

Doubtfire Helpdesk Ticketing System

SWE40002–Software Engineering Project B

SWINBURNE UNIVERSITY OF TECHNOLOGY

Team 20

Note to assessor(s): Every effort was made to convert our interactive Wiki at <http://github.com/final-year-project/portfolio-s1/wiki> in this document. This was made possible by converting the pages to \LaTeX using Pandoc. Should there be formatting issues, please refer to the original content on the GitHub wiki instead.

Declaration

We declare that this portfolio is a group assessment and that no part of this submission has been copied from any other student's work or from any other source except where due acknowledgment is made explicitly in the text, nor has any part been written for us by another person.

We declare that all work in this portfolio has been sighted, reviewed and agreed by each team member, including a peer-validated review of worklog entries by each of us.

— October, 2016

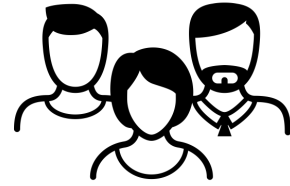
Alex Cummaudo

Jake Renzella

Lachlan West

Reuben Wilson

Contents



Chapter 1

Group Details

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1	Alex Cummaudo	2
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- Primary Developer
- UX/UI Developer
- Documentation



2 Jake Renzella

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Roles:

- Testing Co-Lead
- Project Developer
- UX/UI Developer
- Documentation
- Filming & Media



3 Lachlan West

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Roles:

- Project Developer
- Documentation



4 Reuben Wilson

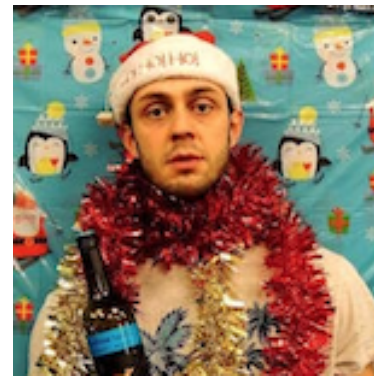
Student Number: 9988289

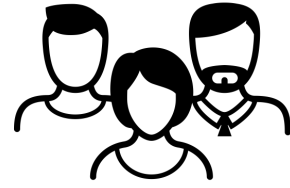
Email: rwilson@swin.edu.au

GitHub: Reubsinit

Roles:

- Testing Co-Lead
- Project Developer
- UX/UI Developer
- Documentation
- Filming & Media





Chapter 2

Checklist

Contents

1. ☐ Cover Sheet
2. ☒ Checklist
3. ☐ Research Report¹
4. ☐ Updated² Project Plan
5. ☐ Updated³ Requirements Specification Document
6. ☐ UI Prototypes
7. ☐ Testing Report
8. ☐ Technical Manual
9. ☐ User Manual
10. ☐ Table of Contents of Lab Manual⁴
11. ☒ Source Code Directory Dump
12. ☐ API + Web Source Code Changes
13. ☐ MoU⁵
14. ☐ Client Sign Off
15. ☐ CD - Source Code
16. ☐ CD - Presentation

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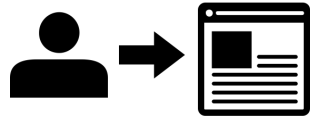
Notes:

1. Research Report was deprecated - instead of researching the topic, Andrew Cain opted for us to learn the foundations of how Doubtfire works by submitting small changes/bug-fixes. Evidence for this can be seen in the pull requests made from the Doubtfire code base by each team member during Semester 1 and midyear break:
 - Web Changes¹
 - API Changes²
2. Project Plan Updated as per requirements changes made in mid-year break
3. Ditto
4. Lab Manual not applicable
5. MoU not applicable to Open Source software. Refer to Doubtfire's License³.

