Final project Report
The Five Guys

PROJECT REPORT
FONTYS UNIVERSITY OF APPLIED SCIENCES

Student group data: The_The Five Guys	
Family name, initials: Student number: Email:	**Smail F.S.** i516906 furkanmusa2@gmail.com **Tsotcheva M.T.** i516773 maya.tsotcheva@gmail.com **Rabiei S.R.** sara.rabieiabbasi@gmail.com **Malko M.M.** i488918 flinas2003@gmail.com **Lutters Q.L.** i512232 quinn.lutters@gmail.com
assignment period: (from – till)	06/02/2023 - 20/06/2023
Client data	
Name company/institution:	Great Greek Love
Department:	Department of information technology
Family name, initials:	Fontys

Table of Contents

Foreword

Welcome to our final report document on a group project dedicated to the development of a web store for our client, who lives in Greece and is engaged in the production of toys based on prototype toys that children in Greece played with in the distant past.

The development of this project touched all the essential aspects of professional website development in our modern world. We worked on obtaining information by all available means, analyzing this information, after, we came to an understanding of how we can use it in order to ultimately get a well-done project, as well as the development itself, which includes many diverse skills in completely different areas from banal programming, ending with less typical work with 3d and communication with strangers.

In this project, we also got acquainted with CMD methods for the first time and learned how to use them for our own purposes. Thanks to them, we have gained irreplaceable experience in really high-quality user and product analytics, which we have been working on throughout the whole semester.

Thanks to them, we could make sure that the product we are creating is a quality project that is really not indifferent to our users.

We have also spent quite a lot of time learning about previously unknown technologies such as 3d so that our users enjoy using our website.

As a result, we gained experience that cannot be compared with studying in the second semester at other universities, and having gone through all the difficulties, we really grew as professionals in our IT sphere. Naturally, in the future we still have a lot of important material to learn, but we are very proud that we got so much knowledge while studying in the second semester.

Now let's move on to the most important thing - a detailed description of what we were doing during the development of this interesting project.

Introduction

This report will cover the main aspects of project development including teamwork, the challenges we encountered, the successes we achieved, the use of different methods and resources to achieve the result, and the conclusions we drew from the information we received.

In this document we have 5 different parts in which we describe information related to our work on a project for the company "Great Greek Love". All parts: About the client, Assignment Overview, Process and Results, Conclusions and Recommendations and Evaluation.

Just below is also a more detailed description of the content of each of the parts with which you can familiarize yourself.

The chapter About the client gives a complete picture of who our client is, her background, the project she approached us with to help her business, and her vision for the final product we should deliver. This part also contains our opinion on what we agreed with and what we did not. Also a brief description of the techniques that we used to convince the client of her beliefs that would only interfere with the final result.

The chapter Assignment Overview makes it clear what our project as a whole is about. For greater clarity, we decided to divide this part into several categories: Assignment description, Objectives, Assignment criteria, Deliverables, Methodology, Key findings.

In the Assignment description category, you can find a sub-description of what our project is about, what we've been working on, and who our customer is. In the objectives category, we have described the main goal of our project as well as a brief description of what we need to do to make our project successful. In the project guideline category, we set some guidelines that will help us create a quality website. In the assignment criteria category, we mentioned what criteria we will strive for while working on the project. In the deliverables category, we provide a list of materials that we undertake to provide to the client at the end of the project. In the methodology category, we describe the CMD methods that we used to obtain information that was not very useful for the development of the project. In the key findings category, we talk about the main conclusions that we came to based on the studies that we conducted.

Process and Results describes our workflow, process of preparing the final product, the decisions that we made, challenges and questions that we had during the project and how we got answers for them. The section is divided into the phases of the project so it's easier to divide the information and for the readers to navigate through more easily.

Next we are talking about Conclusions and Recommendations where we are describing our findings in a short summary, the significance of the project, lessons learned from doing the project, the strengths and limitations of it and some recommendations to Fenia so her project is successful even more, which is outside the scope of our project and assignment.

We are going to conclude the report with the Evaluation section in which our personal thoughts and evaluations are described, as well as what we can do better in the future. In this part, you can also find a personal reflection on the work that each of the team members has done.

About the client

Fenia Xatzimixail, a Greek artist specializing in sculpting, is currently engaged in a noteworthy endeavor entitled "Great Greek Love." This project centers around the exploration and celebration of ancient Greek culture, with one particular facet dedicated to the revival of authentic toys that were once enjoyed by the Ancient Greeks. In order to showcase and commercialize her artwork, Fenia desires to establish an online platform, which she has contacted us to help her build it.

The primary motivation behind Fenia's undertaking lies in her deep passion for Ancient Greek culture, which she yearns to share with others. By embarking on this project, she aims to ignite a sense of curiosity and encourage individuals to delve into the rich historical heritage of Greece. Furthermore, Fenia aspires to establish herself as a prominent artist within the field while simultaneously generating income through the sale of her creations.

The client's vision for the website is to create an engaging online platform that appeals to children through playful elements, while simultaneously targeting their parents as the primary audience, influencing their purchasing decisions. The website design should reflect a professional and sophisticated aesthetic to captivate individuals with an interest in art, allowing them to appreciate both the showcased toys and the overall website composition. It is worth noting that the target audience, art enthusiasts, typically possess the financial means necessary to afford the premium pricing of the toys, making their involvement crucial to the success of the project.

Assignment overview

Assignment description

For this assignment we had to work with a client by the name of Fenia Xatzimixail, she is an artist from Greece and is currently working on a project called *Great Greek love* and we had to make a website for a part of that project, called *Ancient toys.*

Objectives

For this project we also had some objectives that were set by our client and teachers. The objectives were the following;
- We needed to create a functioning website which fits our client's needs.
- We needed to create a website which attracts parents and museums to buy the toys.
- We showed the toys in a way, which makes it an art gallery.

With these objectives set we had good targets which we should meet in order to satisfy our client.

Project guidelines

In any project you also need to set some guidelines to make sure you deliver a quality product, which satisfies your client, but which you can also be proud to have been a part of.

These guidelines are the following:
- We work in a professional manner, to show respect to our colleagues and respect our clients.
- We try to be there on time at working hours and we also stick to the rules set in our group rules document.
- We work with professional products to make our products.
- Goal Orientation: We define clear project goals and objectives to ensure everyone is aligned on the desired outcomes. Regularly assess progress towards these goals and make necessary adjustments to stay on track.
- Stakeholder Engagement: We regularly involve stakeholders in project discussions and decision-making processes. Solicit their feedback, address their concerns, and keep them informed about project progress.

With these guidelines set we were able to make this assignment on the level we wanted to be, with the right professional level.

Assignment criteria

In this assignment we will be trying to succeed on the **following criteria**:
- Working with professional tools (VCT) such as GIT, MS Planner,
- Conducting proper research by using the CMD methods and the Design Thinking Process.
    - What is the Design Thinking Process?

It is a problem-solving approach that focuses on understanding user needs, generating innovative ideas, and creating practical solutions. It is often used in various fields, including product design, service design, and business strategy. While different variations of the process exist, a typical design thinking process generally consists of the following stages:

- Empathize: This stage involves understanding and empathizing with the users or customers for whom we are designing. It includes conducting research, interviews, observations, and other methods to gain insights into their needs, behaviors, and challenges.
- Define: In this stage, we analyze and synthesize the information gathered during the empathise phase to define the core problem or opportunity. It involves identifying the underlying issues, reframing the problem statement, and creating a clear and actionable problem statement and/or main and sub-questions which guide us in solving the problem and delivering a good product.
- Design: During the Design phase, we generate a wide range of creative ideas and potential solutions to address the defined problem. It encourages brainstorming, idea generation techniques, and encourages thinking outside the box. No idea is considered too wild or impractical during this stage.
- Final Phase: The final phase includes prototyping, testing and iterating the prototypes until a good, presentable iteration is reached. Based on the previous iterations and the testing carried out on them, we refine our prototypes until a satisfactory result is achieved.

- Working on a professional level.
- Communicating well with colleagues and clients.
- Asking for feedback on our products and changing our product according to that feedback.

If we try to succeed on these criteria we should be able to comfortably hand in a good project.

Submission guidelines

On our due date for our project submission we have a finished end product ready for our client.

- a functioning website
- a zip file of all our code
- a git link with all our files
- a presentation to present our end product

Process and results

In this chapter we explain the process of preparing the final product, the decisions that we made, challenges and questions that we had during the project and how we got answers for them. The additional information , interviews transcript and summaries are added to the appendix.

Empathise phase:

As a group, our main goal for this part was to understand and know our users' needs and problems.

CMD methods

For the Empathizing Phase, we decided that the use of the "Participant Observation" CMD method would be ideal. Participant Observation was also another thing we used since we could put ourselves in the shoes of our users and 'test' our own product which can make us find problems that we couldn't do beforehand.

