342/30 Macrossan Street

Norman Park, 4170

September 3, 2015

Team Reviewed:

Group 95

Project under development: Help Desk

Team Leader: Mr Christopher Pedler

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Dear Christopher Pedler,

As the team leader of group 95, we would like to present you and your group with an updated review of your progress with the Help Desk project and the quality of your latest presentation. This review will cover your overall preparation for the demonstration, our expectations for the project, the technical capabilities of the project, and the professionalism of the presentation. Overall the project is progressing well, however it was apparent during the presentation that development has fallen slightly behind. This review will deliver feedback and recommendations for future development.

Overall the team appeared prepared for the demonstration, with the site ready for navigation and all team members present. The team was able to demonstrate the website and all team members appeared to have a coherent understanding of the project. Unfortunately there was an error message encountered during the presentation, however this did not affect the overall coherency of the demonstration and was handled well by the presenter. The presenter was able to explain the error and how it would be remedied in the future and then continued to present the product confidently. The presence of a glitch in the presentation suggests that thorough acceptance testing was not conducted, and that the team did not run through the demonstration prior to presenting to our team. In the future it would be beneficial to test the entire demonstration before showing the client team to ensure the presentation displays the best aspects of the project.

Our expectations at this stage in the project were that the login and registration would be completed. This functionality was partially completed with improvements to registration allowing for users to create an account to log in to the site. However the registration feature was still missing functionality to allow for different accounts for users, employer, and contractors. This issue was raised to the team during the presentation and we were satisfied with the assurance that this functionality would be completed by the delivery of release 2.

The site now also uses hashed passwords for all user accounts ensuring that the security is of a high standard consistent with our businesses expectations. Additionally in our last review we made the suggestion that more test data was included in order to better gauge how the web site is behaving and if back end functionality was working as expected. The team clearly addressed this, making the latest presentation much more informative and demonstrated a higher level of acceptance testing. This presentation we made the request that the list of jobs requested on the site are ordered by due date instead of date of completion to ensure the system efficiently helps volunteers and contractors meet deadlines. This suggestion was met by general compliance from the team who assured us that the request would be included by release 2. Overall the sites design and progress so far clearly deliver business value, with the site automating several processes in the businesses and providing a user friendly interface for foreign consumers to access and utilise our services.

From a technical perspective the presentation involved several references to technical jargon, especially regarding future development which was appropriate to us as stakeholders with backgrounds in the IT field. Based on the functionality demonstrated in the presentation it appears that the system architecture is mostly working effectively. However during the presentation there was a database constraint issue when attempting to assign a person to a job. This indicates some issues with the database design. While the bug was handled professionally by the presenter, the bug could have been avoided entirely with more thorough acceptance testing and comprehensive run through of the demonstration prior to the formal presentation. Additionally in future presentations it would be beneficial to include further demonstration of how data tables are connected and selected so that we can offer more feedback regarding data structure.

Overall the professionalism of the group was good, with the presenter demonstrating a confident demeanour, and keeping the presentation clear and coherent. All of the team members appeared engaged and answered any question put forward. Aspects of the site such as the colour of the home page icons were well explained and justified. New developments of the site were well defined; however it was unclear whether they had completed all of sprint 3 as they did not clearly identify what was meant to be completed. At the beginning of the demonstration the team appeared confused as to which functionality was completed since the last presentation and what should have been completed during sprint 3.

It is recommended that the team review sprint documents prior to the presentation, and have a clear outline of what they wish to demonstrate to ensure all new functionality is covered concisely. When questioned regarding incomplete stories in release 2 the team did explain it would be completed prior to release 2. As mentioned previously an error encountered in one of the pages was handled professionally and possible solutions for the bug were provided leaving the team confident that the issue would be resolved by release 2. All team members demonstrated a coherent understanding of the project throughout the presentation and questions, which suggest that the whole team has been involved in the project.

The presentation was presented confidently and concisely with involvement from the entire team. While there were some issues with bugs present, failure to meet some expectations, and some confusion regarding what new functionality was meant to be include in sprint 3, the presentation was overall engaging and satisfied that the project is delivering business value. The presentation demonstrated an excellent understanding of the future direction of the project and all questions and feedback were handled professionally and openly, which encourages us to make vital input into the project's direction.

Sincerely,

Group 93.