

## FAQs - YOUR QUESTIONS ANSWERED

We have put together some commonly asked questions to give you more information about the ReadUp. app of KonTEXT and the cover we offer. Browse through these FAQs to find answers to frequently raised questions from the client's customer's or partner's point of view.

### SOLUTION CLIENT FAQ

Q.	A.
How does this support our goal? How does it motivate teenagers?	The aim is to encourage the teenagers to reflect the book content and on themselves, to raise interest in reading and using the app, and at the same time strengthening their education will be achieved by the app with a more playful character. By playing they will be motivated and learn through quizzes, podcasts, reports, or other tasks. The teenagers will be motivated to solve the tasks and challenges, as these will help them to overcome obstacles within the game.
What customer problems are we solving? Why now?	Teenagers who have committed a criminal offense and have been convicted of taking part at KonTEXT find reading books and using the app tedious and the process of learning through reflection unmotivating, not tempting, and overwhelming. Typically, they would prefer to do anything else before spending time with a book. This is also due to the reason that they are forced to read and do not do it by their own choice. With the app, the opportunity exists to motivate them and make them feel passionate to read books and use the app. The app helps them immediately to succeed in processing the past and reflect on themselves. Motivating an unmotivated teenager who committed a crime to continue reading and using the app can definitely be a challenge and should be tackled immediately.
How do we know what the customer needs?	Due to the fact that their personal data will be properly protected it is unfortunately impossible to get in touch with the teenagers. All personal data will automatically be deleted and removed from the system after the completion of the project. The team got a good impression of what the teenagers really need and want through our contact person, working at

	KonTEXT. Furthermore, our client previously received direct feedback and explanation regarding the procedure and status of success. In addition, involved students provided information and confirmed the underlying assumptions. They can talk about their impressions and experiences they have made with project participants. There are studies that show the problem of learning and reading pleasure in combination with guilt and punishment.
Does it require building and maintaining an infrastructure or an environment the app needs to run?	Beyond the graphical user interface (GUI) exists a complete application infrastructure whose components support all of the features, services, and functionality offered by the application. The infrastructure includes all of the computational and operational infrastructure and components that are necessary to manage the development (e.g. server, data storage, application monitoring, logging capabilities, application security services). In this project, the team made use of the Amazon AWS Infrastructure.
What are the services provided by AWS?	The team used several services provided by AWS in this prototype phase to make a functional demo version online. These are as follows: <ul style="list-style-type: none"> <li>- Amazon RDS</li> <li>- Amazon Virtual Private Cloud</li> <li>- AWS Elastic Beanstalk</li> <li>- Amazon Cloudfront</li> <li>- AWS Amplify</li> <li>- Amazon Cognito</li> </ul>
Which language is used for the backend?	For the database, the team used the <b>Amazon Relational Database Service</b> (RDS). Inside of it, we're running an instance of a MySQL database. As backend software, the team was running Java Spring Boot in the <b>Elastic Beanstalk</b> . This Elastic Beanstalk is in turn wrapped inside the <b>Cloudfront</b> service to obfuscate its URL and to secure it with an HTTPS URL.
Which language is used for the frontend?	Regarding the frontend, the team used the <b>AWS Amplify</b> service to host a react web app. The app in turn uses the <b>Amazon Cognito</b> service for authentication. Cognito is configured to work with the Amazon instance and with the localhost development environment.