Meeting our client

Before we started to work on the main question and sub-questions of our project we needed to know what our client expects from us, and what is the main subject for this project and then we start to develop our ideas.
Our client, Fenia Chatzimichail, is a Greek artist that in one of her latest projects focussed on reproducing ancient Greek toys.
So, we found out that the website should be suitable for adults, retailers, and children as well. The website is mainly focused on introducing artworks that are handmade toys which are inspired by ancient Greek culture.

Main question and sub-question of our project

After the first meeting with our client and knowing about her main wishes we started to work on the main and sub-questions for our projects. The questions must cover all features and aspects of the final product.

The main question that we came up with to guide us throughout the project is the following:
How to create an interesting, playful but professional website where parents/kids/museums can buy, play with and find information about handmade recreations of ancient greek toys made by the artist Fenia Xatzimixail?

Sub-questions:
1. What could make the website interesting and engaging for parents/kids/museums alike?
2. How can we balance the playful and professional look in the website?
3. How can we implement the "play" part?

4. How can we describe, promote and tell the customers about Fenia as an artist?
5. How should we group the website's pages and information in an intuitive way?

Project plan

For completing the project plan we divided each part between members and some parts of the document were done by all members. One of the challenges that we had in completing the project plan was that we were behind the planning so it took almost three weeks to complete it.

You can refer to the Project Plan in the appendix.

Results of this phase

After the meeting with our client, we found out that the website should be targeted at adults and children and contain information for retailers as well, the main goal of the website is to be playful and we have to design it in a way to help for selling the products, it can be in many ways like providing a game in our website, information about the history of the toys but we still did not decide to what we can include in it to make it playful. One decision that we made after meeting with our client and knowing about creating a playful website was to make a card game for the website, so you can see the picture of each toy on a side of the card and information like a short story about their origin and their name on the other side and then the cards became upside down and you should guess which name/ story belongs to which toy.

Define phase:

Our main goal was to collect all information that we got during the empathise phase and by using information that we get from our target group and the client to find and define the problem and the main needs.

CMD methods

<u>"Expert interview"</u>: We try to arrange an interview with Fenia to talk more about the project and about her expectations from the final product.
<u>"Interview"</u>: To get more information from our target group, what are their needs and wishes from our website. By interview we tried to find out what features should be included in our website, what our users want to know about the product and how much are they interested in using a website like this.

"Survey": Get more information from our users to make the process more obvious. Find out what our users need from this website and what they are expecting of our final product.

"Test Report" is a way to collect data from conducted tests on surveys etc, summarise the information, and show the analysis of that data.

Interview with our client (sub question 1, 4, 5; page 8)

After the first meeting that we had, we still had some questions about the project. We still needed to make sure who our main target group were, adults or children, and how we can make the website suitable for them. Also, we needed more information about the main purpose of the website whether it needs to be a web shop or an online portfolio for the artist. We listed all the questions that we had and arranged our second meeting with Fenia.

We got answers to all of the questions and also, and she sent us some additional resources to get help from them and the picture of her artwork, and products that we have to show on our website. During the interview we found out our client wants a website which represents artist works like an online portfolio not a webshop. She preferred a website with artistic features. And our users could have direct contact to know about the prices and buying artworks.[Fenia Interview Transcript]

Interview with our users (sub question 1, 2, 5; page 8)

We had one interview with a mother of three children who was concerned about the toys that she bought for her children and she was interested in buying handmade toys for them. She prefers to buy toys with high quality and toys that have an educational value for her kids, to find out something new with them. She prefers to buy toys at a specific time of the year near the Christmas holidays because of the discount. As her kids usually play quiet games she prefers buying some toys like dolls for them, so these artworks that we are going to provide on our website could be a good option for her children. Full information about our interviews is in the appendix part, including the transcript, and summary.

Survey (sub question 1, 2, 5; page 8)

Although we got useful information from the interviews that we had with our client and our users, the result of the survey was not really helpful for us.

> **Challenges** that we had for the **survey**:
> First about the questions, we only had five questions that were mainly focused on toys, not the website.
> Only a few people participated in our survey and the answers were quite similar. You can see the answers in our forms in figure 1 and figure 2 in the Appendix.

User requirements (sub question 1, 2, 3, 5; page 8)

What we understood from all the data that we got for this phase was creating a website that is mainly focused on adults and an online portfolio for the artist's current project. Also, we should include information about the project, the history of the toys, and the materials and techniques that artists used to create these toys.

Results of this phase

The answers that we got for our main and sub-questions helped us to develop our ideas about the project:

- The website should be like an online portfolio for the artist's latest project and give this access to our users to purchase the toys but not like a web shop. So, it should include some artistic elements based on Greek culture.

- For our users it is important to know the story behind toys, and materials to know what makes these toys special from the other toys in the market.

- About having a playful website we got more information from our client and making a game for the website is not a necessary thing for a website, the most important thing is to create a simple and also elegant website that targeted adults, so we narrowed our focus on adults (parents and who are interested to buy artworks) and retailers.

Ideate phase:

Our main goal for this phase was to evaluate our ideas and see what our user's expectations from our final product with card sorting.

CMD methods

"Card sorting": For the ideate phase we used the card sorting method based on what we learned from our User Centered Design classes.
"Literature study": Before using the card sorting method we need to know more about this phase so we got help from the literature study method.

Card sorting

After learning about Card sorting we wrote down the features that we want to include in our website on cards, then we gave the cards to our users and asked them to sort them into groups. By doing this test we found out what our users expect from our website and how to categorize different features in our website. All group members did this test with a user and we recorded all the tests.

The test was done by everyone once so we had in total 5 card sortings done. Due to the relatively concise nature of our website's scope, information architecture, and page count, there was no need to compare and disregard some of our users' tests. The outcomes were consistently uniform, as all participants intuitively located and grouped toys, their materials, the gallery and all remaining parts in the same areas. This reassured us that our intended vision is lucid, and users can effortlessly access the desired information with ease. The way that the research was done is the following: We told the users about the main idea and goal of the website. We told them that they were going to be grouping elements in the website, and we left them to do the grouping on their own. Before conducting the research, we researched the Card Sorting Method to understand it better so we could effectively make use out of it (https://cmdmethods.nl/cards/field/card-sorting,)

To see how the users grouped the elements of our website, please refer to figure 6

By employing the Card Sorting Methodology, we gained valuable insights into users' website navigation patterns and their inclination to categorize specific elements. This research primarily addressed the pivotal **sub-question** of:
>   "**How should we group the website's pages and information in an intuitive way?**"

Results of this phase:

Based on the card sorting we decided about the parts that we wanted to include in our website and make three main groups for all information that we want to include and how each feature belongs to one of these three groups, product page , about the artist and project, and gallery.

Prototype:

Main goal: With all the information that we got to reach a proper design for the website to represent the artworks in an online portfolio space.

CMD methods

"Prototyping": To show the initial design of our final product to our client.
"Sketching": We used this method to collect all the ideas that we have, combine them to get an answer that which design suits more for our website.
"Design pattern search": Search for color palettes and what visual features we can include on our website. We used this method by visiting other websites which were museums websites, and online portfolios.

Prototype (sub question 1, 2, 3, 4, 5; page 8)

