Customer Interview Take Aways:

1. Athlone is divided into 24 areas.
2. One delivery person looks after one area.
3. One delivery person looks after all customers in its area.
4. Each of 24 areas has its own customer book.
5. Customer book contains all active customers in the area.
6. Each of 24 areas has its own order book.
7. Order book record orders for each customer in the area its for.
8. Handled are being different types of orders, with different publications delivered and different schedules for delivery for each customer.
9. Each area has its own docket book.
10. Each day in the morning active orders for the day (deliveries scheduled for today) are being moved into the docket book for the day, each area has its own docket.
11. Drivers receive the docket with deliveries for the day and based on need pick up publications and amounts needed from store room.
12. Successful delivery dockets are being marked with a tick, unsuccessful with an X.
13. All the publications which were undelivered are going back into the store room at the end of the day.
14. At the end of each month invoice for the month is being generated based on dockets delivered.
15. First or second day of the month, delivery people are delivering invoices to customers along with their daily deliveries.
16. Customers have month to pay the invoice.
17. If customers will not pay their first invoice on time, publications are still being delivered along with the second invoice.
18. If customer after three months when third invoice is being generated, still did not paid an outstanding balance for first two invoices, letter is being generated and delivered to them by drivers with delivery suspension.
19. If customer heads for holiday, there is a note made in the order book for the dates.

Entities :

User – customer

Newsagent

Delivery people

Areas

Product – publication

Delivery dockets

Invoices

Letters

Orders

Each entity has attributes, such as for example – product has number in stock.

Applied need to be minimal stock control, such as increment and decrement.

Customer – entity:

Attributes are:

* Name
* Address
* Phone number
* Area code

Those are basic actions on any entity in any system. Around 10 user stories for each.

Example:

As a newsagent

I want to create customer account

So that I can grow my business.

Entities to remove – customer book, stock summary – swap daily summary with daily report.

We need to be stricter with names and technical debt of user stories – so we will not struggle later.

Example:

Area boundaries for testing – Willow Park to TUS Athlone.

Excel sheet for planning with each tasks description, who is doing it, when it starts and when finishes.

Basic architecture:

Command Line or GUI | Processing Engine with Customer object | Database with customer table

Interfaces connecting three parts and integrating them into one system.

Class Customer:

Methods to display customer, read data, modify it and delete.

Planning in Waterfall model with Test Driven Development

1. Requirements
2. UML diagrams design and Test Design/writing JUnits – one UML per entity.
3. 6 weeks development phase – architecture documents, low level design at the beginning with database included.
4. System integration, branching, merging etc.

We need to divide 9 weeks of work into those 4 phases.

UMLs, Database Table Design and scripting are a translation of User Stories into technical debt. Thats why user stories need to be very good and have a technical debt in them.

Test design is captured from UML attributes – UMLs translation again.

For example: 15 attributes require 30 tests, assuming we are testing each for valid and invalid input only.

Estimates are always first regardless of lifecycle.