How does the frontend communicate with the backend?	<b>Amazon Virtual Private Cloud</b> is used to enable the traffic between the database and the backend. By default, any traffic from outside domains is blocked.
Do you have experience in coding?	Our development team has competencies and know-how as they have done basic android apps and JavaScript react apps before.
How does the app idea motivate youngsters?	The leaderboard brings interest to become better and thus motivates them to use the app and continue reading. By playing they will be motivated and learn through quizzes, podcasts, reports, or other tasks. The teenagers will be motivated to solve the tasks and challenges, as they will help them to overcome obstacles within the game. Furthermore, it can be observed that teenagers are using technology and the internet for a large part of the day and it sometimes seems like teenagers' lives revolve around their phones and technology. For this reason, it can be assumed that in this case, the digital approach can provide a significant advantage.
Who will own the source code?	At the end of this course, the team is going to deliver and hand over the code to the client KonTEXT. After that, the source code will no longer belong to the team.
Will you be available for further development in the future?	Unfortunately, this is not possible as each team member pursues an individual objective in the future and first needs to end their studies at university. However, in case of questions and/ or technical requests you can always reach out to the professors/ to us.
Do you offer support for the app?	No, the team does not offer support and technical assistance after the initial release at the end of this course. However, the FAQs and other deliverables can be of supportive help.
Why this idea?	After brainstorming ideas, debating issues, and reaching a consensus using discussion methodologies, the team came to the conclusion to select one main idea and several side-ideas together. The team is convinced and confident that this idea of creating an app with a playing character to motivate teenagers is the best and most suitable solution.
Did you come up with other ideas?	The team came up with plenty of ideas. But as a team, we have decided and built on a common objective and idea collectively. This meant that other

	ideas needed to be discarded. Crazy 8 has been applied as a Design Sprint method. It is a fast-sketching exercise that challenges the team members to sketch eight distinct ideas in eight minutes. The goal is to push beyond the first idea, which is frequently the least innovative, and to generate a wide variety of solutions to the corresponding challenge. Therefore, yes, the team came up with other ideas.
Does this app require an internet connection?	Yes, this app requires an internet connection as it is a web application. This is due to the fact that a web application is a software that runs on a web server, unlike computer-based software programs that are run locally on the operating system of the device. Users can access web applications through a web browser with an active internet connection. Remember: if the internet connection is lost, it is not your application that is bad, it is the internet connection.
Can app users contact each other somehow?	No, the app does not provide access to the user's primary email address or username. Users will not have permission to email or contact/ communicate with each other. All information shall be treated as confidential and may be disclosed only as necessary and as required or permitted.
Can you build apps for both iOS and Android?	The team can create an app for both Android and iOS platforms using web applications from a single codebase.
How do you make sure you build what the client wants, and do not get it wrong?	The team did not just blindly begin building their clients' requirements; the team started by having a meeting to understand the crucial factors that are driving the need for their client's project. The team wanted to get to a position very quickly where they know enough to challenge the client on the assumptions he/she has made about the features required in the form of regular updates and meetings.
How do you keep the app and data secure?	AWS services help to keep the app secure. On top of that, the app does not contain sensitive data and no data that could be used to identify a person or allows someone to link the data to an individual. Each user can be identified by the ID that is provided by the Amazon Cognito Service.

	<p><i>According to Amazon: Amazon Cognito is a simple user identity and data synchronization service that helps you securely manage and synchronize app data for your users across their mobile devices.</i></p> <p>It is thus legitimate to expect the usage of AWS services to be secure. The login and email data are located in Cognito. However, it is important to note that in the case that someone adds sensitive data to the database itself, the security would then need to be redesigned. Within the scope of this project, the team decided to not focus, outside of Cognito, more on securing the data as that alone would have probably taken the entire allocated time.</p>
How long will it take to build and launch the MVP/ app?	<p>Many factors contribute to launching a successful project, and some requirements may result in the project taking longer to develop than others. However, for estimation, a good guide is that each of our 5 sprints took 1 week.. However, the team will pass on the code and hand over all deliverables in order to launch the MVP at the end of the semester in February 2021.</p>
Can I make changes to the app or website after it is launched?	<p>Yes, in fact, the team highly recommends that you begin by launching the simplest possible version of your vision first and continue to adapt it over time. This staged approach is called launching a "minimum viable product" (MVP).</p> <p>The idea behind launching an MVP is that you've inevitably made assumptions, and you can't test these assumptions until you release something to the world. By releasing a lean first version, you can test your assumptions and use this information to decide on the priorities of future requirements</p>
Can we connect our existing web systems/ tools?	<p>Usually yes. Most modern apps and systems will have an interface that is compatible. The team has already tried to adapt to the clients' design solutions.</p>
We already have a design idea; can you work with those?	<p>With a strong focus on the functionality of the app, the team has not focused on the design. However, the team has always successfully oriented themselves towards KonTEXTs design and adopted for example the shades of blue.</p>
Do we (client) need to worry about the EU's new DSGVO rules?	<p>No, of course, all personal data is going to be treated with strict confidentiality and will never be shared with any third party. Within the MVP, the team has agreed</p>

