Clauses 8.3, 8.4, 8.5 and 8.6: Operations – Development

Developers Documentation

**Purpose and Scope**

To describe where and how the development team maintain shared technical information.

**Associated Documents**

Mango Wiki

**Procedure**

The development team maintain a Wiki.

The CTO determines what information will be maintained in the Wiki to enable the development team to code using standard methods.

Development Requests and Bugs

**Purpose and Scope**

To describe now development requests and bugs are managed and controlled.

**Associated Documents**

Dev Request Module.

Support Module.

Mantis

MRS (Mango Requirement Specification)

**Procedure**

Releases:

A Mantis release is made up of a number individual Mantis's which can be Bugs, Enhancements, Improvements or a complete new or reworked Module.

Sales, Development and Support will determine what makes up a Mantis release. Final decision for a release is approved by Sales.

During a Release cycle, Mantis may be added or removed based on the following:

* Urgency
* Workload and Resources
* System Development requirements
* End User requirements and requests
* Technical updates

Release cycles are 3 weekly; 2 weeks of development and 1 week of testing. Any bugs identified within the testing will be fixed and retested.

If required a Mantis may be re-scheduled to meet a release date or the release date can be moved based.

Each Mantis within a release will show the history, notes and current status as it travels through the development cycle until it is passed.

Bugs:

Bugs can be received via Phone, Support Module, and support@xxxxlive.com or are entered into Mantis and assigned to a development Mantis release.

Patch:

If a bug is determined to be a major bug (i.e. stops Mango from performing a function that will effect data) and the release has been finalised. Management can request a patch to be applied to address the bug.

Enhancements:

Enhancements must be entered via the Dev Request module. If the request has merit it will be entered into Mantis release. Dev request status is viewed via My Dev Request.

Major Enhancements:

A major enhancement can be a full rewrite of an existing module or a new module, this work will be documented on a MRS.

MRS will be discussed with the Development Team and updated until development understand the requirements.

A Mantis will be raised to cover the body of work to be done, Development may break the requirements down to individual Mantis's so development can be split across the development team and to enable support to test individual Mantis as work is completed.

Testing:

All development will be tested before release to production, refer to the Testing procedure.

Mango Application

**Purpose and Scope**

To describe the preservation of the Mango Application and customer data on the servers.

**Associated Documents**

Release Notes

**Procedure**

Production Server:

This is the live server that holds the Mango Application and the Mango Database that our customers access.

Datacentre NAS:

This is a drive that holds data that is backup from the Production Server.

Test Server:

This is the server that holds the code that will be next released. It is used for internal testing purpose only and the Source Control. Customers can't access this.

Backup Server

This is a secondary server that holds data that has been backed up from the Production Server.

NAS Drive:

This is a drive that holds data that is backup from the Backup Server.

Sandpit Server:

This server holds an old version of the Mango Application and the Mango Database. This server can be refreshed from the NAS Drive. Customers only access this to review and approve custom workflows prior to release to the live server.

Backups

Backups are performed automatically on a defined backup schedule.

*References:*

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| **ISO 9001** | **ISO 14001** | **ISO 45001** |
| 8.3, 8.4, 8.5, 8.6 |  |  |