Chemistry

**Software Quality Assurance**

**SQA Maintenance**

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| **Revision Number** | **Revision Date** | **Author** | **Summary of Changes** |
| 1 | 4-17-2013 | John Gibbons | Initial creation of document and draft. |
| 2 | 4-19-2013 | John Gibbons | Second revision of draft and added additional items. |
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# Documentation:

* Is there a generated error report or a properly filed support ticket?
* Is there a customer support solutions manual provided?
* Is there an installation manual provided?
* Is there a user manual provided?
* Jas the support ticket been filled out properly?
* Has the issue been properly stated?
* Did the user provide evidence with the support ticket?
* Was the date and version number of the software properly documented on the support ticket?
* Do the errors generate error codes?

# Resolution:

* Was the error able to be regenerated?
* Was the error related to the program or the users' machine?
* Was the maintenance done in a timely manner?
* Was the customer/user satisfied with the maintenance?

# Future Additions:

* Will intended future additions affect the current functionality of the program?
* Will intended future additions add to the current functionality of the program?
* Does the program include ways to inform the users of new features and additions?
* Has the client fully approved of any additions?
* Is the code modular and well commented enough to easily modify?

# Further Contact:

* Does the client have the ability to reach the development team should any issue arise?