

Client Charter
Prepared for : Kelly Ann Fitzpatrick
In support of project: Native Slack App for Mac
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Contact Information

Customer Name and Email: Kelly Fitzpatrick (kellyann@gatech.edu)

Student Team Leader: Luming Yin (lumingyin@gatech.edu)

Course Instructor name and email: Halcyon Lawrence (hlawrence7@gatech.edu) and Daniel H. (dan.forsyth@gatech.edu)

Authorization

Customer Signature:

Kelly Ann Fitzpatrick

Student Team Leader Signature:

Luming Yin

Course Instructor Signature:

Halcyon Lawrence

Purpose

The purpose of this client charter is to create an agreement between our team, the team leader and the course instructor. This document will serve as a guideline for what persons of interest can expect with regard to milestones and what will be completed. It will also provide information on the responsibilities of both team members and customers throughout the project.

This document is intended for team members, the student team leader, the course instructor, and the customer.

Customer Responsibilities

The customer agrees to provide constructive criticism regarding any work we submit or otherwise ask the client to look over. At various points, the instructors may request the client review our communication, deliverables, and effectiveness. The customer should also use the product enough that they feel as though they have extensive knowledge on how to use the product as well as major and minor issues that are affecting usability of the app.

Student Responsibilities

Students are responsible for contributing to the completion of the project, whether that's through coding or through other written assignments. Students will be evaluated based on their attendance to group meetings as well as their contribution to the completion of the project as a whole.

The students are also responsible for talking to customers as well as other persons of interest to understand problems with both the new Slack app as well as problems in the old one. This allows for decreasing bugs in our Slack app while increasing beneficial functionality.

Table 1 . Project Deliverable

Deliverable Items	Approximate Delivery Date
Product Vision	09/29/2017 (Semester 1, Week 6)
Prioritized User Stories	10/02/2017 (Semester 1, Week 7)
Decision Support	10/10/2017 (Semester 1, Week 13)
Iteration Plan	01/16/2018 (Semester 2, Week 2)
Sprint 1 Functions	01/22/2018 (Semester 2, Week 3)
Sprint 2 Functions	02/15/2018 (Semester 2, Week 6)
Sprint 3 Functions	03/05/2018 (Semester 2, Week 9)
Sprint 4 Functions	03/26/2018 (Semester 2, Week 12)
Final Source Code Delivery (Github)	04/16/2018 (Semester 2, Week 15)
Customer Release Notes (Github README)	04/16/2018 (Semester 2, Week 15)
Final Product Handoff	04/16/2018 (Semester 2, Week 15)

Limitations

The software is delivered as-is at the end of the semester. There is no warranty or guarantee provided. The students make a best-effort scope the customer requirements within the limitations of available time. The students, Georgia Institute of Technology and the University System of Georgia are not responsible for software failures or misuse of the delivered system.

There is no maintenance or service provided after software delivery. The customer may request the project be continued by a new team.

Intellectual property (IP) regulations are set by Georgia Institute of Technology and are

detailed in section 5.4 of the faculty handbook. Customers and students can refer to the full policy at: <http://www.policylibrary.gatech.edu/faculty-handbook/5.4-intellectual-property-policy>.

Briefly, the IP for software developed by students remains with the students. Also, Georgia Institute of Technology may use student-developed software royalty-free. All other IP, such as customer provided code, business ideas and processes, remains with the customer.

Iteration Plan

The following iteration plan (Table 2) is finalized by students and customers during the first two weeks of the second semester. The iteration plan prioritizes user stories that the students will complete in each sprint. Customers should be aware that this plan is a living document, and may be subject to change as the sprints follow a time-boxed strategy. This is a tentative draft of sprints which may be subject to change.

Table 2. Iteration Plan

Sprint	Weeks	Sprint Goal	User Stories/ Features to be completed
1	1-3	Complete Login Flow and Credentials Persistency	<ul style="list-style-type: none">• As a new Slack user, I want to be able to register a new account to join my company's team, so that I can communicate with my co-workers.• As an existing Slack user, I want to log in to an existing Slack team at work, so that I can communicate with my co-workers.• As a Slack for Mac user, I want to be able to automatically log into my Slack teams when I open the app, so that I don't have to re-enter my username and password every-time I open the app.
2	4-6	Implement Channel and Private Chats	<ul style="list-style-type: none">• As a user, I want to be able view message timeline of a particular channel, so that I can focus on a specific channel upon demand.• As a user, I want to be able to send channel-wide messages that optionally tags someone, so that all members on a particular channel can see my message.

			<ul style="list-style-type: none"> As a user, I want to be able to send/receive messages to a specific individuals instead of sending them channel-wide, so that my messages stay private and secure.
3	7-9	Power Features: Chat Transcript Search, Persistency and Global State Caching	<ul style="list-style-type: none"> As a user, I want to be able to search for message entries containing specific keywords, so that I can easily locate past conversation threads. As a user, I want to be able to see past chat transcripts offline, so that I can still refer to work-related messages even if I am out of internet coverage. As a user, I want to launch the Slack app very quickly, so that I can get to send messages to my coworkers as soon as I am ready.
4	10-12	Implement Unified Sidebar and Unified Timeline	<ul style="list-style-type: none"> As a user, I want to see all channels from every team I have joined in a unified sidebar, so that I can save time from constantly switch between different teams. As a user, I want to have the option to see all message transcript from every channel in a unified timeline, so that I don't have to keep switching between channels or teams to keep myself updated. As a user, I want to be able to configure the app to disable unified sidebar and unified timeline, so that I can enjoy a Slack experience that is fast but still familiar.
5	13-15	Testing, UI Refinements and Bug Fixes For Final Delivery	<ul style="list-style-type: none"> As a user, I want to have a crash-free experience when using Slack, so that I can focus on working instead of troubleshooting software errors. As a user, I want to be able to send the developer feedback I have when using the app without leaving the app, so that the developers can address my concerns. As a user, I want to see lists,

			buttons and controls organized in a clear, intuitive fashion, so that I can quickly figure out where to click/tap in order to navigate to features I want to use.
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Table 3. Stretch Goal

User Stories/ Features to be completed	Probability of Completion (High, Medium, Low)
Printing support for message transcripts	High
Port the client to iOS	Medium
Port the client to Windows PCs with WPF	Low
Dashboard for IT department to manage individual users who use the native client	Low

Table 4. Future Work

User Stories/ Features will not be completed
Porting the client to Linux with Qt
Proactive, intelligent auto message completion

Customer Feedback

Twice per semester, the instructors will request feedback from the customer on the student team's progress. The midterm assessment allows the instructors and customers to monitor student participation, and if needed, provide corrective action. If the customer is concerned about the team's performance, the customer may contact the instructors at any time. The final assessment each semester is treated as official feedback which factors into the students' final grades.

The customer's feedback on the team's performance will address the following areas:

- Professionalism
- Communication
- Timeliness
- Quality of deliverables
- Assessment of prototype (first semester only)
- Assessment of final product (second semester only)