	to use dummy data. This dummy data does not contain any useful data but serves to reserve space where real data will nominally present. Dummy data such as usernames and logos were used as a placeholder for both testing and operational purposes.
How will you manage the project (AGILE, Waterfall, etc.?)	<p>In this project, the team worked with Design Thinking (AWS Working Backwards) and Scrum in a co-creation approach. The scrum project consisted of 5 sprints with each of a length of 1 week.</p> <p>With AGILE it is possible to identify an approximate direction that you want your site or app to go in (product roadmap) but you don't define it all upfront. Instead, you work in repeated two-week (or less) cycles called a Sprint. At the start of each sprint, you agree on the work that will be completed in that period, and how success looks. The AGILE process is far more flexible than a waterfall approach: it allows drastic changes to the project according to your business needs and changing requirements but does not have that long-term future prediction that waterfall provides.</p>
I have a question that is not listed here, what can I do?	Please, let the team hear it! And contact the team through the responsible professors.
What is the Mobile App category?	<p>What type of App: Web App</p> <p>What category of App: Games/ Entertainment App (help users to pass the time, this app will entertain them for hours) as well as Education/ Productivity App (learning app that helps teenagers who committed a crime to learn about various topics – these topics relate to the individual offense committed).</p>
Who are your Target Customers?	The target audience is young people who committed at least one crime (delinquency). The youth and adolescents have come into conflict with the law by the age between 12 and 21. They have been convicted to a term of probation or an alternative sanction by a German court. A large part of the target group is resident in the city and the surrounding area of Munich, Fürstenfeldbruck, and Landshut.
Are there similar apps in the market?	<p>Similar apps exist based on the teams' app idea, such as Super Mario or Rayman Adventures where playing characters have to overcome obstacles.</p> <p>However, there remains no alternative to this app and in this special combination. There is no alternative to</p>

	an app for teenagers who committed a crime who will play, learn, and monitor their process status at the same time.
How will you protect your App idea?	The team will take no further action to protect the app idea. At the end of this project, the team will hand over everything to their client, KonTEXT. After that, it will be up to them to decide whether to protect the idea or not.
Will it be released in one go or will it have multiple releases?	All in one working step. After the course is finished and after the final presentation on the 14 <sup>th</sup> of January 2021, the team will hand over everything and give the client access where needed.
When do you plan to launch the app/ MVP?	The team plans to hand over the MVP to their client latest in February 2021. After that, it is up to them when to launch the functional app.
How will you judge the success of the app? (number of downloads or the session time or its revenue?)	<p>In this case, the true measure of success was more about how happy and motivated the team was making the users. The teenagers' satisfaction means that what the team learned about them and their needs was being applied correctly in the app offered. Gather feedback and testimonials can be one way to measure the success of the app.</p> <p>On top of that, tracking active engagement can be helpful in order to judge success. Knowing how many teenagers have accessed the app does not necessarily tell the team how many are actually using it. Furthermore, the retention rate may also serve as a useful indicator, as it will tell the team how many teenagers are returning to the app. This can be calculated by the percentage of users that return to the app in a period of time, such as day to day/ week to week.</p>
Can you summarize the App to me in just a few sentences?	This app motivates and encourages teenagers to read and learn through a digital game. It gives an insight into various topics, such as harassment, alcohol, or illegal drugs, that are linked to the offense committed in a playful manner. Whoever solves a simple gameplay-oriented challenge correctly gains an advantage, awarded through points. Beyond that, users can collect points with each page they read and convert them into prizes, such as power-up or build gear for the personalized avatar. These power-ups and items give the avatar special power such as