We started sketching the paper prototype and took two weeks to find out what we wanted the website to look like. Then we started the Figma prototype. A thing that did not go well in this phase was that the Figma prototype in some parts was different from what we drew on the paper so we had to change the other pages after this and we were behind the planning so we missed the user testing for this phase and we just got feedback from our teacher about it, the feedback was not satisfying for our group and we still needed to work on the prototype. You can refer to Figure 3:
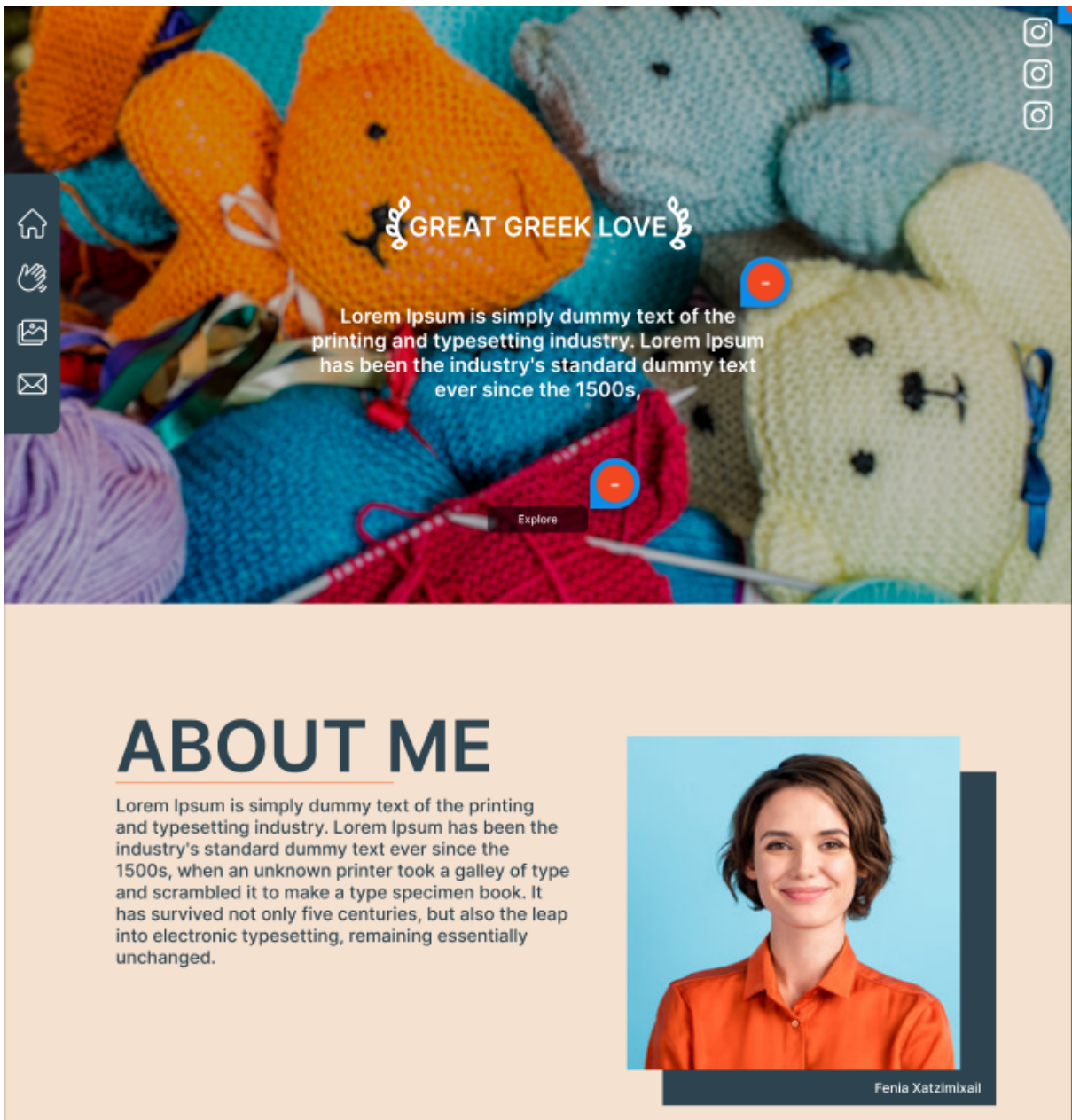

Figure 3 (figma prototype of landing and about me page)

For more information please refer to appendix part B figures and see Figure 4, Figure 5.

Feedback session with our client (sub question 1, 2, 4, 5; page 8)

We arranged a feedback session with our client to show the prototype to her, we got two different prototypes and we asked for her opinion on which one she preferred. She was satisfied with the designs and based on her feedback and the feedback that we got from our teacher we reached the final design. Also, we asked her to send some further information about herself and her previous project and also we asked her opinion about the color scheme that we should use on the website.

Results of this phase

We got the initial design of our final products, we still need to fix something about it, like adding a color palette, add more information about the artist and her previous projects, but we have the main idea to start coding. We still need to get feedback from our users to change things in our website if it would be necessary.

Testing

In this phase we are going to test the final prototype with our users to make sure it is the final product like what they expected from their previous thoughts or not. Because of the lack of time, we started working on the coding part as well to have the final product for the implementation phase.

CMD methods

- Task analysis (sub question 1, 5; page 8): We provided the prototype for our client, asked for her feedback about the design and she found the website simple and easy to use, and she was satisfied with the result. Also, we tried to do the user testing too, we asked to do some tasks on the website. The result was good and all the instructions were clear for them that they did not need further explanation. The previously carried out Card Sorting research proved useful here with the classification and grouping of the web pages and information in an intuitive manner, and our client, and users, did not have any difficulties navigating through the website.

- Prototyping(sub question 1, 2, 3, 4, 5; page 8): We found this phase as an opportunity to fix anything in our Figma prototype that could be not suitable for our users or find it difficult to use it.

Implement

Main goal: To have the final product as an interactive website that includes all our client and users' wishes.

CMD methods

Proof of concept: We tried to design the website with help of the prototype that we designed and make the actual website. Now we have all the data to complete the project to implement an interactive website.

Process

Technology Stack: We decided to use a combination of HTML, CSS, and JavaScript to develop the website. These technologies provided us with the necessary flexibility and functionality to bring our design to life.

All the pages were divided between members here is the list of the pages that each member was in charge to design:
- Side nav (Furkan)
- Landing page (Furkan)
- About me page (Sara)
- Contact page (Maksim)
- Landing page (Maksim)
- 3D preview page (Maksim)
- Toys I Make page (Maksim)
- Gallery page (Quinn)
- Product pages (Maya)
- Footer (Sara)

Challenges that we had during this phase:
What went well:
Beside the lack of time we divided the tasks with our groupmate and we tried to manage the programming part.

What did not go well:
As we did not have enough time for implementing and we had an intense plan for doing both individual and group assignments, we did not have enough time to work on the website and also we put most of our focus on documentation for the project.

During the implementation phase, we successfully transformed our prototype into an interactive website that addressed the needs of our client and users. We made decisions regarding the technology stack, design elements, and website structure. We encountered challenges such as deviations from the paper prototype and limited user testing. However, through feedback sessions, task analysis, and interviews, we found answers and made necessary adjustments to create a final product that met the expectations of our stakeholders. The website was designed to be elegant, intuitive, and informative, providing a seamless experience for adults, retailers, and those interested in purchasing handmade recreations of ancient Greek toys by the artist Fenia Xatzimixail.

Conclusion and Recommendations

Our project to help Fenia create a website to showcase her work, reach a lot of people and sell her work on the website was a challenge all along. Be it from miscommunication with our client and team members, being behind on schedule, some people trying to do work which was supposed to be done by other people etc. It was not an easy project. Despite that we have all earned experience and will try to do better in the future now that we know what we should and shouldn't do.

Summary of findings

This section will delve into the conclusions we have reached and provide recommendations for further improvement based on our project.

The **key findings** of the project are as follows:
Undertaking projects requires a significant amount of time. Therefore planning is crucial, and it is equally important to adhere to the plan. Having a plan but not following it leads to wasted time.
Collaborative work reduces individual workloads but presents challenges. Adaptability, flexibility, and patience are essential in understanding and working effectively with teammates. Additionally, effective communication and constructive criticism are vital. Critiques can be as valuable as praise in achieving success, also take this into account when working with clients, since that can be challenging. In this particular project, our client demonstrated enthusiasm for her requirements but was unable to provide substantial assistance in the development of her product. She lacked a clear vision of her desired outcome, resulting in a lack of effective communication regarding her expectations. Misunderstandings arose during the interviews, and the information provided by other groups significantly differed from what she conveyed to us.

Significance of the project

The "Great Greek Love" website project holds significant importance in several aspects. Firstly, it plays a crucial role in preserving and promoting Ancient Greek culture. By recreating and showcasing authentic Ancient Greek toys, the project contributes to the preservation of historical artifacts and traditions, allowing a wider audience to appreciate and understand the rich heritage of Greece.

The website acts as a digital platform that disseminates knowledge about Ancient Greek culture, attracting visitors who may have had limited exposure to this subject matter.

Moreover, the project's significance extends to its impact on users and visitors to the website. By incorporating interactive elements and engaging content, the website captures the interest and imagination of both children and adults. It serves as an educational resource, offering insights into Ancient Greek history, materials, and techniques used in toy making.

Lessons learned

Active involvement and individual commitment propel both individuals and groups forward. Regrettably, in certain aspects of the project, this essential element was lacking. Some individuals displayed indifference towards project developments and simply neglected to offer assistance when needed. Consequently, the burden of the workload fell upon those who were striving to make progress without the support of their teammates. Therefore, it becomes imperative to implement significant consequences, albeit unpleasant, as a last resort to uphold the group's productivity and morale.

Another valuable lesson learned from this experience is that clients come in various forms. We do not have the privilege of selecting our clients; rather, they choose us. Recognizing this reality, it is crucial to adapt to handling uncomfortable situations, misunderstandings, and collaborating with individuals who lack clarity on their needs or purpose for engaging with us.

Strengths and limitations

The "Great Greek Love" website project exhibits several strengths that contribute to its success. Firstly, the project benefits from the expertise and passion of Fenia Xatzimixail, a talented Greek artist specializing in sculpting. Her deep knowledge and love for Ancient Greek culture bring authenticity and artistic excellence to the project, ensuring the quality and integrity of the recreated Ancient Greek toys. Additionally, the project benefits from the utilization of User-Centered Design (UCD) methods, such as surveys, interviews, and card sorting, which enable a thorough understanding of user needs and preferences.
This user-centric approach ensures that the website design and features align with the target audience's expectations and desires, enhancing user satisfaction and engagement. Furthermore, the inclusion of interactive elements within the website, such as the proposed card game (which we didn't have the time to add to the website), would have added a unique and engaging aspect to the user experience.

