Software Maintenance Plan

This report is due on the **23rd of November, 2017**. PDF file should be posted on your project blog and emailed to me. The content of this document should corroborate with Report #2 Part 2.c. and Part 3.a.

1. Cover Page

Identify the project name, group name and/or members, client name, project blog/website and course details (course name, section, instructor).

2. System Description (15 points)

a. Points of Contact

This section identifies the group(s) responsible for system development maintenance, and use. This section also identifies points of contact (and alternate if appropriate) for the system within each organization.

b. Security

This section provides an overview of the system's security controls and the need for security and protection of sensitive data. For example, include information regarding procedures to log on/off of the system, provisions for the use of special passwords, access verification, and access statuses as appropriate.

c. Computer Hardware

This section discusses the computer configuration on which the software is hosted and its general characteristics. The section should also identify the specific computer equipment required to support software maintenance if that equipment differs from the host computer. For example, if software development and maintenance are performed on a platform that differs from the target host environment, describe both environments. Describe any miscellaneous computer equipment required in this section, such as hardware probe boards that perform hardware-based monitoring and debugging of software. Include any telecommunications equipment.

d. Support Software

This section lists all support software - such as operating systems, transaction processing systems, and database management systems (DBMSs) - as well as software used for the maintenance and testing of the system. Include the appropriate version or release numbers, along with their documentation references, with the support software lists.

e. Personnel

This section describes the special skills required for the maintenance personnel. These skills may include knowledge of specific versions of operating systems, transaction processing systems, high-level languages, screen and display generators, DBMSs, testing tools, and computer-aided system engineering tools.

3. Maintenance Procedures (20 points)

a. Conventions

This section describes all rules, schemes, and conventions used within the system. Examples of this type of information include the following:

- System-wide labeling, tagging, and naming conventions for programs, units, modules, procedures, routines, records, files, and data element fields

- Procedures, standards, and symbols used for charts and listings
- Standards for including comments in programs to annotate maintenance modifications and changes

If the conventions follow standard programming practices and a standards document, that document may be referenced, provided that it is available to the maintenance team.

b. *Maintenance Procedure*

This section describes step-by-step, system-wide maintenance procedures, such as (1) procedures for setting up and (2) sequencing inputs for testing.

c. *Verification Procedures*

This section includes requirements and procedures necessary to check the performance of the system after modification or maintenance of the system's software components. Address the verification of the system-wide correctness and performance.

d. *Error Conditions*

This section describes all system-wide error conditions that may be encountered within the system, including an explanation of the source(s) of each error and recommended methods to correct each error.