Maintenance Plan

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How will we maintain our software product?

The software development phases are as follows: Initiation, concept development, planning, requirements analysis, software design, development, integration and testing, implementation, operations & maintenance, and disposition. As of writing this documentation, our team has completed the phases up to implementation. The plan for operations and maintenance will be described in this essay.

Our maintenance plan can be split into 3 sectors:

1. Customer feedback and defect repair
2. Developing new features
3. Continue good software practices

Our team has completed thorough testing of our product. But defects are inevitable. So, we must provide a platform for customers to report bugs and give feedback on our software. To do so, our group will add a feedback page on our website. Here, any user can give us a description of their error and include a crash report. Alternatively, customers can email our group with their concerns. We will create a log of each defect. This log must include the date reported and a description of the error. These error logs will be sorted based on priority. High priority bugs will be resolved first. Each time a defect is fixed, our team will add the date and description of the fix to the error log. Additionally, we will write a regression test for each resolved error. The regression testing suite will be run before each new software release.

To stay competitive in the market, our team will continue to develop new features for our software. Some possible additions could be added security, updates to the user interface, billing and payments, graduation plans, and degree progress. Do determine what features our customers want, we will send out email newsletters with a survey. In these surveys, our customers can tell us what features they want and can give us feedback on our product. For each new feature, our team will compile the requirements and create any useful documentation. We will then design and develop the new features. Finally, we will

perform validation and testing. The regression test suite will be run to ensure that we are not reintroducing bugs.

Throughout our product maintenance, we will continue to use good software practices. This includes creating and updating documentation. We will track any changes in the software or documents. Additionally, our team may perform predictive maintenance by refactoring our software. Good documentation and clean refactored code are important to the longevity of the company. Therefore, new team members or employees will be able to understand our software.

What are the maintenance costs?

Company costs can be split into two categories: product costs and employee costs. The product costs are straightforward. This includes the company web domain and server time. The employee costs are the salaries of all the company employees. The company will be split into two sectors: technology and business, which will be run by the CTO and CBO respectively. The CTO will oversee the software engineer, web developers, and documentarians. The CBO will oversee the sales representative, accountant, and marketing specialists.

The total cost of running this company will be a minimum of $512,000 per year. Most of these expenses are the employees. The cost breakdown is shown below.

Product costs:

- Web domain: $20/year
- Servers: $3k/year

Employee costs:

- Chief Technology Officer (CTO): $92k/year
- Software Engineer: 60k/year
- Web developer: $55k /year
- Documentarians: $40k/year
- Chief Business Officer (CBO): $92k/year
- Sales representative: $60k/year
- Accountant: $50k/year
- Marketing specialist: $40k /year

Total cost:

- $512/year