# 关于大作业1

## 案例

远程存款收集

1、Recently, several banks have started offering customers remote deposit capture.

最近一些银行远程存款服务。

With this new service, customers do not have to physically go to banks or ATM machines to

deposit checks anymore.

利用这项新服务，客户不用实地去存支票了。

Instead, they can send checks as a scanned image through an Internet portal provided by the bank.

这样，他们可以通过银行网络门户发送支票扫描图了。

2、This technology can save banks and customers time and money making the transactions.

这项技术可以为银行和客户在交易的时候节省时间和金钱。

Blue Bank is considering implementing this new service.

蓝色银行正在考虑实施这项新服务。

3、To use it, customers need a remote capture account with Blue Bank.

要使用它，客户需要蓝色银行的远程存取账号。

In addition, they can either download an app on their phone or they need to install a browser plugin to use any general purpose scanner attached to their computer.

另外，他们可以在手机上下载应用程序，或者使用安装浏览器插件以及扫描仪的

计算机。

The customer will be prompted to install the browser plugin when customer tries to deposit checks using bank’s internet portal.

当客户用支票存款时，银行的互联网门户会提示安装浏览器插件。

4、Once the account is established in the system and customer has setup the mobile phone or browser plugin, customers will be able to scan all of their checks anytime and anywhere by using the bank mobile app or by accessing the bank’s Internet portal,logging in, and scanning the checks.

客户一旦创建账户，他就可以用手机或者装了浏览器插件并有扫描功能的电脑随时随地地登录账号并扫描支票。

5、The service should be as easy as sending an attachment in an email.

该服务应该像在电子邮件中发送附件一样简单。

Of course, this new application has to be very reliable, secure, and easy to use.

新的应用程序必须非常可靠，安全且易于使用。

It must be integrated into the current Blue Bank Web site, and the Web site must also provide the ability for customers to purchase the general purpose pre-tested scanners.

这个功能必须被整合到当前的蓝色银行网站，并且该网站还必须为客户购买的通用预测试扫描仪提供能力支持。

6、Blue Bank will set up the scanner-purchasing ability with several appropriate hardware vendors and sell the devices at its physical banks as well.

蓝色银行需要同一些合适的硬件供应商建立关系，并能够在实体银行销售这些设备。

7、Blue Bank is not sure yet what to charge for the scanners or service.

蓝色银行还不确定是否要为扫描仪或服务收费。

The Website will also provide online technical support and instructions showing customers how to setup and use the new scanner and service.

该网站还将提供在线技术支持和说明，向客户展示如何设置和使用新的扫描仪和服务。

Support will be provided 24/7 via the Web site and telephone.

支持将通过网站和电话全天候提供。

8、Several managers at Blue Bank are not sure that they should invest in remote deposit capture.

蓝银的几位经理不确定他们应该投资远程存款项目。

The bank prides itself on being customer-oriented, having several large bank buildings, ATMs and remote bank sites in many grocery stores, primarily throughout the Midwest.

该银行以客户为导向，拥有多家大型银行大楼，自动取款机，在许多杂货店拥有远程银行网点，主要遍及中西部地区。

Many of its customers have banked with Blue Bank their whole lives, but less than half of them use any of its current Internet banking services.

它的许多客户一生都在蓝银银行存款，但其中不到一半的银行使用其现有的网上银行服务。

9、The new VP of IT was hired to prepare Blue Bank for the future and to reduce the loss of younger customers who have moved to banks that are more progressive.

新的IT副总裁被聘用为未来的蓝筹银行做准备，并减少已经转移到银行的年轻客户的流失。

10、Initial estimates suggests that the project will take 6 months to complete and cost about $500,000.

初步估计表明，该项目需要6个月才能完成，花费约50万美元。

Annual operating costs would be about $150,000 per year for three years.

三年的年度运营成本每年约为150,000美元。

Estimated benefits are about $400,000 per year for three years.

三年的预计收益约为每年400,000美元。

11、Harold Johnson, the project sponsor, had told you that you will be leading this project and it is important to finish on time and within budget, but it is even more important to provide a high-quality service and avoid any potential technical or user problems after implementation.

项目发起人哈罗德约翰逊曾告诉过你，你将领导这个项目，并且按时完成预算是很重要的，但提供高质量服务和避免任何潜在的技术或用户问题更为重要实施后。

Blue Bank wants to attract new customers with remote deposit capture and avoid losing current customers, so quality and customer service is key.

蓝银希望通过远程存款吸引吸引新客户，避免失去现有客户，因此质量和客户服务是关键。

12、The team to work on this project has 4 developers, 2 testers.

参与该项目的团队有4名开发人员，2名测试人员。

Most of the developers and testers has offices on different floors of the building and generally works in their office.

大多数开发人员和测试人员在不同楼层都有办公室，并且通常在办公室工作。

13、The team members have some experience in web development but none in mobile development.

团队成员在网络开发方面有一些经验，但在移动开发方面没有。

Nobody on team has performance testing experience or User experience expertise.  
团队中没有人拥有性能测试经验或用户体验专业知识。

Also, since this is the first agile project for the team, they are not familiar with engineering practices like automated testing, continuous integration, etc.

