***Four people play the role of Client (HKMU), two people play the role of questioner, two people play the role of Assistant 1, and Assistant 2 summarizes two questions respectively.***

***As a software engineering team, there are five people playing the roles of: Developers, Software Architects, quality assurance, UI/UX Designers and***

***DeVos engineers***

***One person is responsible for introducing the background of the story and the ending***

**Scene 1: Upgrade Objectives**

***Approximately***

**Client Representative:** What are the main objectives of upgrading from OLE 1.0 to OLE 2.0?

**Software Engineer:** Our main objectives are to enhance user experience, improve system performance, and add new features based on user feedback from OLE 1.0.

***Details***:

**Client Representative:**Hello everyone. I'd like to understand what the main objectives are in upgrading from OLE 1.0 to OLE 2.0.

**Software Architect:** Our main goal is to refactor the system architecture. The architecture of OLE 1.0 has some limitations in handling many users and expanding new features. Through this upgrade, we hope to lay the foundation for adding features in OLE 3.0.

**Developer:** Under the new architecture, we will optimize the code to achieve more efficient operation. We plan to address performance issues and known bugs present in OLE 1.0. At the same time, we will improve the assignment submission process and the loading speed of course content to enhance the user experience.

**UI/UX Designer:** From a user experience perspective, we plan to completely redesign the interface. The new UI will help users more easily browse course materials, check class times, and view notes published by teachers. Additionally, we will optimize interaction processes to make operations like submitting assignments more convenient.

**Quality Assurance:** We will develop a comprehensive testing plan covering functional testing, performance testing, and security testing. Our goal is to ensure that when OLE 2.0 goes live, it has high stability and reliability, avoiding any issues that could affect the experience of students and teachers.

**DevOps Engineer:**In terms of deployment, we will implement Continuous Integration and Continuous Delivery (CI/CD) processes to accelerate development and release cycles. We will also strengthen system monitoring and logging, keeping real-time track of the platform's operational status and responding quickly to potential issues.

**Assistant 1:**

To summarize, the main objectives of upgrading to OLE 2.0 include:

* **Optimizing System Architecture:** Improving performance, stability, and scalability to lay a foundation for future development.
* **Enhancing Code Quality and Performance:**Resolving known issues and optimizing the operational efficiency of key functions.
* **Improving User Experience:** A completely redesigned user interface with more user-friendly interaction processes.
* **Ensuring System Quality:** Guaranteeing platform reliability and security through comprehensive testing.
* **Improving Deployment and Operations:** Adopting CI/CD to accelerate release speed and enhancing system monitoring.

**Scene 2: Improvements to Existing Features**

***Approximately***

**Client Representative:** Which specific features in OLE 1.0 do you think most need improvement?

**Software Engineer:** The course selection system and user interface navigation need optimization. Feedback shows that users find them cumbersome to use.

***Details:***

**Client Representative 2:** Hello everyone, which specific features in OLE 1.0 do you think most need improvement?

**Software Architect:** I believe we need to focus on improving the architecture of the course selection system. The current design is inefficient when handling large amounts of data, severely affecting the response time for students selecting courses.

**Developer:** I find that user interface navigation is also an area that needs improvement. Many users have reported difficulty finding the functions they need on the platform or requiring multiple clicks to reach the target page, which impacts usage efficiency.

**Quality Assurance Personnel:** From the test results, the course selection system has some stability issues. Errors or crashes occasionally occur, affecting the student experience. This part needs further optimization and fixes.

**UI/UX Designer:** I agree; the navigation design needs improvement. The current interface is not intuitive enough, and the learning curve for users is steep. Especially the interface of the course selection system—the operation process is complex. We should redesign it to make it more user-friendly and easier to use.

**DevOps Engineer:** Additionally, the course selection system's performance significantly degrades under high concurrency, and the server load becomes too high. I think we need to optimize system performance, improve the backend architecture and deployment process to ensure stable operation even during peak periods.

**Assistant2:**

To summarize, the team believes that the two features in OLE 1.0 most in need of improvement are:

1. **Course Selection System:**
   * **Architectural Optimization (Software Architect):** Enhance system processing efficiency to improve the speed and response time of the course selection system.
   * **Functionality Stability (Quality Assurance Personnel):** Fix errors and crashes to enhance system stability and reliability.
   * **Interface Friendliness (UI/UX Designer):** Redesign the course selection interface, simplify operation processes, and improve user experience.
   * **Performance Optimization (DevOps Engineer):** Optimize backend performance to ensure the system remains robust under high concurrency.
2. **User Interface Navigation:**
   * **Usability Enhancement (Developer):** Simplify the navigation structure, reduce the number of steps users need to find functions, and improve usage efficiency.
   * **Interaction Design Improvement (UI/UX Designer):** Optimize the interface layout to make operations more intuitive, reducing the learning curve for users.

Alternative topics

**3: User Training**

***Approximately***

**Client Representative:** What training will be provided to users transitioning from OLE 1.0 to OLE 2.0?

**Software Engineer:** We will offer comprehensive training courses, updated user manuals, and online tutorials specifically introducing the new features and improvements, including the addition of a search button.

***Details*:**

**Client Representative:** What training will be provided to users transitioning from OLE 1.0 to OLE 2.0?

**Software Architect:** We plan to provide updated system documentation and technical white papers to help users familiar with OLE 1.0 understand the architectural improvements in the new version. This will assist students and teachers in quickly mastering the new features of OLE 2.0.

**Developer:** We will create a series of online tutorials and user guides that detail the new features and usage methods of OLE 2.0. These tutorials will include step-by-step instructions and demonstration videos to help users familiarize themselves with the new system in practice.

**Quality Assurance Personnel:** To ensure the effectiveness of the training content, we will conduct strict reviews and testing of all training materials to ensure their accuracy and ease of use. Additionally, we will provide Frequently Asked Questions (FAQs) to help users resolve common issues encountered during the transition.

**UI/UX Designer:** To make it easier for users to adapt to the new interface, we will integrate interactive guides and tooltips into OLE 2.0. When users first use certain features, the system will provide real-time guidance and instructions to help them get started quickly.

**DevOps Engineer:** We will ensure the high availability of all training resources and support channels by building a stable training platform that users can access at any time. Moreover, we will provide technical support in conjunction with HKMUGP to address users' technical questions during the transition period.

**Assistants 1 & 2:**

To summarize:

To help users smoothly transition from OLE 1.0 to OLE 2.0, the team will provide various training and support:

1. **Online Tutorials and User Guides (Developer):** Create detailed tutorials and demonstration videos to guide users in familiarizing themselves with new features and usage methods.
2. **Updated System Documentation and Technical Materials (Software Architect):** Provide new documentation and white papers to help users understand changes and improvements in the system architecture.
3. **Interactive Guides and Tooltips (UI/UX Designer):** Integrate real-time guidance into the new system to reduce the learning curve of the new interface.
4. **FAQs and Technical Support (Quality Assurance Personnel & DevOps Engineer):** Provide FAQs and technical support channels to promptly resolve user issues and ensure the availability of training resources.
5. **Quality Assurance of Training Materials (Quality Assurance Personnel):** Review and test all training content to ensure its accuracy and practicality.