By providing opportunities for users to actively participate and learn about Ancient Greek toys, or to simply enjoy art created by a professional, the project fosters a deeper connection and interest in the subject matter, which can ultimately lead to increased sales and cultural appreciation. Additionally, the project's emphasis on creating a playful, colorful, yet elegant website design helps to capture the attention and imagination of users, creating a visually appealing and memorable online experience.

However, the project also faces certain limitations. One notable limitation is the challenge of reaching a wide audience beyond the scope of the website. While the online platform allows for global accessibility, the project's impact may be limited to individuals with an existing interest in Ancient Greek culture, art, or history. Furthermore, the time that it would take to make this specific website reach a wide audience would take a lot of time, and it might not even reach a lot of people in the long run because of how niche our client's project is. Efforts to expand the project's reach and engage a broader audience may require additional marketing strategies or collaborations with relevant cultural organizations.

On top of the previously mentioned matters, the project's focus on handmade, high-quality Ancient Greek toys may limit its accessibility to a certain demographic due to higher pricing compared to mass-produced toys. This limitation may affect the project's ability to reach a wider consumer base, particularly those with budget constraints, or in our case, parents of children who would most probably not bother to spend as much money as Fenia has priced her creations. Mitigating this limitation could involve exploring options for offering a range of products at different price points or considering alternative formats, such as digital reproductions or educational materials, to cater to a broader audience.

Recommendations

Overall after finishing this project, we would advise Fenia to establish an online presence beyond the website: Leverage social media platforms and online marketplaces to expand the reach and visibility of her artwork. To create social media profiles and regularly share captivating visuals, behind-the-scenes insights, and engaging content related to Ancient Greek culture and toys.

To consider exploring partnerships with influencers, collaborating with relevant brands or organizations, and participating in online art communities to further amplify your online presence. This will help her in the long run, other people will be able to recognize her better, and the website will most probably reach a wider audience.

Evaluation

There are various points to consider on the evaluation aspect of the project:

1. <u>Continuously gathering user feedback is important and helpful:</u> To ensure the website meets the needs and expectations of its target audience, it is crucial to gather and incorporate user feedback throughout the design and development process. Implement methods such as usability testing, surveys, and user interviews to gain insights into user preferences, pain points, and suggestions for improvement. Regularly iterate and refine the website based on this feedback to enhance the overall user experience.

2. <u>Learning to work with your group and adapting to changes</u> are skills that each of us should have acquired. Everyone in the group is a teammate. We should push each other forward, not the opposite. Sacrifices are necessary, be it time, thoughts, work. Acknowledging our colleague's efforts is just as important as warning them when they're swaying from what they need to do. Big projects in groups are a team effort.

   These are serious points to consider when moving forward so we as professional individuals don't make the same mistake, and help our future colleagues more.

("Nothing") = no contribution
(+) = little contribution
(++) = expected contribution
(+++) = excellent contribution

Activity name	Group Members Contribution				
	Furkan	Quinn	Maksim	Sara	Maya
Project Plan	++	++	+++	++	+++
Group Rules	++	+++		+	++
Client Interview 1	+	++		++	+++
Forming Main & Sub-questions	+++	++	++	+++	+++
Survey	++	+	++	++	+
User interviews	++	+	++	+	+
Personas	+		+++	++	+++
Manifesto	+++	+++	+++	+	
User Stories		++	+	++	++
Define Phase Report	+++	+++	+	+++	++
User Requirements	++	+	++	+++	++

URS			+++		
Card Sorting	++	++	++	++	++
Prototyping	+++	++	+++	++	++
Sketching	++	++	+++	++	++
Design Pattern Search	+	+	+++	+++	+
Client Interview 2	++	++	+++	++	+
User Testing	+	+	++	++	+
Project website development	++	++	+++++	++	+++
Final Report	+++	++	+++	++	++

References

Card Sorting CMD Method: https://cmdmethods.nl/cards/field/card-sorting

Appendix

Part A figures

Figure 1

Имате ли деца между 4-10г.?
5 responses

- ● Да
- ● Не

20%

80%

Copy

Колко често купувате играчки на децата си?
5 responses

- ● Всеки ден
- ● Всяка седмица
- ● Всеки месец
- ● Всеки няколко месеца
- ● Веднъж на година
- ● Не купувам играчки

80%

20%

Copy

С какви видове играчки обичат да играят Вашите деца?
5 responses

Copy

Плюшени играчки	0 (0%)
Кукли	0 (0%)
Образователни	3 (60%)
Пъзели	3 (60%)
Екшън Фигури (кукли на известни герои)	3 (60%)
Мечове	1 (20%)

Figure 2

1. Do you have kid(s) aged 4-10 y.o?
2 responses

Legend:
- Yes
- No

50% / 50%

2. How often do you buy toys for your kid(s)?
2 responses

Legend:
- Every day
- Every week
- Every month
- Every few months
- Once a year
- Never

50% / 50%
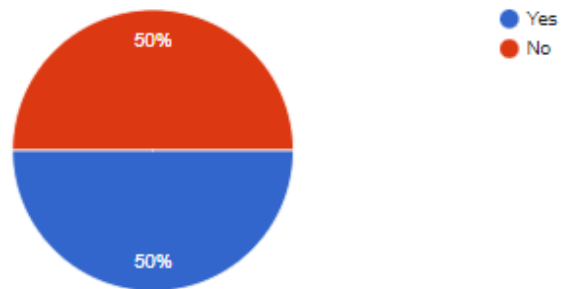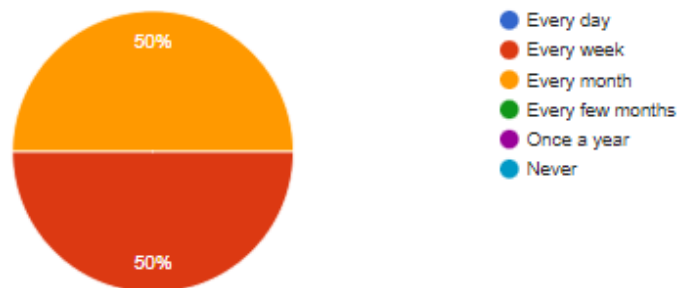
3. What type of toys does/do your kid/kids like?
2 responses

Type	Value
Plushie	0 (0%)
Doll	2 (100%)
Educational	0 (0%)
Puzzle	1 (50%)
Action figure	0 (0%)
Other	0 (0%)

