Contents

1	Ale	x Cummaudo		
	1.1	Documentation Contributions		
	1.2	Software Contributions		
	1.3	Design Contributions		
	1.4	Research Contributions		
	1.5	Project Management Contributions		
	1.6	Meeting Contributions		
	1.7	Testing Contributions		
	1.8	Presentation Contributions		
	1.9	Other Contributions		
2	Jak	e Renzella		
	2.1	Documentation Contributions		
	2.2	Software Contributions		
	2.3	Design Contributions		
	2.4	Research Contributions		
	2.5	Project Management Contributions		
	2.6	Meeting Contributions		
	2.7	Testing Contributions		
	2.8	Presentation Contributions		
3	Lachlan West			
	3.1	Documentation Contributions		
	3.2	Software Contributions		
	3.3	Design Contributions		
	3.4	Project Management Contributions		
	3.5	Meeting Contributions		
	3.6	Presentation Contributions		
4	Ret	ıben Wilson		
	4.1	Documentation Contributions		
	4.2	Software Contributions		
	4.3	Research Contributions		

Helpdesk Ticketing System Semester 1

4.4	Testing Contributions	8
4.5	Presentation Contributions	8

1 Alex Cummaudo

1.1 Documentation Contributions

- Wrote the Project Tools document
- Wrote the SDLC plan
- Wrote the Coding Standards Documentation for both the API and Web repos
- Wrote supporting documentation for the prototype
- Reviewed the Assessment Criteria Agreement
- Wrote most meeting minutes (refer to the revision history¹)
- Wrote use cases (Section 3) of the Technical Requirements Documentation
- Designed the Architecture Diagram in the Technical Requirements Documentation
- Reviewed the Project Plan document
- Wrote Section 6.2 of the Project Plan
- Added budget graph to Project Plan
- Worked on Presentation Storyboard

1.2 Software Contributions

Refer to my self assessment document for more detail on contributions made to software. In total I made 1,518 changes in the lines of code for the doubtfire-web repository (Web) and 1,694 changes in the lines of code for the doubtfire-api repository (API).

- API PR 1 Add graded task functionality
- API PR 3 Add docker as a platform option
- API PR 11 Add new logger to subclass Rails logger
- API PR 12 Wrap Terminator in a helper called timeout helper
- Web PR PR 1 Add graded tasks to feedback and admin
- Web PR 6 Modularise all common components
- Web PR 7 Refactor structure of error states
- Web PR 8 Refactor structure to enhance modularity of components
- Web PR 9 Add docker as a platform option
- Web PR 14 Refactor all styling to use modularised SASS

¹See https://github.com/final-year-project/portfolio-s1/wiki/Meeting-Minutes/history

- Web PR 21 Switch to BrowserSync for watch server
- Web PR 30 Refactor portfolio wizard

1.3 Design Contributions

- Worked on the iOS application design images using Keynote
- Implemented these images into an interactive prototype using Invision

1.4 Research Contributions

- Researched the use of Socket.IO and Redis on a Rails server
- Researched parts of Minitest whilst helping Jake and Reuben

1.5 Project Management Contributions

As the project manager, I was consistently viewing our Trello Board for changes. Please refer to the Trello Board itself: https://trello.com/doubtfire.

- Created Trello Board for Helpdesk Ticketing System
- Created many cards related to the project and final year project deliverables
- Created workflow documentation to assist team members on how to use Trello and the process we adopted

1.6 Meeting Contributions

- Usually called most meetings, especially with our supervisor
- Made notes of meeting minutes during most meetings toward the later-half of the semester

1.7 Testing Contributions

Helped Jake and Reuben with their exploratory testing strategy using Minitest

1.8 Presentation Contributions

• Assisted in filming stock footage of helpdesk (this also involved printing out warning signs)

- Assisted in filming general stock footage of Swinburne
- Assisted Jake with editing on parts of the presentation
- Filmed the animations needed to be created
- Filmed the prototype in use

1.9 Other Contributions

- Created the Wiki and then converted it into a LaTeX document
- Helped everyone get started with the project; teaching git and pull requests and the git workflow
- Crash course on CoffeeScript given to team members
- Helped each team member install Doubtfire on their machines

2 Jake Renzella

2.1 Documentation Contributions

- Wrote meeting minutes (refer to the revision history²)
- Created most of the Project Plan document alongside Reuben
- Created the modified Gantt Chart for Project Plan
- Reviewed the project plan
- Worked on Presentation Storyboard
- Created App flowcharts alongside Alex

2.2 Software Contributions

- 10 Pull Requests in Doubtfire Web accepted in production detailed in learning summary
- third most contributed developer while been on project for least amount of time (as top 3)
- 2 pull requests on Doubtfire API

 $^{^2\}mathrm{See}$ https://github.com/final-year-project/portfolio-s1/wiki/Meeting-Minutes/_history

2.3 Design Contributions

- Worked on the iOS application design images using Keynote
- Implemented these images into an interactive prototype using Invision

2.4 Research Contributions

- Research possible testing suites for Rails
- Research Minitest framework for Rails testing
- Research BLE technology for use in Ticketing Solution

2.5 Project Management Contributions

- Assist Alex and team in Trello and Slack management
- Properly utilise Trello for development purporses.

2.6 Meeting Contributions

- Made it to most to all meetings
- took miniutes at meetings

2.7 Testing Contributions

- Researched possible testing frameworks and decided with Minitest (with Andrew)
- Research Minitest application to Rails server
- Wrote test integration with Rails server
- Wrote tests
- (Note that due to Git complications, Reuben has absorbed all of my testing commits on Github, as a result they will not show)

2.8 Presentation Contributions

- Created the video plan
- filmed stock footage at Swinburne with Alex
- filmed timelapses at Swinburne with team
- maneged helpdesk when filming

- managed equipment
- wrote and filmed interviews with students, staff.
- filmed animations for video
- edited entire presentation video

3 Lachlan West

3.1 Documentation Contributions

- Contributed to SEP document
- Collaborated on Storyboarding

3.2 Software Contributions

- 1 API PR recorded in release card³
- 1 Web PR recorded in release card⁴
- 1 other API PR not approved but mostly complete card⁵

3.3 Design Contributions

• Contributed to Design documentation (use case, domain diagram)

3.4 Project Management Contributions

• Use of Trello and Slack to communicate and collaborate with team.

3.5 Meeting Contributions

- Attended all client and supervisor meetings that I was made aware of.
- Participated in discussing requirements and design with team and our client.

³See https://github.com/doubtfire-lms/doubtfire-api/pull/13

⁴See https://github.com/doubtfire-lms/doubtfire-web/pull/26

 $^{^5\}mathrm{See}$ https://github.com/doubtfire-lms/doubtfire-api/pull/19s

3.6 Presentation Contributions

- Helped with the filming for the presentation video.
- Helped with storyboarding and overall direction of video.
- Attended all presentations, both mid semester and video presentations.

4 Reuben Wilson

4.1 Documentation Contributions

• Worked on Project Plan

4.2 Software Contributions

- Added Unit Code to units in unit drop down menu
- Remove duplicate students from enrolment page
- Renamed fix_and_include to fix_and_resubmit
- Added number of times submitted to submissions
- Extended student details on LaTex generated submission PDFS

4.3 Research Contributions

• Assist in researching Minitest framework in order to implement into DoubtFire API test

4.4 Testing Contributions

- Assist in implementing Minitest framework into DoubtFire API test cases
- Implement tests using Minitest to test authentication API endpoint

4.5 Presentation Contributions

- Assisted in filming stock footage of helpdesk
- Assisted in filming interview footage for presentation video