	size-changing into both giant and miniature sizes. The avatar runs and jumps across platforms and performs challenges in different themes/levels. The app motivates young offenders to learn through game-based incentives and improves knowledge and skills in the long-term since there is now the willingness to learn.
What risks are there with the mobile app build?	There are several risks, such as the risk of building an app that the target users do not want, the risk of choosing the wrong partners, if some are needed, the risk of security breaches, risking of investing in an app that others will control. However, these risks are known and the team did their very best to handle the possible risks.
What are the main objectives for the app?	The first, and main objective of the app is to be utilized regularly as a tool to motivate teenagers. By solving the challenges, the young people in the program could be accounted for the hours they spent reading and playing, resulting in the successful completion of the program and there would be no need for them to go to jail. Additionally, by making them like using the app and reading books, they would spend more time with books and less time with activities that might have a negative influence on them. Moreover, the information, the knowledge, the moral lessons, and the positive examples that the app and books are transmitting to young people would form their character in a positive way and they would get new motivations and aspects for their life. Eventually, teenagers would feel encouraged to reflect and discuss one's own behavior and to rethink their past activities/crimes.
Do you have a backlog and what is the purpose of one?	The backlog has clearly defined, high-priority items at the time and vague items that are not a priority at the bottom. If an item has no value, it is not be added to the backlog. The backlog is required to support the team with a larger strategic plan within this project. It contains a list of items that the team agreed to work on next and includes user stories, changes to existing functionality, and bug fixes. It was usually put together in the same way as: As a [type of user], I want to [do something] in order to [achieve something].



Are there other Apps that the client likes that can be used as inspiration for how this new app should look?	Together with the client, no other apps were fully consolidated. The team was free, creative, and passionate to bring their own ideas to life, of course in consultation with the client.
How is the app going to be found when it is ready to go live?	The participating teenagers need to access the app via their internet browser at the beginning of the project. Therefore, they will directly get in touch with the app without additional effort.

## SOLUTION CUSTOMER FAQ

How do I get started? How can I register and create my own profile?	Please select the arrow at the bottom left of the landing screen and a registration form pops up. Click the 'sign up' button in order to create your account. A username, email address, and password are required. However, your registration will not be valid until you receive the confirmation by email. When you receive it, click on the link in the email for confirmation.
How will you use the information, you are asking me to provide?	The team processes the data provided by you to your registration. You are required to only post your actual email address; however, it will only be used for registration and to email you a new password if you have forgotten yours. The username can be freely chosen. The team will handle your data confidentially, and of course, your data will not be forward to third parties.
Does this app share my data with anyone?	No, it does not. Once an app has permission to collect the information needed, it can share your data with anyone the app's developer wants to. However, the team and client decided to not share the data and not let third-party companies track where you are, how fast you're moving, and what you are doing. The team treats your data with absolute care and does its utmost to protect these data against misuse.
Why should I use this app?	You should use the app, as it will help you to finish the project and motivates you to read. Furthermore, it will provide you with several benefits, such as: <u>Societies Benefits:</u> you and your communities will be better off if you will be letting others help you find ways to make a difference. The app will provide you with emotional and practical support. <u>Educational Benefits:</u> you will playfully learn through quizzes, podcasts, reading and writing reports.

