System Support Plan

SSE 657

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1.   Overview

This document gives an overview of the software support plan for the team's car rental system. This includes a high-level overview of planned updates and patches, and planned beta testing, as well as features and improvements the team plans to implement in the future. A current list of features the team hopes to implement can be found under the "Sprint 4/Future Work" milestone within the project GitHub repository.

2.   High-Level Maintenance Plan

The current version of the application available is V1.1, the initial setup of the application. Within this version, the users will find all of the reservation UIs fully developed and a working application to reserve a vehicle. However, the team acknowledges that there is still much to refine. Table 1 below describes a list of patches and version updates the team plans to implement within the next six months, which will create a better experience for any users of our application.

Table 1: Future Version Plan

Version/Patch Number	Description	Planned Timeline
1.1.1	This patch will implement some formatting changes, including the following: ● Improved cohesion of color scheme across entire application ● Implementation of re-rendering of screens upon events (as opposed to new windows) ● UI Scaling for different devices, including mobile, desktop, and tablet.	Jan. 2024
1.2.0	This minor version change will implement new features to improve customer experience: ● Implementation of Logout UI to increase security ● Profile Settings UI Screen - allow customers to	Jan.-Mar. 2024

	change their password, change display name, light mode/dark mode, etc. ● Cancel Reservation implementation - allow customers to not only see information about their vehicle reservations, but also cancel selected reservations.	
2.1.0	This major version change will include an added UI implementation for *Car Rental Company* employees as opposed to only gaining access to the database to add/change vehicle information. This will hide some levels of detail about the database to increase security and improve usability for employees, making it easier for them to add, remove, and change vehicle information within the database. It will have a similar UI setup as the customer UI, with added usability to edit database data.	Apr.-Jun. 2024

3.   Future Work

Table 1 explains the proposed working schedule for any future work and maintenance. The team also anticipates continual maintenance to improve areas such as security and performance. In the future, *Car Rental Company* may want to implement two-factor authentication for the logins of employees and customers to increase security of data. Two-factor authentication and other security measures fall into future work past the next six months for this project. Additional performance improvements will also be continuously considered throughout the maintenance of this application. The team will monitor the performance of the application and accept user feedback to improve the overall application with each patch and update release. Finally, the team will need to continuously communicate with *Car Rental Company* as requirements may change in the future. As technology improves and advances, the company may need to report more information about their car rentals, such as hybrid and electric vehicle classification and accessibility measures in vehicles. As *Car Rental Company* expands, its application will need to be maintained to match the current standards of the company. The team is prepared to continue to develop this application to add any features and information that may need to be reported about new vehicles as time goes on.