

C6

Hello Kitty RPG

Customer Evaluation Review

Team C - COMP 3663 X1
Scott Barnett 100123218, Jimmy Flemming 100116643,
Liam MacKinnon 100114393, Martin Main 100110854
April 11th, 2016

Table of Contents

1. Introduction	3
2. Requirements Analysis	3
3. Customer Interaction	5
4. Customer Viewpoint.....	5
5. Conclusion.....	6

1. Introduction

This document is an evaluation of the final product supplied to us by WumboSoft (Group D). We will also discuss the value of experiencing the software engineering cycle from the customer's side of things.

2. Requirements Analysis

We gave WumboSoft a very extensive list of requirements that we wanted incorporated into our game. We outlined a large amount of requirements in C1, however we also left them fairly open to interpretation as not to limit the creativity of WumboSoft. We were confident that with this guidance and allowing them their freedom to create that they would be able to deliver to us a satisfactory final product. WumboSoft was able to meet the majority of the requirements. During the process of making the product there were a few times when some specific requirements had to be reiterated that they were important and we wanted them incorporated. Occasionally WumboSoft did have alternative ideas about what the game should do. When these came up we had a discussion amongst ourselves on if we would allow these changes or make them stick to our guidelines. The proposed changes usually involved stylistic changes to how the game would be played.

In the end we ended up choosing to stay with our previously outlined requirements. We believed that the changes proposed by WumboSoft brought the game away from what we previously intended it to be.

There were a few requirements that WumboSoft was not able to meet, we believe this was mostly due to the time constraint.

The major requirements that were missed by WumboSoft were as follows:

- They did not manage to create “Kittypedia” which was meant to be a resource to the player to keep track of the different kitties observed throughout gameplay.
- The player’s stats page was also missing from the game. The stats page was meant to keep track of battle statistics for the player, such as win/loss, time played, etc.
- WumboSoft also only incorporated only one of the three items outlined in the requirements. They did include “Warm Milk” but failed to include “Can of Tuna” and “Catnip”.
- The surprise ending outlined in C1 was also left from the game. We were very looking forward to this twist and were disappointed when it was not included.
- Lastly the save and load feature of the game was not incorporated at the deadline.

Being a software provider ourselves we do understand with time constraints it is not always possible to complete every single requirement. We would have liked a possible warning that these requirements would not be met. However the game is still playable and enjoyable and we believe the game will still be good to go for initial release, with an update coming when these features were completed.

3. Customer Interaction

Outside of the deliverables we were able to communicate to our supplier through meetings and quick chats. Luckily for us Jimmy Flemming lives with a member of WumboSoft so we always had a connection with our supplier whenever we needed it.

This constant communication allowed us to ensure that WumboSoft understood the requirements and would be able to deliver a completed product by the deadline. The majority of the communication was done in the early stages of the project. When we were all still trying to hash out details. Once all the requirements were set and agreed upon the communication died down as they now knew exactly what to do and spent most of their time working on the code. We had not been able to see a full working version of the game until the final presentation. It would have been nice to receive updates on the game's progress but it still turned out fine in the end so this isn't a big concern.

4. Customer Viewpoint

From a customer's point of view the software engineering process is very different from what we expected going into this. Initially we believed all we had to do from our side was deliver a list of requirements and sit back and wait for a game to be delivered. It didn't go that way, we were in constant contact with the supplier making sure the requirements were understood and met. There were discussions on possible changes to the requirements and we had to consider each of these and make a decision on if we wanted to make the proposed change. The software engineering

process from the customer's point of view made us realize that the process wasn't a one sided endeavor. It requires constant work from both the customer and the supplier to make sure the final product satisfies everyone.

5. Conclusion

In conclusion we are satisfied with the product presented to us by WumboSoft, we understand the hard work put into it and are happy with what they were able to accomplish in the amount of time they were given. We are looking forward to the initial release of the game and would like to see an update coming sometime in the future to address the missing requirements. At this point we have decided to accept WumboSoft's product and go forward with payment, as long as they agree to release an update in the future.