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October 17, 2016

Mr. John Brown

CIO, eVents

3 Elcot Ln

Spring Hill, QLD 4000

Dear Mr. Brown

The purpose of this letter is to thank your team for their continued support throughout the process of developing the desired product for the Community Organisation. We write to you in order to address any issues believed to be present in the current product, and some possible actions that can be taken to hopefully fix these issues in the future. Also discussed are the procedures and components of the product that were expected to be delivered and the expected level of expertise required for this product.

Upon arrival the development team made it clear that they were having technical difficulties with the presentation screen, through no fault of their own. The team was able to push forward with the presentation on a smaller laptop screen which made it difficult to view finer details of the product, but could not be avoided. The team's ability to think quickly on their feet and still deliver a thorough demonstration of the product shows their level of preparedness for the presentation.

Of the 48 agreed upon user stories to be delivered for the final product, 23 of them currently haven't been delivered or are incomplete. As this isn't the final product, having some incomplete deliverables is tolerable as they have attempted to adhere to the sprint plan. However, 23 incomplete deliverables this close to the deadline is concerning, and raises doubts

about the team's capabilities. It is possible that your development team may not be using the user stories to guide the development of the product; rather, they are allocating their time to other quality of life features, instead of pursuing the agreed upon development plan.

Of the delivered sprint plan user stories, some weren't complete to the same standard as the others. For example, the user story that allows users to create their own events was only partially delivered and did not work. The donations option did not have any alerts or payment confirmation, and all alert boxes were quite jarring in appearance, in comparison to the rest of the product. It is understood that not everything can be completed perfectly, however these user stories were part of the agreed upon user stories to be delivered, and as such, were assumed to be delivered with the expected quality.

The development team was able to demonstrate that they were confident that the completed user stories would be able to pass all proposed acceptance criteria. Due to this, the product was able to be delivered and demonstrated to a high level of detail. As stated earlier in this letter, the development team appears to be taking the course of the product into their own hands, and large deviations to the user story structure is apparent. Despite this, there are no major negative impacts on the product's functionality, and as such, the product does deliver a minimum viable product, though on a slightly deviated path.

The presentation made by the development team was made at the appropriate level for the primary stakeholders to accurately grasp the technical side of the product, as well as fully appreciate the aesthetics of it. The system architecture was introduced during the presentation, and it was stated that the servers being used are an apache server, a php5 server, and a mysql server being run on a windows platform. The development team also stated that they were using an SMTP mail server that forwards to gmail, however the rationale behind choosing this system architecture was not touched on. It can be concluded that the system architecture chosen is suitable for this product as they are easy to use, readily available, and allow for fast and reliable scaling.

Although the development team encountered minor technical difficulties during the demonstration, they were able to find a solution and were able to push forward with the presentation. It was apparent during the demonstration that some of the processes within the product need to be streamlined, as the web page had to be opened and closed multiple times in order to demonstrate the process of password resetting. In addition, a browser crash occurred during the demonstration, however the team was able to effectively move forward and continue. An error that was distinguished by our team was how the pop-up notification boxes were approached. The pop-up alerts were sub-par in the overall comparison to the rest of the product. Additionally there were issues with the donation function as it would not allow the user to confirm or cancel their donations, or receive a notification of their donation.

The sweeping confidence of the speaker was very impressive, and instantly quashed any harboured concerns about the product possibly being underwhelming. The speakers extensive

knowledge of the product was evident, as all explanations that were provided were spoken with a clear understanding that could not be matched by other members of the team. We are pleased to note that the delivered product had minimal issues during the demonstration. Although, it has been taken into consideration that the development team has somewhat gone astray from the proposed user story development plan. In addition to this, three errors arised; password resetting via email was not streamlined, the screen malfunction, and the browser crash. It is understood that these errors were unpredictable and thus, unavoidable. However, preparation in advance may have identified these issues and rectified them.

The development team did an excellent job of covering all aspects of the presentation, leaving us short of questions. However, the questions presented to the team, were answered confidently and respectfully. It has been concluded that there was minimal involvement from the most of the team members in the development of the product. This assumption has been made as some team members demonstrated an absence of understanding regarding the product. To achieve long-term positive results, full team engagement in the product development is encouraged.

Overall we appreciate the amount of effort that has been focused on developing a feasible solution for the proposed project, despite some of the effort being directed to the wrong user stories. Although full focus was not applied on the mandatory user stories, other aspects of the product were still impressive, particularly in regards to the design and navigational features. It is highly recommended that the team evaluates and resolves the issues encountered and through the feedback provided during the demonstration. We look forward seeing your team make further progress with your upcoming sprint plan.

Sincerely,

Bill Wiley
CEO, On The Spot Delivery