a problem with the software a user would send the problem through the game website. This will be seen by the chief technology officer or secretary who then sends this off to the development team in charge of taking care of bugs in the code. The team will get the message and collaborate on where the problem is and how to fix it. Many of these problem messages would be sent in a day and would need to get

tackled to make the gaming experience better for the user as that is one of the goals of the company.

Ex.2: For a game to be exciting new modifications need to happen to add supplementary elements to a game. The chief technology officer would send in new technologies researched to the development team that is in charge of creating new content. These two groups/individuals would work together to develop new content while keeping up with certain trends to keep the game relevant. The changes that happened would be made known to the chief marketing officer who would then figure out the an effective way to promote the new features to gain more users along with keeping current users interested in the game. The product manager would then be notified of the changes that would happen to the new expansion pack to the game.

With both of these examples the management team will keep track of the bigger picture and how the company is running with management of finances and other business related activity.

Growth

These two teams that are required to maintain the system should start in a fairly small size and will grow and scale to an appropriate size based off of the success of the game along with the population of users. The interactions can be shifted to be more optimal by the chief operating officer if the agile work environment starts to break down, otherwise there should be little change with what is stated in this document. The components such as the servers could change with the introduction of new technology that is being developed.

Resources Consulted

http://gamedev.stackexchange.com/questions/11155/cost-of-game-development-and-maintenance-of-an-mmorpg

http://www.webopedia.com/DidYouKnow/Hardware_Software/how_much_will_a_server_cost.html

*The information for the cost of hiring were found using google search.