TEAM SIX ANDROID CHAT

Maintenance Plan

Alec Knutsen, Yarden Tamir

A991k109@ku.edu, y112t521@ku.edu

Introduction

Software Maintenance

Software and the systems that implement software are not static, they develop with the changing market, client needs, or organizational changes. Software maintenance concerns all the modifications, updates, and maintenance of software after the release of software deliverables into the market place. Although it is the last step in the Software Development Life Cycle (SDLC), it a vital part of this process for a number of reasons.

Changing Landscapes

First and foremast, software must adapt to changes in the market of the product. For example, if changes happen to the android store policies or apple store policies, the produce developed by this team would need to be updated. Furthermore, software maintenance is important as client requirement changes; if a number of users request a new feature, a team would like to be able to access the practicality of this request to possibly implement that change.

About This Document

Since the Team Six Android Chat Application developers will be outsourcing the maintenance of the product to a third-party organization, this document is designed so that persons without prior knowledge of our software can successfully implement maintenance for the application. This plan should be implementable by a team of maintainers for our software. In this plan, we will describe all the steps required for a team to maintain the Team Six Android Chat Application from a software standpoint. Procedures for maintaining our software and updating our software will be described in full.

Requirements for Maintainers

The third party maintainer for the Team Six Chat Application will need to be identified in writing through a contract, which includes full transfer of responsibilities of maintenance to the third-party company. The maintainer should use this plan as an initial guideline and update this document, as changes are needed. All resources for maintenance will come from the third-party maintainers and third-party maintainers will pay all fees associated with application maintenance.

General Software Maintenance Requirements

This section describes all the responsibilities of the maintenance team.

Plan

This maintenance plan is designed to describe the procedures of the maintenance for the Team Six Chat Application system. Cesar Avalos, Alec Knutsen, Yarden Tamir, and John Russell developed the first deployable Team Six Chat Application and a third-party software team to be determined will be responsible for the maintenance of this product. The main systems of the application include the android standard development kit, the IOS standard development kit, and the people.eecs.ku.edu web servers. This plan details the maintenance for the main systems of our application

Basis of App

Our application released to the public includes functionality that allows users to anonymously submit messages to any random chat rooms stored on our servers either through IOS or through Android compatible devices. Users can also anonymously view any chat room that they enter.

Current Status

Our newest version, currently under construction, will replace our current system released on the app store. The newest version will include a login with a username and password. Usernames and passwords will be encrypted to prevent security breaches. Thus, chatrooms will no longer be anonymous. Users will be able to create chatrooms and add friends as well.

Support

Team Six Android Chat has a life cycle that will not end in the near future. During this time, the software will needed to be update and enhanced to stay up to date with latest version of android and IOS. Furthermore, software documents will need to be updated to stay compatible with android and apple store requirements. Finally, server maintenance will be needed through the life cycle of the product.

Maintainer and Contracts

The maintainer for our system will be a team software team from some third-party company.

The third party maintainer will need to sign a contract with the Team Six development team including salary and non-disclosure pact. In this contract, the third party maintainer will agree to provide maintenance for the Team Six Chat Application and all requirements for the maintenance of the software will be described.

Maintenance Objective and Statement

The overall goal of the maintenance of Team Six Android Chat is to release four updated versions of the software per year. Responsiveness to the user community is of the vital most importance since our application is for the people. The maintenance team should evaluate user change requests and be responsive to these suggestions. Other responsibilities include ensuring

that the software stays compatible with android store requirements, Apple store requirements, and third-party server requirements.

Support Level and Period

Support will be provided for the activity life cycle of the Team Six Android Chat. Requirements of the maintenance team include the release of four-software patches per year. Changes will be determined and implemented by the maintenance team.

Line-item List of Maintenance Activities and Cost of Maintenance

Technical support:

The third-party maintenance team will need an on call 24/7 technical support staff to answer any user questions that might come up while running the application. The support staff will be divided into two groups: one group for android support and one group for IOS with one on call person per group. With each person having a base salary of $14.00/ per hour and support 24/7, the total maintenance per year for the support team is $245,280.

Committee:

A committee will be established for collecting and evaluating user change request. This committee will consist of five customer service representatives and will be paid a base salary of $15.00 per hour who work eight-hour shifts per day. The total cost of this support team comes to about $219,000 per year.

Software devlopers:

Full-time software developers will be needed for maintaining the current software and implanting new changes to software. This team will consists of ten developers who are paid a

base salary of $90,000 dollars per year, totaling a cost of $900,000 dollars per year.

Software Quality Analysists:

Software Quality Analysists will be needed for testing new features implemented in Team Six Android Chat. This team will consists of ten members each of which has a base salary of $40,000 per year, total a cost of $400,000 dollars per year.

Yearly Fees:

Because the android store only requires a onetime fee of $25 for the publishing of an application, no maintenance cost will be required. A yearly apple membership fee will be required for the maintenance of the Team Six Chat Application. This fee is $90 dollars per year.

Servers:

Our development team plans to migrate to Amazon E2C web servers. These servers provide support for computing the cloud. We will leave it up to the maintenance team to determine the best option for the web servers. Pricing options can be found at

https://aws.amazon.com/ec2/spot/details/

Total Costs:

Total, maintenance costs come to $1,764,370 not including server support which we will leave up to the third-party maintenance team.