	<p>Education improves your health and livelihood, contributes to social stability and drives long-term personal development goals.</p> <p><u>The benefit of Personal Development:</u> the app helps you to become the person you want to be. You will learn to respect, accept, and love who you are by reflecting on yourself. It helps you to find your path and not yourself back in jail. Therefore, you will probably not commit crimes again after you have finished the program.</p> <p><u>The benefit of Motivation:</u> the increased motivation allows you to change your behavior, develop competencies, set goals, grow interests, make plans, and boost your engagement.</p>
Can I turn notifications off?	The application has no notifications at the current stage.
Can I customize the app for myself?	You can customize your app by creating your own so-called embodier. You can make a customized avatar for your gaming channel and boost up the avatar with different items such as clothes or accessories. In order to do so, you will have to complete the tasks and challenges.
Do I need to pay for anything in the app?	No, the application is fully free and will never ask for a payment of any kind.
Can I run this app with my iPhone and Android phone? (Which device this app is made for?)	Yes, the team used web-based applications, which is a computer program that allows you to log-in to a web address and can be accessed using your preferred web browser (e.g., Google Chrome, Firefox, Safari, Internet Explorer, etc.). With web applications, you are totally flexible, as they are offering access from almost any device or browser. Furthermore, they can be accessed 24/7 provided that you have an internet connection.
How can I log out of my account? (What if I change my mind and no longer want to use the app?)	Log into ReadUp. from a mobile browser. You can logout from within the app. Tap your profile. Scroll down, then tap log out at the bottom.
Can I use this app after the program?	Yes, you will be able to use the app after the program as well. That way, the app will continue to motivate you and help you to be focused in a playful manner.
Can I change the language?	The project takes place in Germany, thus the German language is appropriate. However, the MVP is in English only because we are a diverse team from

	different countries. The communication with our Client was also in English.
Can I see the progress of other users?	Yes, on the leaderboard. The leaderboard displays your progress amid the similar progress of others who are participating in the project at the same time. The team used the leaderboard to keep everyone motivated to continue playing and reading. The leaderboard will let you know the progress you are making and also what other users are making. It will provide a way to visualize your skill progress compared to nine other participants. To see all ten, you can simply scroll down.
Where can I learn more about the app?	To find out more, check out the website: <a href="https://kontextleseprojekt.com">https://kontextleseprojekt.com</a> ; or ask your mentor/reference person. You can also scroll down the solution customer FAQs to get answers right away.
Are there things I need to manage or keep track of?	Please navigate through the app and track your process by entering the page number of the book (the book page that you are currently on). The process can therefore be measured and your leaderboard will be periodically updated. Additionally, please keep the "Reading Plan" up to date. Thereby you will know how many pages you need to read per day. In the upper right block of the app, you will find the profile section with the "Reading Plan" section.

## SOLUTION OTHER PARTNER FAQ

How will you divide the tasks between the group?	First of all, assigning tasks to people in a Scrum Team is bad. The team also tried to avoid even suggestions that could be taken as assigning tasks and always acted according to the motto: "Scrum Teams are self-organizing. Self-organizing teams chose how best to accomplish the work, rather than being directed by others outside the team." That means that every individual member of the team volunteers for tasks within the process. However, it is obvious that the team is composed of members with different skill sets and experience levels. It makes therefore sense to accordingly get involved.
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What if there is one task no one wants to do?	<p>If that is the case, it is important to dig deep and find out why no one wants to do so. If no one wants to do a task, the first question should always be: what happens if it doesn't get done? And if the answer is "nothing bad" then the team should not do it.</p> <p>There are, unfortunately, tasks that are important that still are not exciting or pleasant to do. In this situation, it is good to ask the team "how can we solve this problem creatively?" Often these kinds of tasks were addressed in new ways that make them more interesting. And, of course, the team always discussed these situations in the Sprint Retrospective.</p>
What if one person is not working?	<p>In case someone on the team will not complete his/her task and someone else on the team will notice that the person has not finished that initial task, he/she can always volunteer to help. As everyone is self-organizing, this offer cannot be refused and, in the end, both will work on it and finish the task.</p> <p>Another way to handle this situation is to address it in one of the Sprint Retrospectives. In a retrospective, it is perfectly ok for people on the team to be direct with each other. Maybe someone is just demotivated temporarily and everyone goes through ups and downs in productivity. Communication is always good and helpful.</p>
What are the roles and responsibilities you have in the team within this project?	<p>Development Team (Finish IT Specialists build the highest value product possible by working together in a very effective way; German business Specialists worked on various topics and always supported the overall goal and concept).</p> <p>Product Owner (Master student from Munich, steered the development team toward delivery of the right things to maximize the value of the product).</p> <p>Scrum Master (Master student from Munich, steered the whole Scrum Team toward becoming increasingly effective in their roles and responsibilities, thus increasing their chances to improve the value of the product).</p>
How do you plan every sprint?	<p>For the next sprint, the team prioritized every task according to the urgency, discussed what went well and what went bad, and how to prevent the same mistakes from happening again in the next sprint.</p>

