Team 3

Software Maintenance plan

The goal of this software maintenance plan is to ensure our testing application continues to operate until the end of its lifecycle. Support is intended to be primarily corrective and the team does not intend to add new features over the software’s lifetime.

The application is intended to continue receiving maintenance and hosting on the AWS cloud platform until UAlbany publishes finalized grades for the spring 2019 semester.

Maintenance and database management will be performed by available team 3 members who can be contacted through a support email address located on the application webpage. Critical issues will be brought to the teams attention immediately, while non-critical issues will be addressed in weekly discussions.

Users wishing to request maintenance should send an email containing the following

* The problem they have encountered
* What they were doing when the problem occurred
* Any important steps to replicate any found errors

Any time the production environment is to be updated the new version will be put through testing as outlined in our testing plan. The new version will be implemented upon a successful test.