此外，由于这是该团队的首个敏捷项目，因此他们不熟悉自动化测试，持续集成等工程实践。

14、The Business stakeholders who wrote the high level vision for the mobile application are going to help refine or define the user needs.

为移动应用编写高层视觉的商业相关者将帮助完善或定义用户需求。

They currently sit in different building.

他们目前坐在不同的建筑物中。

They are working on writing detailed requirements and planning to hand-off to you in 2 weeks.

他们编写详细的需求，并在两周左右给你提交一次。

15、Your peers have suggested that you want to be sure that the project will please key stakeholders, in particular Harold, the project sponsor, and Tricia, the VP of Marketing.

您的同事建议您确定该项目会让主要利益相关方，特别是项目发起人Harold和营销副总裁Tricia获得满意的结果。

Both of these senior managers are very aware of customers’needs, so it is important that the new service is stable, secure, and easy to use.

这两位高级管理人员都非常了解客户的需求，因此新服务的稳定性，安全性和易用性至关重要。

16、They both want the remote deposit capture capability to be ready as soon as possible so the company can start promoting this new service.

他们都希望远程存款功能能尽快做好准备，以便公司可以开始推广这项新服务。

17、High Level Vision : Here are the High Level Vision for the Remote Deposit Capture。

高级视图：这是远程存款的高级视图。

18、Using the new mobile app, Blue Bank customers can:

使用手机APP，蓝色银行客户端浏览器：

a. Download an app for iPhone, android phones, windows phones

为iPhone，Android手机，Windows手机下载应用程序

b. Login in the app using their internet portal account or identify themselves using other authentication methods.

使用其互联网门户帐户登录应用程序或使用其他身份验证方法验证自己。

c. View balance of their accounts

查看其帐户的余额

d. Deposit checks to deposit account

把支票存入帐户

i. take secure/fraud proof pictures of checks (back and front)

采取安全/防欺诈的支票图片（前后）

ii. enter details of the check - like amt

输入支票的详细信息 - 如amt

iii. Select account to deposit

选择账户进行存款

iv. validate check image against the entered details

根据输入的详细信息验证检查图像

v. deposit the e-check into the bank account

将电子支票存入银行账户

e. Provide opportunity for bank to share new offers and promotions to customers.

为银行提供分享新优惠和促销活动的机会。

19、New browser plugin should support:

新的浏览器插件应该支持：

a. Secure/fraud proof scanning of checks

支票的安全/欺诈证明扫描

b. Support IE, Firefox, Chrome and Safari

支持IE，Firefox，Chrome和Safari

c. Add support for pre-approved supported scanners.

添加对预先认可的支持扫描仪的支持。

d. Work with other scanners that supports ISO protocols for scanners.

与支持扫描仪ISO协议的其他扫描仪协同工作。

e. Work seamlessly with pre-approved supported scanner

与预先认可的支持的扫描仪无缝协作

20、Changes to bank’s internet portal will allow Blue Bank customers to:

对银行互联网门户的更改，将使蓝色银行客户能够：

a. Create / update / delete deposit account

创建/更新/删除存款账户

b. Scanning checks using the browser plugin (back and front)

使用浏览器插件扫描检查（前后）

c. Deposit e-check to deposit account

将电子支票存入帐户

○ Enter details of the check - like amt

输入支票的详细信息 - 如amt

○ Validate check image against the entered details

根据输入的详细信息验证检查图像

## 说服

蓝色银行一直使用传统的瀑布方法来提供IT项目。哈罗德约翰逊和公司领导层建议你也使用传统的方法来构建软件。你有一个不同的想法。你认为敏捷对于这种情况会更好。

在下面的空白处，向哈罗德说明为什么我们应该转向敏捷（解释为什么使用敏捷对于这个项目/情况来说是更好的选择）。请务必引用案例研究文本来支持您的观点。

## 关于利益相关者的参与

假设哈罗德喜欢你的论点，并同意在这个项目上继续敏捷。哈罗德在回信中要求进一步指导如何前进。请回复以下内容：

关于这个团队如何运作以及关键利益相关者如何互动或参与这个项目，有什么事情需要改变。（提示：正如你所知道的，为了敏捷取得成功，有一些先决条件，它也给领导/业务利益相关者带来了某些挑战）

该团队是Agile的新成员，并且基于敏捷获得成功的先决条件，请说明您和您的团队是否需要帮助或培训等。如果没有，请说明。

## 有一些需要改变的部署

哈罗德对你的回应印象深刻，并在前两次答复中批准了你的所有建议。然后，他重新评估了成功的关键标准，并询问他和他的管理团队是否应该期望在跟踪和状态更新方面与本项目不同。

在案例研究中是否存在需要更改/管理的项目限制，因为您将使用敏捷，并且在敏捷中，计划，估算和跟踪发生的方式不同？

提示：案例研究意味着围绕成本，时间表以及需要管理/更改的其他因素的某些项目限制/期望。