Copy
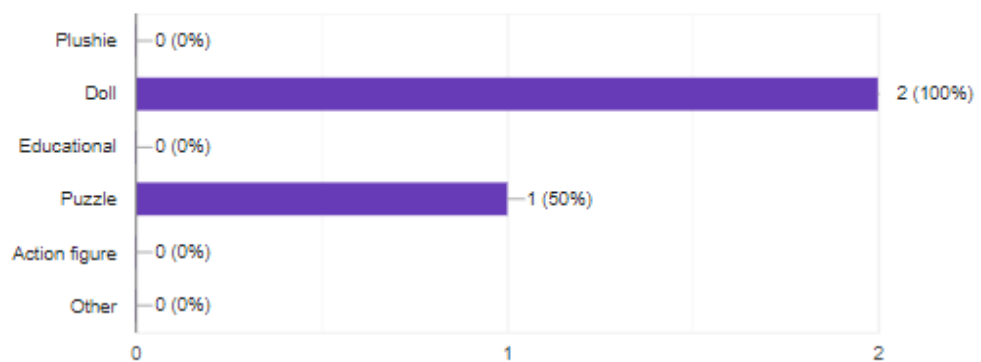
Figure 4

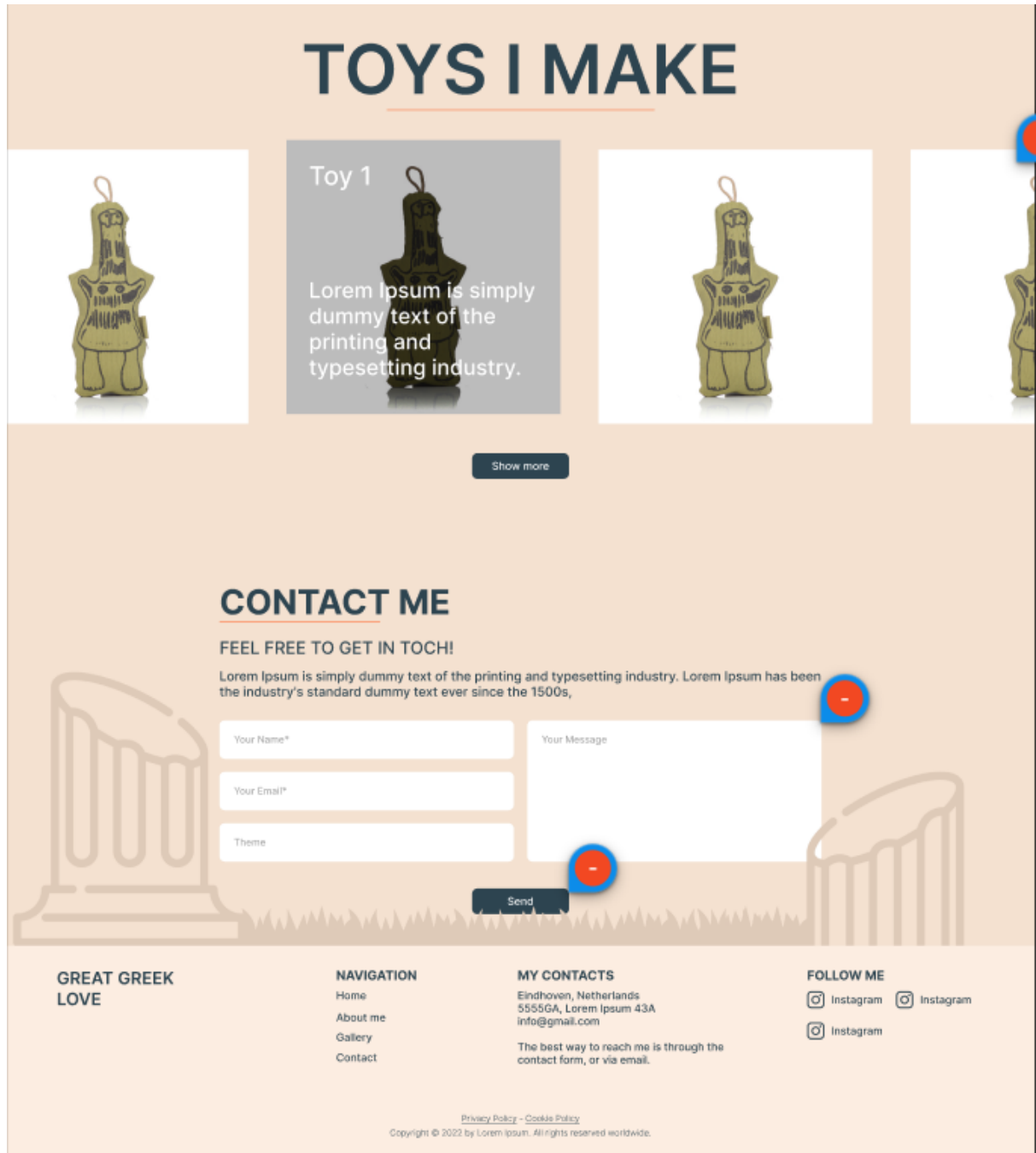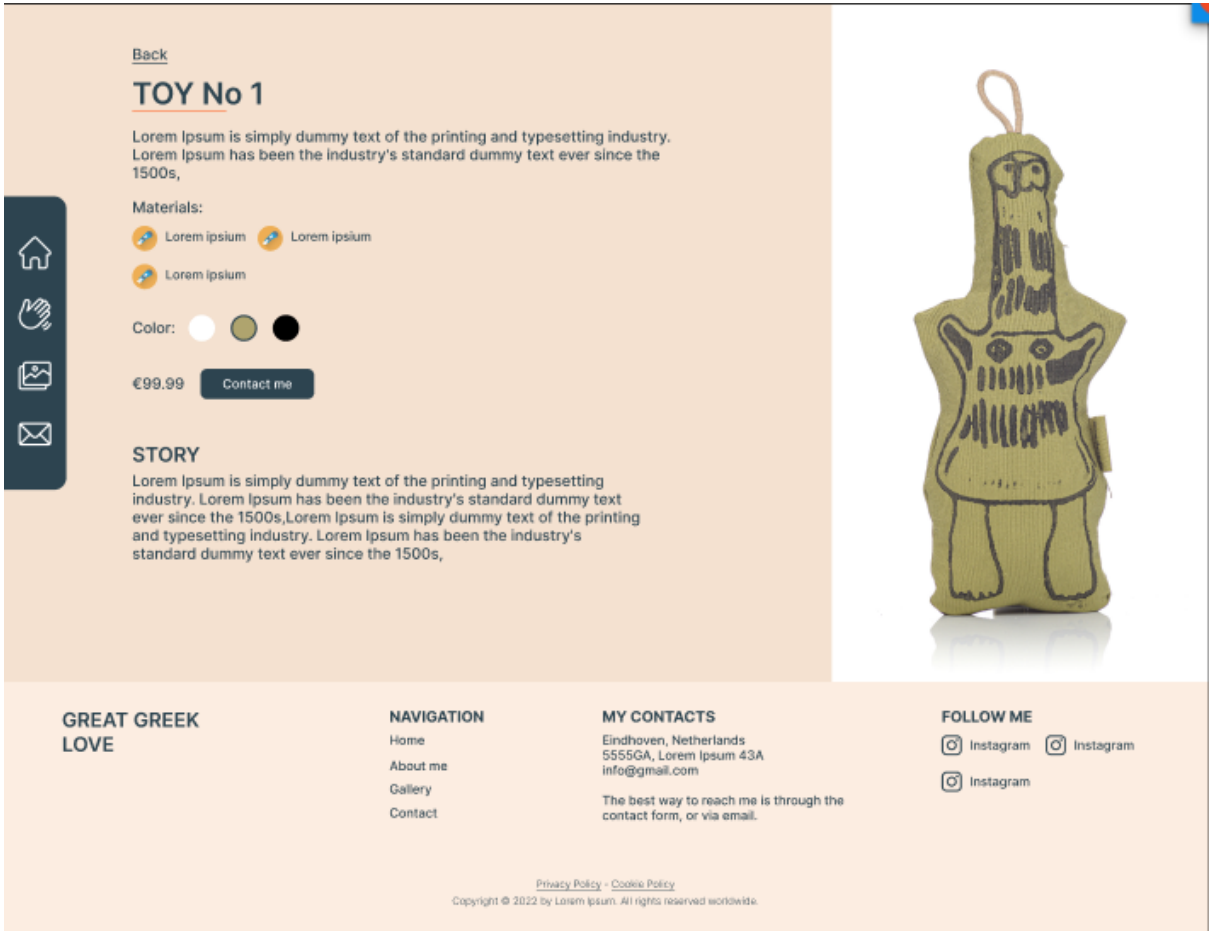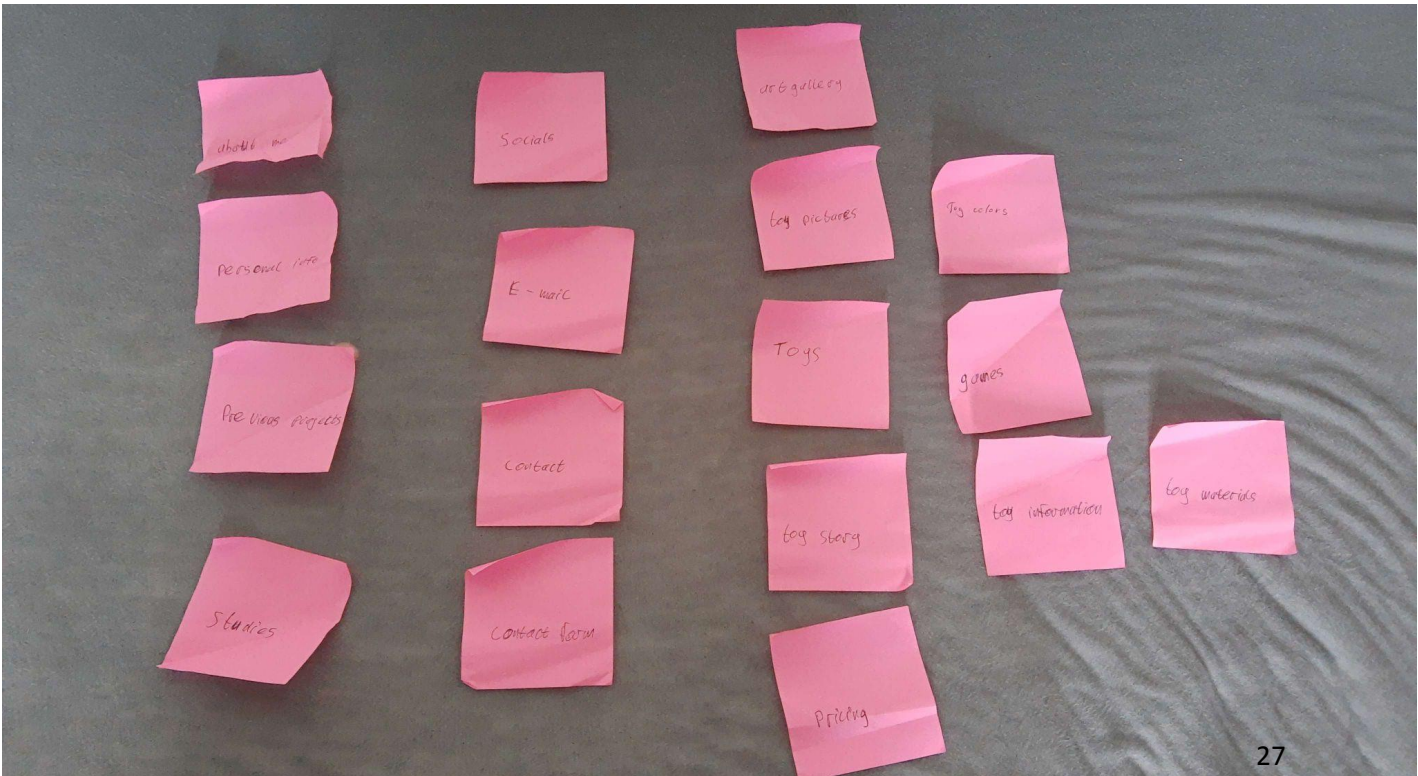**Figure 5**

Figure 6

Part B interviews

Interview Questions - Parents

Introduction of the group and project; target group.

