Clauses 8.4, 8.5 and 8.6 - Operations – Support and Testing

Mango Testing

**Purpose and Scope**

To describe the testing procedures/processes for testing updates prior to release.

**Procedure**

1. Mantis is raised for development or bug fix
2. Mantis is scheduled
3. Mantis is coded and committed to test environment
4. Create Test plan
	1. Where the development dictates, a comprehensive test plan will be created
	2. Where the mantis is for minor work, no test plan is required
5. Test development against the Mantis
	1. Where the testing fails, document the issues in Mantis and change status to 'Failed Test'
	2. Where testing has been successful, document testing completed in the Mantis
6. Release notes written
7. Code committed to live environment
8. Testing completed again in live environment
	1. If the testing fails, raise a new Mantis
9. When the testing is successful, close the Mantis

Communication of Releases

**Purpose and Scope**

To describe the communication of Mango releases and updates.

**Procedure**

1. Mantis testing has been completed and passed
2. Download list of items for release from Mantis to excel.
3. Insert additional information as required to clarify
4. RSS Created and Updates communicated to Partners
5. FAQs updated and FAQ Release notes written
6. List of items relevant for client communication sent to Marketing.
7. Marketing Releases Mango News and sends out email with notes written
8. FAQ and Release notes published

Support

**Purpose and Scope**

To describe the procedures/processes for responding to support queries.

**Procedure**

1. Query received from Client
2. Make contact with client and supply information as required
3. Update support query in Mango with Module details, owner and a summary of the communication - such that it may be a useful resource for the client if they refer back to it at a later stage.
4. If the support query requires further development, convert Support request to a Dev Request
5. Close support query and archive If support query has been addressed
6. Report produced monthly on support queries received

Implementation

**Purpose and Scope**

To describe the Implementation processes.

**Procedure**

1. Client signs up to Mango
2. Make contact with client to welcome them to Mango and supply upload spreadsheets
3. Create Implementation kit
4. Upload information to client account as information sheets are returned
5. Arrange implementation date(s)
6. Complete implementation following the Client Implementation Guide
7. Create Action list of items to be addressed by client and/or Mango and document on Post Implementation Action List
8. Create monthly event to follow up with client until implementation is secure or the client no longer requires regular contact
9. Archive Event and file client details
10. Transfer client information to NAS Drive

*References:*

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