¹See <https://github.com/doubtfire-lms/doubtfire-web/graphs/contributors?from=2016-03-01&to=2016-08-01&type=c>

²See <https://github.com/doubtfire-lms/doubtfire-api/graphs/contributors?from=2016-03-01&to=2016-08-01&type=c>

³See <https://github.com/doubtfire-lms/doubtfire-api/blob/develop/LICENSE>



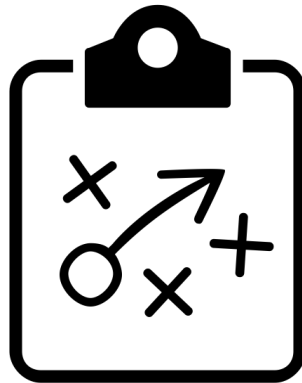
Chapter 3

Who Did What?



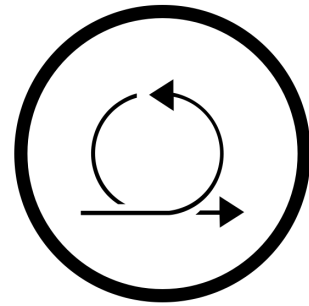
Chapter 4

Assessment Criteria Agreement



Chapter 5

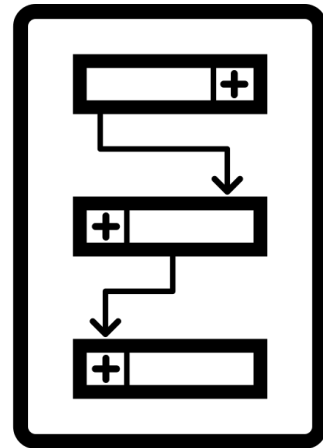
Project Plan Update



Chapter 6

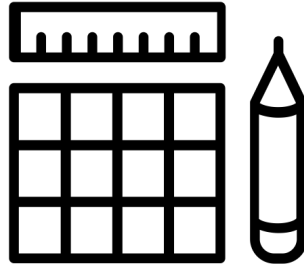
Agile Methodology Workflow Update

SDLC Plan



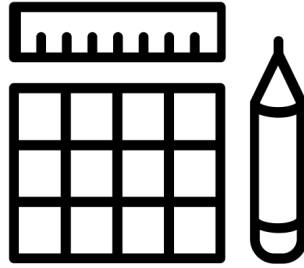
Chapter 7

Requirements Update



Chapter 8

Design Prototype



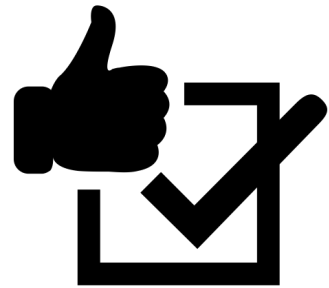
Chapter 9

Usability Testing Report



Chapter 10

Technical Manual



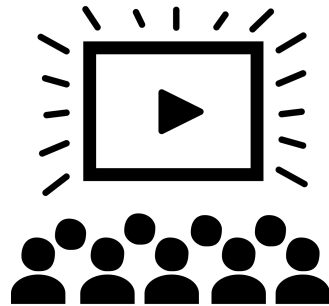
Chapter 11

User Manual



Chapter 12

Source Code Directory Dump



Chapter 13

Source Code



Chapter 14

Alex's Worklog

Contribution Statements



Chapter 15

Jake's Worklog

Contribution Statements



Chapter 16

Lachlan's Worklog

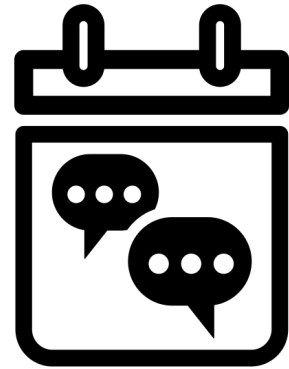
Contribution Statements



Chapter 17

Reuben's Worklog

Contribution Statements



Chapter 18

Meeting Minutes

Image Attributions

‘Scrum Development Team’ designed by Roy Verhaag

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‘Technical Requirements’ designed by Alvarobueno

‘Quality Assurance’ designed by Lorenzo Stella

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