123 Placeholder Terrace

Smithtown, Genericville 1738

September 7th, 2016

Courier Development Team 115

2 George Street

Brisbane, QLD 4000

Dear Team 115,

We are very grateful to have viewed your presentation. As your clients, we would like to give you feedback in regards to your sprint one presentation and on the user experience and technical work presented in the system so far.

Having worked with you on your sprint plan previously, there was an expectation that, at the end of sprint one, the system would allow users to send packages without an account, access package details, record payment, and update delivery status. However, you have only been able to deliver the first two user stories of your sprint as of this time. We understand a desire to impress your clients and accept your explanation that your team was unfamiliar with the framework, but in future we would prefer to receive more conservative and accurate sprint plans. Relative to the two presented user stories, while user story 05 did meet acceptance criteria, for user story 02 the system was unable to retrieve package details from your database in a user friendly manner and it is anticipated that this will be fixed in the next iteration.

While we were not expecting a formal presentation, you may want to think on conducting yourselves with a greater degree of professionalism. Your presentation was noticeably underprepared and communication suffered as a result. For example, you did not discuss the purpose of the site itself, nor did you provide context - an uneducated client would be unaware that this was for a courier service. You should not rely on your clients to prompt you for meaningful information; before presenting we expect you to have a clear idea of what you want to demonstrate and what information would be useful to us as clients. Although, we were conversely impressed with the knowledge displayed by your team members when answering our questions, and appreciate your transparency when referring to your sprint progress.

Technically, we believe that your chosen system architecture is appropriate for our purposes. Your justification for choosing said architecture was adequate and we are confident that, with time, you will deliver a valuable product. Currently, however, we do not see business value in what was presented to us. We were not impressed by the lack of CSS, the file crash after data is input and that fact that package details are not easily accessible after this input. It is evident that you still need time to familiarise yourselves with the framework.

Overall, we feel that what you did present to us you presented confidently and, while certain aspects of the presentation did not sit well with us, you were assuring in the fact that the product can be improved upon to satisfy our specifications and expectations. We are also appreciative that you recognise and acknowledge that development is behind. We look forward to the future development of this product and hope to see improvements in your next presentation.

Sincerely,

Mr. James Alimboyong