

# System and Software Support Plan (SSSP)

<JEP Online Platform>

<Team 15>

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# Version History

Date	Author	Version	Changes made	Rationale
03/30/14	Wei-ting	5.0	• Added expected information in each section	• For IOC1

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# 1. Support Objectives and Assumptions

## 1.1 Support Objectives

The purpose of support plan is to provide some important object that the client is required to be informed.

- Make sure the JEP(non-technical) and the volunteer can easily operate JEP online platform.
- Make sure the JEP(technical) know how to maintain JEP online platform.
- Ensure the client the end data of team15 support.
- Make sure the JEP online platform is fully satisfy the agreed requirement.

## 1.2 Support

Some assumption must be fulfilled to ensure the support plan.

- JEP know how to operate and maintain the JEP online platform after the training.
- JEP online platform is fully worked after transition.
- The server is still work after the transition.

# 2. Support Strategy

## 2.1 Support Lifetime

The estimated lifetime of JEP online platform is more than 5 years while new check-in technology was generally updated to the version that not supported by JEP online platform or the new database system design is required.

## 2.2 Release Strategy

The team will release the JEP online platform to JEP in 04/14/2014 and deploy the system in 04/21/2014 then have acceptance test and provide the training until 04/27/14. Before 04/27/14 the whole package include all documents and code will release to JEP as well. Also, we will do some major change after the acceptance test to make more comfortable for users.

## 2.3 Release Requirement Determination

The new content will be drive while

- New structure of database is required
- the result from majority of users indicate the new requirement.

## 2.4 Release Process

The new release will be implemented after the release requirement determination is met. Exploring phase of new release will overlap with the gathering feedback of the old release.

The process will be followed.

- The new requirement is discovered by the feedback form the users.(previous release)
- Identify if the new requirement can be done by minor change.(new release)
- If not, start a new development process.

## 3. Support Environment

Some hardware and software environment is required to be set before running the JEP online platform.

### 3.1 Hardware

- The server of JEP should work
- 32bit/64bit processor
- Smart phone need GPS for check in function.
- 2GB RAM

### 3.2 Software

**Table 1: Description of Software required in Support Plan**

Software Requirement:	Microsoft office excel
Rationale:	For the exported file
User/Operator Manual:	Manual is provided by itself
Availability Information:	It can be purchase from the Microsoft store.
Note:	

**Table 1: Description of Software required in Support Plan**

Software Requirement:	Internet browser Google chrome
Rationale:	For using the JEP online platform.
User/Operator Manual:	Manual is provided by itself
Availability Information:	<a href="https://www.google.com/intl/en/chrome/browser/">https://www.google.com/intl/en/chrome/browser/</a>
Note:	All the function is working on all internet browser except the export function. It better to use chrome.

**Table 2: Description of Software required in Support Plan**

Software Requirement:	Database management system
Rationale:	For the database management
User/Operator Manual:	Manual is provided by itself
Availability Information:	Can use the original database management.

Note:	
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### 3.3 Facilities

The server is provided by Dornsife so there are no specific facilities needed.

# 4. Support Responsibilities

**Table 3: Stakeholders and their supporting responsibilities**

Stakeholder	Supporting roles	#	Supporting Skills
Technical assistant	Website maintain	1	Php,javascript,SQL,css,html5
Administrator	Maintain data	3	Knowledge database management operation
Development team	For new requirement	5	Php,javascript,SQL,css,html5