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# Programming Portion

With the overall programming of the application, majority of coding was completed by the two computer science students however I managed to assist them with some important programming sections. This section can be viewed here:

<https://github.com/MrMagic9/IFB299---The-cavalry---Help-Desk/blob/master/Helpdesk/manager_main.cs>

User Story Feedback

From Information system perspective, it is important to get feedback from a broader set of potential users for the program (e.g. friend/family/other students). Various potential users have tested recently implemented stories and their feedback is as follows:

|  |  |  |
| --- | --- | --- |
| **User Story** | **Pros** | **Issues & Concerns** |
| Story 32: Volunteers details (Sprint 3) | * Smooth integration * User Story works well * Easy to understand | * Opening in new window looks unpleasant |
| Story 10: Linking providers to tasks (Sprint 3) | * Framework looks presentable * Interface is understandable * Colour scheme for the tasks looks pleasing | * Linking is broken * Does not work well * More time and attention needs to be addressed to this story * Drop down box GUI control work s but with issues |
| Story 33: Print Feature (Sprint 3) | * Works well with little to no bugs | * A bit hard to get to * Might get overlooked by the users * Does not seem that vital since most communication is online |
| Story 03: Feedback for volunteers from managers (Sprint 4) | * No bugs * Works well * Managerial view logs in easy and fast | * Interface looks a bit plan and boring |
| Story 01: Roster for volunteers (Sprint 4) | * No bugs * Works well | * Interface looks a bit plan and boring * Needs to have colour coordination |

The feedback provided has been used since the time of this analysis; and as a result the current version of the program looks different.

# Burn down Chart and Sprint Planning:

Throughout the last 3-4 weeks, there has been much planning and development around both sprint 3 and sprint 4. It became evident that we needed to keep creating burn down charts so that the team can assess how long tasks are expected to take and how long they actually took. I created and edited both burn down charts for the first and second sprint. I have presented an image of the burn down chart from sprint 3 below; the second burn down chart has similar structure.

# User Acceptance Testing

User acceptance testing with the client is vital to ensure that the completed stories have met their expectations. The information that was gathered in here helped address which stories were underestimated and the reasoning behind them.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **User Story** | **Implemented** | **Pass** | **Fail** | **Reason** |
| Story 32: Volunteers details | Sprint 3 |  |  | * Client team approved, * Enough detail on the volunteers is provided for future business intelligence * Database worked well with minor bugs |
| Story 10: Linking providers to tasks | Sprint 3 |  |  | * Linking is broken * Does not work well * More time and attention needs to be addressed to this story * Drop down box GUI control work s but with issues |
| Story 33: Print Feature | Sprint 3 |  |  | * Feature is simple * Works well * No bugs |
| Story 01: Roster for volunteers | Sprint 3 |  |  | * Too many bugs found * Not working properly, needs to be more time spent on this user story * Does not launch well * Mostly broken * Volunteers not loading up |
| Story 03: Feedback for volunteers from managers | Sprint 4 |  |  | * No bugs * Works well * Managerial view logs in easy and fast |
| Story 01: Roster for volunteers | Sprint 4 |  |  | * No bugs * Works well |

Brainstorming design layout for new features

When new users stories are about to be implemented into the program it is important that we understand how each page is going to look like; myself and the other information systems student broke down how pages were going to look like. Below are four hand drawn screens that I created in order to help the programmers understand the layout.



