This is a Collaborative Learning Community (CLC) assignment.

Read the case studies presented in the textbook and focus on:

1. What happened after a project was completed and delivered.
2. Complaints about faults.
3. Praises about exceeded expectations.

Prepare a Maintenance Plan that includes everything listed below.

Develop a model and schedule for delivering software upgrades and bug fixes, taking into account:

1. How your software will be versioned and delivered to the client and deployed to the user community.
2. Network and other related IT infrastructures that the client must setup before receiving the software. This includes software that must be installed for your application to work, database servers that are needed, web browsers (if applicable) that need to be installed, and so on. You may consider the use of a UML Deployment Diagram to help support your discussion.
3. Frequency of software updates and upgrades. (Be mindful of the trade-off between needs and costs.)
4. Prioritization of categories of updates.
5. Method for reporting bugs and suggestions for product enhancements.
6. How the software version control/configuration management will be handled to implement bug fixes and product enhancements (e.g., branching model, tags, forks, hotfixes, etc.).

In a separate section of the Maintenance Plan, discuss a detailed plan for training that includes the following:

1. Teaching the client IT administrators how to install the software.
2. Teaching End users how to use the software.
3. Cloud administrators (if applicable).
4. Teaching client IT administrators and End users how to report bugs.

APA style is not required, but solid academic writing is expected.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are not required to submit this assignment to LopesWrite.

Submit the assignment to LoudCloud as directed by your instructor.