342/30 Macrossan Street

Norman Park, 4170

September 3, 2015

Team Reviewed:

Group 95

Project under development: Help Desk

Team Leader: Mr Christopher Pedler

chrispedler1@gmail.com

Dear Christopher Pedler,

As a representative of group 93, I would like to present you and your group with a formal review of your demonstration and progress involved with our required help desk website.  In respect to your demonstration, the preparedness, expectations, technical and professionalism involved had a mostly positive outcome.  There is feedback for all of these aspects for improvement on the project, including strengths and weaknesses.  The aspects of the demonstration and progress of the project that needs the most attention are our expectations of progress and professionalism.  Direct, actionable suggestions will be provided for improvement.  The demonstration overall was effective in giving us a good insight into the direction of the project.

Firstly, the preparation involved was adequate to produce an engaging presentation.  Your presenter was well informed of the progress of the tasks at hand.  The presentation itself, including the speaking, PowerPoint and website demonstration were all sufficient.

While the presentation was professionally presented, the expectations of our group were not fully addressed.  The slides were less detailed than expected, however questions were answered adequately to ensure we had all of the necessary information.  If that standard of preparation is consistent throughout development it will give us good insight into your progress, allowing for feedback and an improved outcome.  In terms of the expectations the website demonstration was good, however lacked a few requirements my group was expecting at this stage in development.  It seemed as though there could have been more examples shown with setting a new ticket to show that it was dynamically displaying on the page as well as the process to link tracking numbers to other orders from volunteers.  On top of this, there was not enough demonstration on the contractor jobs or migrant/reviewer feedback.  There were a few acceptance tests like that of the login, but some stories lacked adequate testing.  For example, the star rating and automatic contractor response needed to be further demonstrated.  The product developed so far definitely shows value, however it seemed through some parts of the demonstration that some requirements had been neglected to an extent.

Technically, the PowerPoint was sound and informative.  The presentation was on the whole well suited for the stakeholders involved however some parts of the demonstration did not sufficiently identify with the business requirements.  This was evident through the quotes section by referencing other organisations such as IGN, claiming they had provided positive feedback of the websites design.

However while some aspects were lacking, the system architecture was definitely suited to the product.  The presenter clearly demonstrated how to navigate and utilise the website and what each feature and function did or represented at this stage in development.  There were aspects of the website which exceeded our expectations and made sense to the objectives of the project.  For example, the colour coding of the options page was a very intelligent addition.   This design decision demonstrated a high understanding of our business needs and is a strong addition to the webpage..  The simple design and colours used suit the objective of the help desk, making language barriers easier to bypass.  Some defects noticed during the presentation have already been addressed such as the login page which had an unnecessarily long login section, diminishing the professional design present throughout the rest of the website.  A slight decrease in this would look more appealing, whilst still allowing for individuals with lengthy names use the log in page easily.  The login page was also very bland. The failure to incorporate the business name and description into the log in page is a critical issue as it is the first point of contact for many customers.  During the presentation it was suggested that the name of the organisation would be shown on the page as well as a bar at the bottom of the page showing links to things like “about us” or “contact details.”

The presenter touched on what would be done about these issues, and their responses to our constructive feedback demonstrated their professionalism and ability to adapt.  Professionally, the help desk presentation was well presented and coherent throughout its entirety.  The explanations of the product and its features and functions were informative and provided a good understanding of the direction of the project.  The most impressive part of this was the design of the website and its distinguished look.  Back end aspects were not demonstrated as thoroughly as we expected and may require further work in the future.  The presentation seemed to be prepared quite late, only just before it occurred.  This was quite unprofessional, however a decent amount of knowledge and information given demonstrated that the team takes this project seriously and will prove to be a success.  On top of this, the confidence in the team and presenter was good and there was no nervousness evident.  This suggests the team is comfortable with their progress and are on track.  Questions asked by group 93 were answered well by different members of group 95.  This shows the cooperation and integrated involvement of the project, making every team member valuable to the client and showing strength as a team.

Throughout the presentation it is evident that there is business value to this project.  Whilst there is a lot of work needed for it to hit the futures expectations, the demonstration shown gives us a good insight into what needs to be done and how we can advise group 95 to hit these expectations.  Every component of the demonstration could be improved, including the preparation and technicalities.   In particular a focus on providing thorough acceptance testing in the future would be extremely beneficial. Overall the presentation gave brilliant insight into the future of the product and allows us to give feedback which will ensure the project continues to develop in our desired direction.

Sincerely,

Group 93