## Capstone: Maintenance Support Plan

Information Systems Development and Design and Capstone Course (IS-5303)

Poonam Pawar

1429329

Trine University

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Serve on Door is a family owned and family managed e-commerce business. The idea behind the business was to provide the local business an opportunity to lure more customers directly to them, but using a common website. The business will share the support with the vendors and sellers who can directly interact with the users. All service requests will contain direct contact details of the sellers or vendors that a user can directly use. The company will also provide email support to its users. The maintenance and support plan are as follows:

**Technical Issues:**

For all technical reasons related to the e-commerce website will be managed by the project management team and developers. For instance, if the user interface needs to update, or it is not reachable, the vendors will directly email the Serve on Door team with the error and the team will act upon it.

**Upgrades/ downtime**:

In case of upgrades and maintenance, the development team will coordinate the changes and other details directly with the vendors and on the website. The system will also populate notifications on the website in case of upgrades or downtimes.

**User queries:**

For all the user queries about any service, the users can directly contact the vendors or sellers using their contact details that will be present in the service request acknowledgment form.

Apart from the above, all the advertisement details, service request details, user details, customer queries, historical data, payment details, and feedback will be maintained in a backend database, which will act as the source of truth to support any kind of issue.