



Software Handover Process

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Ideal Scenario



- Planning
- Presentation
- Training
- Build / Run Exercise
- Support MOU





Planning



- Assign Support / Expertise for handover process (both sides)
- Identify Handover Materials (Designs, ICDs, as-built updates, etc.)
- Prepare Presentation
- Prepare for Documentation and Code Transfer
- Plan for a Build Exercise
- Plan for a Runtime Exercise
- Factor any Continuing Support



Presentation



- Software Overview
 - Requirements
 - Use Cases
 - Reference Documentation
 - Development Metrics (LOC, overall complexity, etc.)
- Design Concepts
 - Software Architecture and Strategy
 - 3rd party products and interfaces
 - Communications Strategy
 - Languages/Scripts
 - User Interface (GUIs)
 - Performance / Design Constraints
- Build/Run-time Concepts
 - Source Control
 - Makefiles, scripts
 - Configuration files
 - Start/Stop/Monitoring tools
 - Logging / Analysis concepts





Training



- Documents Review / Feedback / Questions
- Build Exercise
 - Source Management / Extraction
 - Build
 - Deploy/Install
- Runtime Exercise
 - Start/Stop
 - Monitoring logs, errors, and performance
 - Post-run analysis (ensure performance and products are as expected)
- Engineering Tools?
- Test/Debug Procedures & Tools?
- Simulation capabilities?
- Off-Line Data Analysis Tools?





Non-Ideal Software Handover (Reverse Engineering)

- Reverse engineering exercises should be avoided whenever possible
 - Prone to errors and misunderstandings
 - Often Leads to loss of functionality, code breakage, or “frozen” software.
- But, when needed (i.e. lack of a better option):
 - Determine what documents are available
 - Determine what is good, vs. what is unreliable/bad
 - Perform a Code Review
 - Derive:
 - Architecture, interfaces, critical comm, 3rd party products, languages used, GUIs, etc.
 - Implemented Requirements and Use Cases
 - Attempt to Access (if possible) Original Expertise
 - Develop Risk Mitigation strategy for keeping original release working while getting ready for new build/release.





System Administration

- Identify all accounts and logins
- Identify all equipment makes, models, OS, and versions
- Document how computers were set up and configured
 - 3rd party interfaces/equipment
 - Installed programs/packages
 - Required Licenses & Maintenance agreements
 - Periodic procedures (cron jobs) identified
- Architecture
 - Port mapping
 - Switch map
 - Etc.
- As-built Network Architecture diagram
 - Internal equipment
 - Connectivity to backbone
- Spares
 - Strategy
 - Vendors

