Introduction

This document will outline the plan that *Team Make 448 Great Again* intends to follow in order to keep the application popular and running smoothly. This will be done by maintaining the app and keeping it up to date. Software is part of an ever changing market that adapts to the needs of society. New software is being developed daily and stretching the limits as to what is possible. We want to be the best studying app, therefore we have to stay on top of the changing market and make sure our app is cutting edge. Since this is such a monumental task, *Team Make 448 Great Again* will be outsourcing most of these duties to a third-party organization. This plan should be implemented by a highly qualified team of maintainers that are familiar with our software. In this plan, we will describe all the steps required for a team to maintain the *StudyBuddy* application from a software standpoint. Guidelines for maintaining and updating our software will be described in full.

Third-Party Obligations

The third-party company responsible for maintaining and updating the *StudyBuddy* application will be determined by the three founders. They will contact several companies and ask for examples of prior projects in order to gauge their level of aptitude. Once a decision is made, the company will be

notified and a contract will be developed. The contract will highlight key responsibilities that the company must take on as well as penalties for not providing satisfactory work. The contract will be a "Time and Materials" contract meaning that the company will get paid based on the hours that they work.

<div align="center">Maintenance Plan</div>

- Introduction
  - The maintenance plan that follows is designed as a guide to describe the procedures for the maintenance of the *StudyBuddy* application. The original application was first developed by Chris Bernosky, Michael Navickas, and Zack Mryyan. As mentioned above, the rest of the maintenance from here on out will be by a third party software company. The main software that this application uses and must be maintained are Android, iOS, and SQL Server.
- What is *StudyBuddy*?
  - *StuddyBuddy* is an application that is designed to help a wide variety of students succeed in the classroom by providing collaborative learning and tutoring. When users need help with their studying or would like a study buddy, they just log onto the app and post

information about what they are studying as well as their current

location. This is done via an iOS or Android device.

- Support

    o *StudyBuddy* is an application that will change many times throughout

    the years, adapting to the needs of the users and changing

    technology. To stay up to date, we would like to aim for a goal of six

    updated versions per year, or one every two months. This will ensure

    comments and concerns from users will be a number one priority. If

    a majority of users dislike a feature, or would like to see another

    feature added, this must be addressed and implemented. During the

    lifetime of this application, the software will need to be updated and

    improved to stay up to date with the latest Android and iOS versions.

    Not only must we keep the front end up to date but we must keep

    our back end up to date as well. To do this we must make sure our

    servers are up to date and well maintained.

- Policy Changes

    o As we continue developing this application over the years, there is a

    chance that we can see a change in policy from the Android Store or

    Apple Store in which this application may need to adhere to. We

must have someone who is constantly up to date on the latest store policies, and if a change arises then immediate action needs to be taken. The last thing that we would want to happen is to have our application taken down.

- Bill of Materials

  o Technical Support:

    ▪ The third-party maintenance team will need a technical support group to answer any user questions that might come up while running the application. The support staff will be on call 24/7 and divided into two groups: one group for android support and one group for IOS support. Each group will have at least one person on call and have a base salary of $12.00/ per hour and support 24/7, the total maintenance per year for the support team is $145,000.

  o User Requests:

    ▪ A group of workers will be assigned to collect and evaluate request from the users. They will filter out all the useless requests and pass along the ones that seems substantial. The

team will consist of 5 workers who are paid $40,000 a year. The total cost of the user requests group will be $220,000.

- Software Developers:

    - Full time software developers will need to be hired to maintain the current build as well as develop the new features that will be added. This team will need to have exceptional communication skills as well as be very talented technically. We will hire 10 developers at $75,000 a year, or $750,000.

- Quality Analysists

    - QA will be needed to test the new features that will be implemented. There will be two testing groups: one for Android and one for iOS. We will hire 4 workers per group at $40,000 per year, or $320,000 total.

- Server Fees:

    - Our team will be hosting servers via Amazon EC2. There are multiple pricing options which can vary depending on user activity. The decision will be left to the maintenance teams as to which servers to use.

- Total Costs: The total cost will be roughly around $1,500,000. This does not include overheads or any additional team members that could be needed.