Did the Development Team communicate with the Product Owner during the Sprint?	Yes, the Product Owner is part of the Scrum Team and works closely with them. He asks the Development Team questions when things are not clear, or even when they are, and checks all the time that the team is on the right path. The Product Owner will also ask if there is a simpler way to meet the goals or negotiate scope when it feels like things are off-track – therefore the communication was very helpful.
How do you measure the urgency of a task?	The team realized that it is more efficient to solve the most important tasks first, especially when the pace is super fast and time is limited (in this case five sprints within five weeks). In teamwork, a group of items has been evaluated and ranked in their order of importance and urgency (team ordered items in Product Backlog to best achieve goals and missions). Criteria, such as the urgency, time constraints, technical complexity, and stakeholder preferences (at least once a week), have been considered.
Which values have you considered to be the most important for your teamwork?	The team is open to everybody's ideas, no matter their role or previous experience because for the team it was important to see all this potential inside everyone. Furthermore, the team did not expect anybody to be perfect but to give their best. That means that the team tackled issues as soon as they arise and proactively thought about possible solutions. The team agreed to always go the extra mile and look for more creative and sustainable ways of solving things. In addition, the team tested new ideas right away and did not shy away from making mistakes. Everyone was and is important in their particular area.
How long was the delivery time/ sprint length?	The team was assigned that five sprints, or five weeks of effort, are required before the product of the operational system will be ready for release to the client and professors. Therefore, each sprint had a length of one week.
Who was responsible for refining Product Backlog items?	The Development Team and the Product Owner are responsible for product backlog refinement. During a product backlog refinement meeting, the product owner and the development team communicate and decide the top items on the product backlog. The team can raise queries during the sprint planning

	session if they find any unresolved issues. The Product Owner and team can discuss with the client, KonTEXT, to find out “what” they want and “why” they want. Once they are clear with the user's needs then they can go for cross-checking with teams.
Have you used a time-box for your meetings?	Yes, the length of the meetings was fixed for the development team to create a plan for the next few days and synchronize activities. However, it does not change with the length of a sprint.
Have you always met and held the meetings at the same time and same place?	Exactly, the team always met three times a week at the same time and same place (always via zoom). Why? Consistency reduces complexity.
How is your Product Backlog ordered?	The Product Backlog is based on the value of the items. Order can similarly be used for the term ‘prioritized’ for the Product Backlog. The Product Backlog Items (PBI) are ordered based on the value of the items. For this, the Development team discusses the PBI ordering with the Product Owner. In the end, the Development team has to order the items according to their relative importance to each other.
What was the size of your team?	Behind this project is a team of 10 people. It consists of master’s and bachelor’s students from different disciplines. The team managed to combine the knowledge of IT specialists and business experts in an agile and transparent way. Each one has a specific task to master and roles are clearly and logically allocated in: The Product Owner, Scrum Master, IT specialists, and business specialists. The team shares common goals and was able to work together as a team even though all come from different countries with unique languages, backgrounds, and cultures.
Where do you want the app to be, in a year?	In February 2021 the team will hand over all deliverables to the client, KonTEXT. As of the date, KonTEXT will entirely be responsible for the app. Nevertheless, it would fill the team with satisfaction to see that the app will be used plenty and is showing surprisingly good results.