Since our target group are parents of children between 4-10 years old, can I ask you if you have children?

(If yes) How old is she?

Does he/she like playing with toys? What toys does he/she like playing with? (e.g. plushies, dolls, educational, puzzles etc.)

What do you think of toys which might have cultural and historical meaning behind them? Do you think it would impact the way that the kid looks at the toy, or would you as a parent/parents have more interest in buying such toys for your child/children?

How often does your kid play with his/her toys? (per week)
How long does he/she keep them?

How often do you buy toys for your kid/kids?

What is/are the bad parts about modern toys which you don't like?

How much would you be willing to pay for special, well crafted handmade toys?

Interview Questions - Fenia

We are working on a project for Fenia Xatzimixail in which we are making a website for her project "Great Greek Love" on this website we want to gather people's interest for the ancient Greeks and allow them to get more familiar with it. The website will feature the art about the ancient toys the great Greeks used to play with and we want to get kids to play with these toys while teaching them a bit about the ancient Greeks.

1. The website should be about the toys, but would you like the users to get to know a bit about you?
    - Would you like us to promote you?
    - How can we describe you as an artist?
    - What would you want us to include about you, your work or your story?

2. What do you mean by selling your toys to museums, do you want your toys to be displayed in the museum or would you like for your toys to be sold in the museum? if applicable;
   - Are there museums which have interest in your art, if so which museums?
   - Is any of your art in museums, if so which museums?
   - Should the museums buy your art by contacting you personally, e-mail, etc. or should the museums buy the toys on your website?

3. Would you like to have a website which functions as an online art gallery that displays your toys and gives people an experience, while they are on your website and if they like the toys they can buy them. instead of having a webshop?
   - If not, would you like the website to be a webshop or something else?

4. Do you have a logo which is connected to your brand or do you have a logo for the Great Greek Love project
   - If not, would you like one? (Ask for guidance, ask if she has anything in mind, make a bunch of prototypes and make her choose some that she likes).
   - Should it be a logo for your art/ your brand or should be a logo for the project.

5. What do you mean by the website being playful, is it in terms of the design or about how we present the toys?

6. You mentioned having a game on the website, do you see that as us giving options on what kind of games they could be playing with the toys, or do you want an actual game on the website?
   - should the game be with the toy or could it be a card game with the different toys for example

7. Who is your target group, because you mentioned parents, kids and museums before, but we can't make a website which satisfies all of them, so should the website be targeted at;
   - the parents who are going to be using the website in order to buy toys
   - the kids who aren't going to be on the website, but are going to use the toys
   - the museums

8. Do you have high quality photos of your toys? If so, could you send them?

9. You mentioned that you want people to be able to purchase your toys,
   - Do you want people to be able to purchase directly from your website?
   - Do you want people to be able to purchase the toys by sending an E-mail or something along those lines?

10. If the parents are the target group, how should we make the website engaging/ interesting?
    - Should we still feature a game?
    - Should we tell a story about the toys and the ancient Greeks to gather the parent's attention?

11. You mentioned having an information box for the toys, what do you mean when talking about an information box?
    - Should it be a story about the history of the toy?
    - Should it be about how the toy is made?
    - Should each specific toy have a specific feature or story?
        - Are you going to provide the information or should we do our own research?

Fenia Interview Transcript

Interview1- March 14th, 11 am

Maksim(interviewer) - M; Client - C; Team - T; Everyone - E

Made by Sara

Corrected and compared with video by Maksim

E: Greetings.

M: Okay. Today we wanna do a small interview and ask you some questions about the website. And also we wanna ask you if it's okay if we gonna record this meeting to analyze it later?

C: Yes. No worries. Record it. Yeah.

Maksim: Okay. Thank you. So should we start?

C: Yes.

M: Okay. So the first question will be easy and I want you to think about it a little bit. The website should be about the toys, but would you like to show users some information about you?

C: Yeah. We will use some information about my history, let's say yourself, my cv, my studies, etc.

M: Mm-hmm. Maybe you also want to include your work story or how the toys are done. Like the process.

C: Yeah. Yeah. So information about *coughs*. Sorry that I look like this. I'm sick. Three or four days. I don't know what is happening.

T: Hopefully, you feel better soon.

C: Some information about the way that I produce the toys, I assume.

M: Mm-hmm. Can you share with us the text you want to implement or maybe the story in the mail, for example?

C: Yeah. I will do it.

M: Okay. Thank you so much. The second question is, like, what do you mean by selling your toys to museums? Because, in the previous meeting you told us that yeah, you would like to sell your toys also to the museum retailers, and, how do you see it? Maybe we will have to implement something on the website, which will be useful for museums to buy your toys. I don't know, maybe some information.

C: Yes, I was thinking about the museum stores, and I think the website should focus on a more aesthetic type of view. Because I want to focus, not now, but in a few months, let's say, when the product is more ready, to go to the museums, to be there in the shops. I really want the website to be more elegant, more assembly, in order to touch the aesthetic of the museums. Something like this. But this is why I told about the museums.

M: Okay. But, the thing is, it'll be kinda hard to implement both of your ideas. Like, making a playable website for the kids. And also for museums and parents because it's absolutely different types of looking, like for the website.

C: I understand. So, maybe focus, not on the museums, ect. But, to be more elegant and focus on the adults, parents and children to be more playful. All the website to be more simple. And maybe the playful things are for the parents and the children, some *illegible* games to play together. Simple things that they can do together. Something like this. So about the museums, if it's confusing you - keep it out.

M: Mm-hmm. Okay. And, maybe you have any museums you already were thinking about, like the name of this museum, so it can be helpful.

C: Of course. Let's say that all the toys that I am producing are inspired from ancient greek and the culture, etc. So theological museums, all the archeological museums, they will be very *illegible*, for the product, I think, but more archeological, let's say.

M: Okay and also, would you like your website to look like a web shop or, maybe just a gallery where you have a possibility to buy these toys.

C: The second one, it'd be nice like a gallery. Not like shops with just a lot of products, let's say a lot of information, just like a gallery, like a beautiful portfolio or something like this.

M: Mm-hmm. Okay. Understood. Also, do you have any logo which is connected to your brand?

C: Yes, yes. I will send it to you. My logo is the great Greek love. This is my main logo.

M: Okay. And, what's the color palette of this logo?

C: The, the colorful? The color?

M: Color palette. Like what's the main color of the logo?

C: No, it's not, it's only black because all the things that I produce, I'm doing in via *illegible*. So the Greek Great Love, it's a logo that I made by my hands. So it's not colorful, it's only black. A very simple one. I will send it to you.

M: Okay. Is it okay if we're gonna make a new logo and show it to you? And if you like it, we'll include it on your website.

C: Yeah of course. I will love it.

M: *laughs*. Okay.

C: Thank you.

M: Well, so we'll look at your logo and try to make something inspiring by it.

C: Thank you, guys. Thank you.

M: Okay. Let's talk a little bit more about the games on your website, because for us it could be clearer. What kind of games do you want to see? Should it be, I don't know, like a puzzle game?

C: Yes. I don't have it very specific in my mind yet. The main thing that I was thinking about is the fact that all the toys that I'm producing now are the toys that, let's see, they used to play outside the houses. Like the doll, let's say that they used to play outside with the other children. It has a history about all these toys and I will send it to you. And all the other toys that I'm using. And the children used to play with them outside the house. So, I was thinking about making something simple, like *Greek word*. We say, here in Greece. I don't know how to translate it. I will find it and I will send it to you. But very simple, interactive, like a funny simple thing, something like this. Not very complicated. I will send you all the information that you need and, for the other toys maybe, how they used to play with them, what they did, materials, etc. And maybe we can take something from this and create a game.

