# Artefact 8:

The colored Sections were added by me, crossed out sections were removed. Black sections were the original draft.

This artefact includes my revisions to both business letters sent to the other team.

## Business Letter 1 Review:

~~Our Team~~

~~Richard van Wyk         - N9510796~~

~~Anneke Kotze         - N9451013~~

~~Brenton Buchbach    - N9694544~~

~~Brendan Rothwell    - N8540683~~

~~Sara Alraddadi        - N8779333~~

~~Bhupinder Saini        - N8983631~~

~~Aditya Raja        - N9062611~~

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Aditya Raja        (N9062611)

Emily Fong

2 George Street

Brisbane City, QLD 4000

September 12, 2016

Dear Ms. Emily Fong,

We are writing in regards to the end of sprint presentation given by your group (#54) to us (#55) on the Courier Application we requested. We would like to comment on

~~This report addresses the completed work that the development team number 54 has made on the the Courier Application requested. It addresses~~ the preparedness and professionalism ~~of the presentation~~, ~~T~~the performance in comparison to expectations and finally technical performance of both your development team as well as the product that was demonstrated to us on September 8, 2016.

~~Preparedness~~

~~The~~ Your development team was somewhat prepared~~,~~: all completed work was set up and ready for demo, however improvements can be made for future presentations to ensure a more reliable and extensive progress report. Specifically, a list of user stories as well as acceptance criteria would be beneficial ~~in~~when analysing the product ~~as well as the~~ and by extension the progress made. A presentation could also be prepared to highlight important information as well as provide a central reference point for all relevant content~~,~~ such as burndown charts, webpage links and user stories.

~~Professionalism~~

The product presentation was very clear and coherent: it was easy to identify what had been done, and therefore what still needs to be done. It was presented with confidence, and questions were effectively answered by the ~~development team~~developers. The content was at a high enough level for our team and avoided unneeded details, which was appreciated. The explanations of how the product functions so far as well as its limitations was also made clear. The presentation did not appear to be prepared however, and seemed to be improvised, which could be worked on for future presentations to ensure a smooth presentation. No issues were experienced during the demo of the product. It seemed as though everyone was involved in the product development, however the presentation was mainly presented by one or two members. In future, it might help to have multiple members presenting so that it is clear who worked on what, as well as to get a larger variety of perspectives on any issues that arose and problems that were overcome. More preparation would also be beneficial ~~in terms of the presentation~~ as less time would be spent thinking about what to show or talk about next.

~~Expectations~~

Most of the user stories agreed to on the sprint plan were not completed or attempted. For the stories that were in the demonstration, they have all been completed fully and pass the relevant acceptance criteria, which ~~was very good~~is commendable. The team was very confident in the presentation of the existing features, and were not expecting any errors or issues throughout the demonstration. Although there was no deviation from the sprint plan, the team simply did not get the amount of work they expected to done. The product so far does at least deliver some business value, however it is very limited so far, as the main features implemented were user registration and login. Although we recognise the importance of these features and agree that they should have been completed first, they do not provide much business value by themselves. This will hopefully be rectified by the end of the first release.

Your team members showed great consideration for end users and our business as the addition of features that had not been previously discussed received acclaim from our group: allowing the user to remain logged in via IP and having multiple delivery addresses received praise universally.

~~we have our doubts over the progress made as the demonstration of the application did not match up to the outlined expectations for the end of the first sprint.~~

~~There were a fair few user stories that did not appear attempted from the initial estimates.~~

~~Overall the team seems to have an understanding of how the finished product should look and function and the quality of what had been completed was to a high standard. The finished user stories passed the outlined acceptance criteria with confidence. No issues or defects came through in the demo, which is commendable. Your team members showed great consideration for end users as the addition of features that had not been previously discussed received acclaim from our group; allowing the user to remain logged in via IP and having multiple delivery addresses received praise universally.~~

~~The product so far does at least deliver some business value, however it is very limited so far, as the main features implemented were user registration and login. Although we recognise the importance of these features and agree that they should have been completed first, they do not provide much business value by themselves.~~

~~However, our team identified a number of issues for your team to work on to ensure your next release goes smoothly and as planned.~~ Even though several user stories had not been completed on time it is appreciated that your team was able to fully justify and analyse why your team fell behind schedule. In future however, it is important that estimates match up to reality as much as possible, and development plans are carefully considered before time is unnecessarily spent.

~~I~~ It appears as though your team should have also done more research into your chosen framework~~,~~ Laravel, as time ~~appears to have~~ has been spent on database design that was made redundant by your chosen framework. We appreciate the honesty and recognition by the team with regards to this, as it suggests the same problem will be avoided in future. Besides this one issue of the framework ~~chosen~~, it seems to be appropriate for the task, and your decision to use it was well justified. We also believe more time ~~w~~could have ~~better~~ been spent on user interface design for each user story within your first sprint plan, even if they were non-functional or separate, as ~~we identified a lack of demo material during your presentation~~it would have given our team a more comprehensive demonstration.

Another identified issue is that your team had early Git collaboration issues which may have resulted in lost development time. It may be because of this, and issues with your chosen framework, that led to a stagnated start to development, as evident by your burndown chart. However, we do congratulate your team on the amount of work done in the final week as it appears that the team worked hard to ensure a great deal of work was completed to present to us by the 8th.

