

## Vicious & Delicious

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## ▶ Century Solutions

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### RE: Second Property Management Website Presentation

Dear Century Solutions Team

We are writing this letter to notify you of our thoughts and feedback regarding the presentation of your property management website, *David's Property Rentals*, which you presented to us on Thursday, October 08<sup>th</sup>.

In regards to your preparedness, all members of the Century Solutions team were present and prepared for the demonstration of your property rental website. The demonstration of your product was performed in a way that made it clear for us as clients to follow along and understand. You were able to give a more low-level description of the website during this presentation, as our team now has a full understanding of what your team is doing and aiming to achieve, which also allowed us to give more insightful feedback. You continue to work well together as a team, and we remain impressed with your communication and organisation skills. Additionally, you demonstrated where you had taken our feedback from the last presentation into account, by having multiple presenters, adding sortable columns to tables within the website, and changing the colour scheme as per our request.

In regards to our expectations, you had delivered five of your nine user stories agreed to from the second sprint plan, including *Assigning Staff to Properties*; *View Inspections (Staff)*; *Reschedule Inspection*; *Remove Account (Admin)*; and *View Accounts*. However, you deviated from the sprint plan as you have not yet completed *Make Inspection Booking*; *View Inspections (Tenant)*; *Set Property Occupation Status*; and *Account Deactivation (Self)*. We are looking forward to seeing the Google Maps integration into the website at the end of second release.

The five user stories that have been delivered passed all the acceptance criteria we had set in previous meetings. Again, the demonstration of your stories was confident and reassuring as you were all self-assured that the acceptance criteria would pass. You explained that your increasingly busy schedules and persistence for meeting the acceptance criteria for the completed user stories are the reasons behind why you were unable to keep up with your sprint plan. Vicious & Delicious can sympathise with you on these aspects and thanks you for your honesty in the reasoning for not delivering all the user stories laid out for the third sprint. A future recommendation for your team is to share the workload more evenly so that you can all work on the user stories in a sprint and be able to deliver them with their acceptance criteria in a timely manner. Assigning less user stories to a sprint would also be favourable.

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Additionally, Vicious & Delicious noted some minor needs for improvement for *David's Property Rentals* website. Firstly, labels are missing in the time section of the inspection booking form, and dates displayed on the website are currently in American format. There are minor user experience issues, such as being able to create an inspection with a finish time before a start time. Our advice for the final sprint is to try to fix these sorts of user experience bugs through black box testing (i.e. attempt to break each other's code by using the website).

The development of *David's Property Rentals* continues to deliver business value, as it allows new property owners and agents to register for David's website and advertise to the public what properties they have to offer; as well as enables the public to book an inspection of a property, and agents are able to agree to and finalise that inspection booking.

When concerned with the technical aspects of the website, the presentation was delivered at an appropriate level of detail for all members. First, a foundational explanation of the technical aspects had been defined, followed by an in-depth explanation using more technical terminology. This made it very clear for all relevant audience members to understand the reasoning behind the choices made. Additionally, it is clear that the technology stack chosen at the start of the project was the correct choice. Your team is comfortable using the various technologies and there were only a small range of minor errors and bugs present in the website, which have been promised to be relatively easy fixes. Despite these bugs, the presentation was easily continued and all major aspects of the website functioned as expected. The only major defect that would have relevant feedback is in the *Reschedule Inspection* story, where a user may book their starting time to be after the ending time. Overall, the technical aspects of the product are exemplary and promise an excellent Release 2.

The presentation was presented in a semi-formal manner, much like the end of the first sprint, which fit the requirements. Everything was explained fluidly with no major moments of silence, and all explanations of the product were either perfect or near enough that there was hardly anything to improve upon. All aspects of the product were explained in enough depth for all audience members to understand, and any questions inquiring further about the product were answered fluidly and appropriately. While the presentation did flow smoothly, it appeared to be an ad-hoc presentation due to the few periods of time where members of your team would have to pass on the role of speaker to explain more technical aspects of the website. However, this serves as a benefit to the presentation as it was designed to be semi-formal, and being flexible with your team allowed for many questions to be asked when they arose. The team also showcased the product's features with confidence and clarity, and the few times that errors would be present, an explanation was provided for the error and then followed up with either questions or the next part of the presentation. All members of the group had input into the presentation when their major contributions to the website were showcased. Overall, the professionalism of the presentation was excellent and there were very few flaws.

Overall, we are highly satisfied with the performance of Century Solutions. We encourage you to take the feedback and suggestions mentioned in this letter on board and we look forward to seeing the finished product of *David's Property Rentals* in the coming weeks.

Kind regards,

       
Eric Briesse   Jack Christoffels   Andrew Cooper   Lachlan Gepp   Elizaveta Konovalova   Olivia Ward