M: Okay. What we're thinking about with my team is making another type of a website, but it's not a separate website. So it'll be like a small button on the top of the navigation menu, for example. And, it'll redirect to the games for example, interesting facts about toys. Because, it's hard to implement these types of games on the website, which should be also seen by museums, parents, and It's a lot of information for a one website?

C: Yes, I agree with you. It's a lot of information.

M: Do you have any good photos of your product?

C: Yes, I have. And I will send you in high quality.

M: Okay. It's so nice because you mentioned that you wanna see an art gallery on your website, and it'll be so useful for us. Maybe you have something else you'd like to see on your website.

C: I have seen some websites I like and I will send them to you to have inspiration. Let me note it.

M: Let me think one more minute about other questions we have. What social media would you like to include on your website? Do you have any of them? Like Facebook?

C: Yes, I have Facebook. I have Instagram, and I have Etsy.

M: Etsy. Oh, okay. Nice.

C: Yeah, I have 3 of them.

M: It'd be also nice if you share it with us as well.

C: Yes, yes, of course.

M: Okay, team, do you have any other questions you'd like to ask?

T: About purchasing the toys, would you like people to purchase them directly from the website or they can contact you first and you can arrange the whole purchase like that.

C: Yeah. The second one, I prefer.

T: Okay. Alright here. I think that's it for today. Thank you very much for taking the time.

C: Thank you, guys. And whenever you want anything else you can send me.

T: Sure. Thanks for your time.

M: Next week we will also arrange a meeting, so we'll show the progress of what we have done.

E: Parting

Part C project plan

Project Plan

PROJECT PLAN
Great Greek Love
(Project Ancient Toys)

Fenia Xatzimixail
Eindhoven

Date	**:**	**14.02.2023**
Version	**:**	**1.4**

Status	**:**	**In Progress**
Author	**:**	Quinn Lutters, Maxim Guida, Furkan Smail, Maya Tsotcheva, Sara Rabiei, Maksim Malko

Version

Version	Date	Author(s)	Amendments	Status
1.0	14-02-2023	Everyone	Initial Plan	In Progress
1.1	25-02-2023	Everyone	Overall checking if the document is ready to be delivered; Added further information on points 1.4, 2.3, 2.4, 3.1,	In Progress
1.2	03-04-2023	Quinn	Added the roles to the group members	In Progress
1.3	04-04-2023	Quinn, Furkan,	Changed CMD Methods we plan on using	
1.4	16-05-2023	Maksim	Changed the view of document Created Phasing Table Edited table of context Added new categories (Starting Point, Client Introduction, Current Situation, Goals and Solutions, What we Expect from this Project, Deliverables & Non-Deliverables, Constraints, Risks,	

			Phasing and other) Edited text	

Table of Context

Project Introduction

Starting Point

The client for this project is Fenia Xatzimixail.

We will be able to contact her via email:

Fenia Xatzimixail will be representing the company: Great Greek Love, for whom we will develop a website.

The developer of the project is our group "Five Guys".

Client Introduction

Our client Fenia Xatzimixail is an artist from Greece who primarily makes sculptures. She is working on a project named "*Great Greek Love*" about ancient Greek culture and one of the elements of the project is focused on bringing back actual toys that the Ancient Greeks used to play with. She'd love to have a website where she can show and sell her artwork.

The main reason she is doing this project is to share her love for Ancient Greek culture and to inspire people to explore it, while also making a name for herself and earning some money in the process.

Current Situation

The current situation for the client is the fact that she has no website for showing her products online. Fenia wants to open a gallery/portfolio website to increase the quantity of her customers because people prefer to enter websites instead of calling or reading journals.

Problem Description

Great Greek Love company needs a website for customers to allow them to get information about both toys and Fenia. They should also have the possibility to contact Fenia using contact form on the website.

Project Goal and Solutions

Fenia Xatzimixail is looking to have a website to show her latest artwork to people, retailers, and museums.

Our main goal during this project is to provide a website that represents the artist's latest project works for those interested in purchasing these artworks, for museums and for retailers. Additionally, include information about the toys and the story behind them to help the maintenance of Greek culture and provide information for the users.

What We Expect from this Project

In this project, we are going to improve our skills to work as a team and include the artist's ideas and expectations to have an acceptable result and also share our ideas to improve the work. While doing this project we should think of ways to make the website attractive for children to find these toys playful, and other targeted groups. Thus, we should do research about the origin of the toys and find information about Greece's ancient culture to help us to create a website inspired by the artist's work and Greek culture, and do a survey to make it suitable for parents and children. This can help us in choosing a proper colour pallet. Also, we include the new subjects and skills that we are learning during this semester to develop the project.

For the final result, we are going to create a website that targets both parents and children, with information about the sculptures and being playful as well. Also, provide a suitable space for retailers and museums to become aware of the latest artist's project.

Assignment Description

The assignment is focused on providing a website as a platform for our customer to show her work, while inspiring people to explore Ancient Greek culture and for customers interested in it to buy the sculptures. The main design margins that we need to be in/ look out for, which were described to us from Ms. Xatzimixail are that the site needs to look and feel playful and to have young kids in mind in the design process.

Needed functional and non-functional requirements:
- Playful, colourful look attracting kids, but also parents and potentially museums and retailers
- Having an interactiveness in the product would be preferred since it would appeal to kids even more and she can probably sell more of her work
- Information and description about each product is a must

Questions We Came Up With

In this point we came up with questions to solve in order to guide us to making a good end product for our users. The questions are the following:

Main Question:

How to create an interesting, playful but professional website where parents/kids/museums can buy, play with and find information about handmade recreations of ancient greek toys made by the artist Fenia Xatzimixail?

1. What could make the website interesting and engaging for parents/kids/museums alike?
2. How can we balance the playful and professional look in the website?
3. How can we implement the "play" part?
4. How can we describe, promote and tell the customers about Fenia as an artist?
5. How should we group the website's pages and information in an intuitive way?

Deliverables & Non-Deliverables

The project includes:		The project does not include:	
1	Website	1	Online Purchase Function
2	Prototype	2	Registration Page
3	User Research Document	3	Product Cart
4	Presentation of the final product	4	-

Notes for client:

Client should buy a domain for the website.

Constraints

- Deadline: 16th of June 2023
- Tools to use(CSS, HTML, JS, Photoshop, Illustrator)
- Nice UX & UI design
- Color palette(developer decides)

Phasing

The project is going to be broken down in 4 sprints. We are going to follow the Module planning in our Project introduction page in Canvas, since that module is already broken down in sprints according to the things we will be studying during the course of the project. Syncing any of our plans, and time frames with the sprints described in the table on that

page would be both very convenient, and also we can get guidance and help, and even learn new things which can further enhance the process, outcome and product of the project at the end.

The initial plan is shown better in **Tables** below.

Phasing	Effort	Start	Ready
Sprint 0: - **Empathising Phase** - **Research**	**2**	*Week 1*	*Week 3*
Sprint 1: - **Detailed Research** - **User Requirements** - **Database Diagrams**	**3**	*Week 4*	*Week 7*
Sprint 2: - **Ideation** - **Sketching** - **Brainstorming**	**4**	*Week 8*	*Week 11*
Sprint 3: - **Prototyping (low-, mid-, hi-fi)** - **Testing**	**5**	*Week 12*	*Week 16*

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9
Introduction to Assignment	√ - 1 day								
Creating GIT repository	√ - 10 min								
Creating Google Drive Repository	√ - 10 min								
Creating Discord Channel	√ - 10 min								
Meeting with client		√ - 30 min		√ - 30 min		√ - 30 min		√ - 30 min	
Creating/Updating Project Plan		√ - 1 day				√ - 1 day	√ - 1 day		
Creating/Updating URS		√ - 1 day				√ - 1 day	√ - 1 day		
Surveys			√ - 3 days						
Creating Persona				√ - 1 day					
Creating Customer Journey Map				√ - 1 day					
Stepping Stones Research					√ - 1 day				
User Stories						√ - 1 day			
Mind Map									√ - 1 day

	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	
Card Sorting	√ - 3 days							
Sketching Prototype		√ - 2 days						
Figma Clickable Prototype			√ - 2 days					
Coding				√ - 2 days	√ - 2 days			
Testing					√ - 1 day	√ - 1 day		
Fixing					√ - 1 day			
Final Presentation							√ - 20 mins	
Meeting with client		√ - 30 min		√ - 30 min				
Updating Project Plan				√ - 1 day				
Updating URS				√ - 1 day				

Approach and Planning

Approach

The approach to solving the problem of our client includes using the design thinking process. It is a non-linear, iterative process that teams use to understand users, challenge assumptions, redefine problems and create innovative solutions to prototype and test. It is divided into 5 phases - Empathise, Define, Ideate, Prototype and Test, and we added another step being Assessing which is explained more in depth below.