Overall we are pleased with the quality of work done by your team and thank you for a clear, professional and insightful presentation into the progress being made on the Courier Application. We hope that your team is able to take our suggestions under advisement for the next sprint and presentation, please contact us if you have any further questions regarding the development of the Courier Application or any of the feedback given. We look forward to seeing your team make further progress with the application and wish you luck with your next sprint.

Sincerely,

Brendan Rothwell

## Business Letter 2 Review:

Emily Fong

2 George Street

Brisbane City, QLD 4000

October 15, 2016

Dear Ms. Emily Fong,

Firstly, congratulations on your progress in regards to the Courier Application system, your team met the expectations for this sprint’s release. We are writing you to provide you and your team with our feedback regarding the demonstrated system that was presented to us on October 13, 2016.

Our team would like to commend your professionalism in regards to the demonstration of the product. Your team was very well prepared for the demonstration which went without any problems and completely showcased the additions to the product. ~~o~~Overall, the general consensus from our team was that of high regard.

The demonstration met and exceeded our expectations, we must commend you and your team on your ability to catch up these last few weeks as it appears your team took aboard our constructive criticism from the last demo. It appears as though the whole team is contributing to the development of the website, and understand the product quite well. We must commend you on sticking to your sprint plan especially when you had many leftover user stories from the last sprint. Without having to change expectations and fall even further behind in your development your team managed to power through and almost complete every user story this sprint besides one, for which we praise you. All acceptance criteria for each completed user story seems to have been met from the demo, which is a great achievement by you and your team. Additionally, we also noted that previously failed acceptance criteria have been corrected, which is greatly appreciated.

Your presentation was clear and to the point and the provided PowerPoint slides helped our team to understand where the project currently stands as well as remind us of the expectations for the sprint. We appreciate this level of overview as your client, as the presentation contained all the relevant information without being cluttered by too technical descriptions. We thank you for providing us with a list of all user stories that had been completed this sprint and clearly explaining any changes that had been made to the original design - the justifications given for these showed your team’s creativity and innovation. Your team has previously ~~<><><><>~~redesigned the approach to addresses to be much more practical than we initially set out, and this time around you refined the delivery applications and pricing to take into consideration additional features such as next day delivery based on time of application as well as fragility of the package~~.~~ . This deviation from the original design was very innovative on your part. It is clear to our team that, as it stands, ~~a significant amount of business value is provided with the project~~the product you have developed for us is very relevant and of great value to our business.~~;~~ ~~y~~Your team obviously spend a great amount of time focusing on what ~~matters to our team and pushing aside any features that would not have been of much benefit to us.~~  we said mattered to us and have prioritised these features over the ones we were not concerned over, which is greatly appreciated.

In a previous letter, we addressed the suitability of the system architecture chosen by your development team, and the progress made in this sprint definitely reinforced the fact: your team’s ability to develop and manipulate the architecture to produce the features that we require is evidence of that.

~~The product demonstration went well and with few issues. The demonstration met and exceeded our expectations, we must commend you and your team on your ability to play catch up these last few weeks as it appears your team took aboard our constructive criticism from the last demo. We must commend you on sticking to your sprint plan especially when you had many left over user stories from the last sprint. Without having to change expectations and fall even further behind in your development your team managed to power through and almost complete every user story this sprint, for which, we praise you.~~ There were, however, some minor issues and bugs that presented themselves during the demonstration ~~but as a whole, they didn’t detract from the overall experience as all acceptance criteria for each user story seems to have been met.~~ . ~~However, s~~Some extra user testing may be needed to weed out any bugs ~~for future demonstrations~~before the final release, so that the product delivered is fully shippable.

~~Overall your demonstration met our expectations however we do have some areas of improvement for your team to take into consideration.~~ The following were small defects and bugs that our team were able to identify in the demonstration:

When a user is logged in, it was noted that the ‘delete’ button was directly underneath the ‘logout’ button~~,~~. ~~w~~We would ideally like to see this ~~fixed~~ moved as you wouldn’t wish to have a user accidently clicking delete ~~something~~ when they wanted to logout ~~and~~ or vice versa~~;~~. ~~w~~

The general UI of the product is also currently quite simple in design. We understand your team has been focused on the functionality of the product, rather than its appearance ~~over UI for this sprint in order to complete your work on time~~ but we see this as an area for improvement that could greatly lift and refine the product from its current state to something releasable. ~~as it could cause major problems if released in its current state.~~

Another area for improvement is that we would like to have more information displayed when reviewing ‘My Orders’~~;~~. Specifically, we would like the customer to be able to see all the original information they put into the system when they applied. ~~w~~We think this is important, as it is vital for our customers to have all relevant information displayed for them during the review process so they ~~can make informed decisions in regards to submitting orders with us~~have a reference of what they asked for.

We believe that if these defects in the product are corrected, it will help close the gap between the current development stage of the product and the release state we are looking for at the end of the next sprint.

Overall, we are pleased with the quality of work and amount of work completed by you and your team. We thank you for a well presented and clear demonstration of the progress you have made on the Courier Application. We commend your team on sticking to your plans and working through any issues that were carried over from the last demonstration. We hope you will take our suggestions on board to ensure the next demonstration is a resounding success. Please contact us should you have any issues or questions to raise. We look forward to seeing your team make further progress and wish you luck with your next sprint.

Yours Sincerely,

Brendan Rothwell

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