



Helpful
Hackers

Meeting 2 – Minutes

Date and Time: 2nd May 2023 at 14:00

Platform: Microsoft Teams (Online)

Version: 2.0

Meeting Attendees:

Jordan Conor Green (Team Lead)
Siyambonga Akhona Mfeka
Mpumelelo Candice Mchunu
Nhlakanipho Philani Khumalo
Cameron Luke Pillay

Absentee Team Members:

Mishra Mohammad
Daylin Shadrach

Purpose of Meeting:

Jordan Conor Green – Schedules 2nd meeting to discuss contacting the client and how to approach the client with our project idea. Two other groups are selected the same project, a solution is for all groups who selected to design the Ticket Support system schedule one meeting with the client when they are available, so that everyone may benefit from the session as well as to avoid inconvenience to the client and not schedule numerous meetings with multiple groups.

Team Goals:

- Good grasp of Sprint deliverable knowledge and what we are to be achieved for the project.
- Minutes from previous meetings recorded.
- Team contract created.

Team Work Submissions:

Cassim has created folders for each group on Microsoft Teams under files (Group Documents), where each team member from each group can create sub-folders where send the work and documentation that we have done and we can send an email to Cassim to notify him when we have completed a section to review it and provide feedback accordingly.

Updates to the Team Contract:

- Participation Section: What is the plan to meet with each other? The solution is to meet with each other every Wednesday at 2pm.
- Adding to Team Contract: When can team meetings be cancelled and how can the meetings be cancelled?
- Communication by using appropriate language during the meetings with no cross-talking and what platform will we be using to schedule meetings by confirming the communication platform that we will be using to schedule team meetings.
- Include any scheduling of special meetings. An example of this is as stated, we agreed to meet every Wednesday at 2pm, however if certain cases, we may have to schedule an additional meeting. If a special meeting needs to be organized, we are required to state when can we have that special meeting – in the case where an urgent situation has occurred and we are required to arrange a special meeting. The types of meetings include; weekly group consult meetings with Cassim, separate weekly group meetings, occasional and available meetings with the client and any additional (special) team meetings. When scheduling a special meeting, we should record that we need to arrange an extra meeting and all group members would need to declare if they are available to attend the meeting, especially when we approach the conclusion for a sprint, we may need to arrange additional meetings in the case

we are unsure of what we are required to do for any of the deliverables and this meeting will take place outside of the weekly scheduled team meetings.

- When approaching the end of a Sprint, we are required to record any additional hours that they have contributed to that Sprint deliverable and we are required to be committed to put in extra time when approaching the end of the Sprint. We cannot allow one person to complete a Sprint deliverable. We should set up a calendar to outline any approaching deadlines for the Sprint and if we are up to date with our Sprint deliverables, we would do not need to schedule numerous meetings, only unless needed. When the team is under-pressure to fulfil a deliverable, we should include a section in our team contract that defines when the team is under-pressure and what are the precautions to relieve the tension.
- In the situation where team members are assigned a piece(s) of work to complete and a certain member(s) are not completing the work within the assigned timeframe (user stories should not be so complex and should not take more than a week to finalize it – we should divide the stories amongst us to view progress of the stories within that week), what is the process of addressing this and what does the team agree to. Solutions to this can be we can reassign that piece of work to another group member and we are required to report that this specific team member has not completed their assigned work or any other procedure to deal with this should be discussed among all group members. However, we should allow the team member who is not up-to-date with their work a second chance in the case that they were occupied and were busy, as well as if they were addressing personal meetings, furthermore with providing a second chance to team members to complete their work, a limit must occur. If people are giving exceptional updates in terms of how will be adding the features and capabilities from our user stories to the system but no progress to completing the work has been achieved at the end of the week for reviewing, then what does this mean for the team. If this team member has highlighted that they are having issues and there is consistent progress with work being done, then within reason we should allow that member a second chance for flexibility in terms of putting in more time to complete that deliverable. However, if there may be other issues in terms of not providing constant, sufficient feedback to the team and not updating other members with the progress that they have made to the team, in a sense they are reporting and bringing forth good ideas to be implemented in our stories, but when it is time to deliver those stories, those stories are not completed and are not working correctly. A case of this would be that the software is working on their systems, but it is unresponsive when other group members testing it (**NB!** referring to definition of **done needed to understand to complete Sprint Zero** – does **done** mean that we have completed the story and we have coded it or does it mean we coded it, it is working on my computer, it has been deployed to other team members, it is live or it is deployed to user acceptance testing – where all features will be tested – define common understanding). Progress must be shown daily in the team.

Team members must be able to demonstrate what work they have done and they are only be given additional chances to complete the work and demonstrate the areas that they were struggling with and be granted more time to fix the errors and attempted to solve the problem (must be defined in the contract that someone should not discard work to another team member without them trying to fix it as there is some complexity that someone could not do).

- Include a date and time that the Team Contract was created and date up the until the contract will be valid for.
- The contract does not carry any marks to our module mark as Cassim would like to see that our contract to be finalized and in order as he would like to know if we all understand the terms and conditions of the processes that everyone is accountable to do their required work in the team.

Outlining the Sprints:

- Cameron Luke Pillay asked what does the team need to meet in terms of completing Sprint 1. Under files on Microsoft Teams, Cassim has uploaded a Sprint guide document explaining the deliverables of what each Sprint is required of us to achieve. There is an End-User Manual for the product (Product Backlog) which goes through all the items that we will need to achieved to complete the product backlog, the Sprint Backlog and all the items encompassed to it, in terms of a project management perspective; we need a Release Plan, a Burndown Chart, from a UML diagram point of view we need a class diagram to understand the different entities used for the system, Entity Relationship Diagram (ERD) that will connect with our class diagram in terms of how will we be storing data for any information that we will use for the system (it can be used for the whole project or portions of the project), Use Case diagram to understand how the users will be accessing and utilizing the system. Daily SCRUM minutes recorded appropriately for meetings with progress made and at the end of the Sprint we will need a Sprint retrospect (to find out what did we do right, and any problem areas identified - how can we improve on them) and create separate meeting minutes when we meet with the client and share the minutes with the client so that they may be given feedback in terms of were the questions from the meeting were answered, what were the action items discussed and if there were any Ad Hoc meetings that we met outside of our normal daily meetings, they will need to be recorded. **Focus of the first sprint is the PRODUCT BACKLOG!** – submitting a good quality product backlog and being able to understand what are the user requirements.
- For future Sprint requirements we will need to set up environments in Azure, ensuring source code is set up on TFS, source code has comments, include technical manual, pushing code for production so that it can be executed

on website. Software engineering practices: TDE, unit testing, CI/CD (push code to GitHub, the code is automatically ready to be deployed to an Azure website – it runs the code, compiles it and sends it to a tool to be tested), paired-programming (how did we pair ourselves up, how did we work in that theme, show examples of comments used in source code, if we did TDE and unit testing – what was done to achieve that). Review penalties, missing Sprint meetings, missing daily stand-ups, minutes are not included, not incorporating professional engineering practices. Code quality, number of bugs detected, the type of architecture we will enforce.

- Cassim has sent all groups emails to log into TFS and to view all sources and to collaborate our group work on that platform. There are Sprints and Backlog folders where we can create new work items and submit work there and configure stories and set up large amounts of information for each story and view all work on TFS.

Adjournment of Meeting 2:

Jordan Conor Green has scheduled a potential meeting with the client on the 9th of May on Microsoft Teams at 13:30 to discuss the Support Project proposal.