Chemistry

**Software Quality Assurance**

**SQA Maintenance Checklist**

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| --- | --- | --- | --- |
| **Revision Number** | **Revision Date** | **Author** | **Summary of Changes** |
| 1 | 3-13-2013 | John Gibbons | Initial creation of document and first draft. |
| 2 | 3-14-2013 | John Gibbons | Second draft and additional items added. |
|  |  |  |  |

Maintenance Checklist

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No.** |  | **Y, N, NA** | **F, O** | **Comments** |
|  | Documentation |  |  |  |
| 1 | Is there a generated error report or a properly filed support ticket? |  |  |  |
| 2 | Is there a customer support solutions manual provided? |  |  |  |
| 3 | Is there an installation manual provided? |  |  |  |
| 4 | Is there a user manual provided? |  |  |  |
| 5 | Has the support ticket been filled out properly? |  |  |  |
| 6 | Has the issue been properly stated? |  |  |  |
| 7 | Did the user provide evidence with the support ticket? |  |  |  |
| 8 | Was the date and version number of the software properly documented on the support ticket? |  |  |  |
| 9 | Do the errors generate error codes? |  |  |  |
|  | Resolution | **Y, N, NA** | **F, O** | **Comments** |
| 1 | Was the error able to be regenerated? |  |  |  |
| 2 | Was the error related to the program or the users' machine? |  |  |  |
| 3 | Was the maintenance done in a timely manner? |  |  |  |
| 4 | Was the customer/user satisfied with the maintenance? |  |  |  |
|  | Future Additions | **Y, N, NA** | **F, O** | **Comments** |
| 1 | Will intended future additions affect the current functionality of the program? |  |  |  |
| 2 | Will intended future additions add to the current functionality of the program? |  |  |  |
| 3 | Does the program include ways to inform the users of new features and additions? |  |  |  |
| 4 | Has the client fully approved of any additions? |  |  |  |
| 5 | Is the code modular and well commented enough to easily modify? |  |  |  |
|  | Further Contact | **Y, N, NA** | **F, O** | **Comments** |
| 1 | Does the client have the ability to reach the development team should any issue arise? |  |  |  |