For our approach, we divided our research methods into phases like so:
1. Empathizing
2. Defining
3. Ideating
4. Prototyping
5. Testing
6. Assessing

Empathizing

For the Empathizing Phase we decided that the use of the "Expo", "Participant Observation" and "Survey" CMD methods would be ideal.

We can use the Expo method to see what other people think about our product. Because one thing looked at from different points gives us a better idea of the whole picture about the product.

Participant Observation is also another thing we can use since we can put ourselves in the shoes of our users and 'test' our own product which can make us find problems which we couldn't do beforehand.

Surveys are also quite useful since we can have a general understanding of what our target audience likes or would like to have as a product. The survey questions can be tailored to get deeper or more overall information.

Defining

After empathising with our potential users our next step is defining all the information we got from the first phase.

Firstly, we will define the main problem and the goal of our project. We will proceed with identifying our potential user's needs and requirements, how to fulfil them with the product we offer and whether our product will provide a useful asset to them. We must also keep in

mind that our project should be a viable solution to the main problem we have defined and it also covers our main goal.

We will use different CMD methods such as "Requirement list", "Design Pattern Search", and "Test Report" among others.

"Requirement list" is a great method to use since, once done, it can serve as a planning tool and a checklist to ensure that our design meets all demands.

"Design Pattern search" is also a good method because it can guide us to find common problems and a description of the context in which these solutions work best.

"Test Report" is a way to collect data from conducted tests on surveys etc, and summarise the information, show the analysis of that data and conclude it with lessons learned.

Ideating

The first method that comes to mind is Ideating. Grouping up with the members and having exchange of ideas can set a creative mind among the participants which can lead to coming up with great design or functional ideas for the product.

Thinking aloud is a good way of thinking of ideas, be it by yourself or with your teammates.

"Context mapping" is a method where we can get an understanding of what the users know about a type of product, or how they interact with it, so we can use that information to define the margins we need to keep in order to target our user with the design or functionality.

"Proof of Concept"
Sketching is the second step of ideating - basically putting your ideas down on paper, since only thinking about something without a clear image can be misleading most times. When we put something down on paper some design ideas also appear to be either not good, or hard to do, or need more research.

Concept is another method we can use to summarise the main principle on which our solution is going to be based.

Prototype

As we are users ourselves, "Context mapping" is an ideal CMD Method as the group is going to actively participate in the design thinking process from the early stages of the design.

During the group meetings, the members of our group are going to use the "Proof of concept" CMD Method to demonstrate the desirability and feasibility of their ideas for them to be implemented in the product.

Testing

In the Testing phase we will use the following CMD Methods: A/B testing; Usability Testing

"A/B testing" is going to happen during the whole development phase as we ourselves will be users as we test the usability of the website. We will constantly make changes by adding new features and improving the design.

As a group we are going to use "Usability Testing" to detect problems with our design and correct them before the client sees the final product.

Assessing

Peer review is a must when assessing since having the opinions of more than one person can give a more objective overview of an item, or a product. Also if we get help from experts, they are going to help us see and realise things which we most probably hadn't even thought about before.

Quality review is also a step that needs to be taken in order to ensure that the product is indeed ready for use and meets the requirements and standards it needs to meet.

Research methods

Our team decided to choose the DOT Framework for this project. We chose several research methods to solve the challenging questions that appeared on our way.

Competitive Analysis

Our client has chosen a niche that the competitors are not filling. This uniqueness will give our client an advantage and will make the parents and kids more enthusiastic about buying these products.

Quality Review

Balancing a playful and professional look of the website is not easy, that's why we will use Quality Review to ensure the product is perfect before releasing it to the client and users.

Ideation and Sketching

One of the most challenging parts of the project is providing the user with a way to interact with the product. We will come up with some ideas, then we will discuss those ideas and sketch them.

Best, good & bad practices

During a discussion, our team decided that the best way to promote the client's products is to create a logo for our client's company. The logo will be easily recognized which will help the client later with promotion and marketing.

The Research methods along with the design thinking process are the ways with which we are going to answer the questions in point 1.7. The empathising phase is going to help us understand what children might want, or what attracts them in a website or in a toy and using the Expo and Participant Observation methods we can understand what they like, so we can make it more targeted towards them.

Answering the second question also requires us to empathise with our older users. We can use the same methods described earlier. But in order to cater to 2 target groups, we need to define margins and guidelines, understand what both sides need and balance the website's look accordingly. Using the methods "Requirement list", "Design Pattern Search", "Proof of Concept", "Test Report", we can draw out a margin to follow and satisfy both groups' needs.

Implementing the play part in the website is where we will need to use some prototypes and testing, preferably with children to see what they think, and if they actually even like the idea. If they happen to not really pay attention, or not enjoy it as much as expected, it might not even be necessary to include it in the end product after all.

The easiest way to answer the last sub-question is to interview our client. No matter how much we think about it, there is a certain thought and idea in her mind about herself, there is a personal image that she wants to set. And this is a very subjective point. It is impossible for us to go out of our way to come up with something that we don't even have any evidence on. So the most obvious and effective way of solving that problem is to conduct an interview with Fenia, ask her what type of an image she wants people to think of when they hear about her and work along those guidelines.

Project Organization

Team members

Table 3 is a visual representation of our roles and available times when our group members and teachers can reach us

Table 3:

Name + Phone + e-mail	Abbr.	Role/tasks	Availability
Furkan Smail **+359878426278** **furkanmusa2@gmail.com**		*Leader*	**Constantly changing schedule, contact for more information**
Quinn Lutters **+31 6 46 03 37 99** **quinn.lutters@gmail.com**			**Always**
Sara Rabiei **+31687306584** **sara.rabieiabbasi@gmail.com**		*Notetaker*	**Always**
Maya Tsotcheva **+31681092570**		*Arbitrator*	**Always, as long as contacted beforehand to confirm**

maya.tsotcheva @gmail.com			
Maxim Guida **+31612285883** **mg.maximguida @gmail.com**			**Mon. - Thur. : 10:00 - 18:00** **Fr. : 10:00 - 15:00**
Maksim Malko **+31 6 38417129** **flinas2003@gma il.com**		*Devil's advocate*	

Communication

Communication with our client is possible whenever we need further information from her. But we also do not want to steal from her time since she's quite busy with her work. Contact with our mentor/teacher supervisor is easier and we can always message them whenever we need advice, help, or guidance.
When it comes to team members, communication between each of them is essential and is the most frequent people that exchange information from one another.
All communication happens mostly by email, and only with our group members do we communicate through either email or Discord.

Configuration management

For the start of this project we are using google drive, because we have to do a lot of documentation and google drive allows us to see the live changes that a group member makes. We are going to switch to git, since git is really useful for when we start to do the coding.

Finance and Risks

Cost budget

For this project we don't expect to have any costs, since we have all the equipment and resources available to us that we might need. So we won't have a cost budget, since it's not applicable.

Risks and fall-back activities

There are many risks that might occur during this project. Here's the risks and potential methods to mitigate them.

- **Misunderstanding between team members -** In every project there is a risk of misunderstandings happening between the group members. Preventing misunderstandings requires excellent and constant communication.
    - ○
- **Personal irresponsibility -** General lack of motivation or interest in the project from group members may lead to them taking impudent and disrespectful actions, such as neglecting the tasks given to them. This may negatively affect the project and possibly create conflict between team members, especially if such issues aren't communicated and are left to worsen.
    - ○
- **Incomplete Decision Making -** When a discussion is had about a topic the decision has to be adequate to continue the project, otherwise the project will get stuck quickly after. When matters are discussed, it's important to come to a conclusion. There might be some instances in which discussions are rushed or cut short, and a clear objective or decision is not reached.

- **Delays in the wrapping up of a task have a possibility to push next interconnected tasks further, delaying the whole process**

- **Not asking for a checkpoint and assessment:** Feedback is important in this project so we should always ask for it from the other members of the group. If we do not we risk finalising our part without the other members liking it.

NOTE: Refer to table 4 below for more information

Table 4 is a visual representation of the risks related to the tasks and workflow of the project

Risk	Probability	Impact	Mitigation
Misunderstanding between team members	Highly likely	**Extremely Harmful**	By setting up a project plan with all required details, all parties can know exactly what is required. Referring back to the plan frequently will prevent most of this risk.
Personal irresponsibility	Unlikely	Harmful	This problem might not even be needed to be faced if all of the members are enthusiastic and motivated to do the project. If someone shows some signs of irresponsibility, solving that problem should be as easy as talking to the said person and discussing with them how we can solve the problem.
Incomplete Decision Making	Likely	Harmful	There needs to be constant communication between the team. Reaffirming one decision a couple of times is crucial when it comes to making sure that decision is final, and that it is the best thing to do.
Delays in the wrapping up of a task	Likely	Harmful	Plan out extra time where you can fix mistakes or delays beforehand
Not asking for a checkpoint and assessment	Likely	Harmful	Remind ourselves to always ask for feedback each day. Make reminders on our calendars if necessary.