

8th May 2017

Client Team (9)
Alisara Alcaide, Jungwoo Lee
Sean McGill, Tauroa LeSueur
n8307245, n8441626, n9181342, n9295925

Developer Team (1)
Lachlan Ford, Cameron Thompson
Shane Elford, Christopher Littlewood
n9403442, n9736395, n9192905, n9683674

Dear Lachlan, Cameron, Shane, and Christopher,

Thank you for your recent presentation of the current property management website under development. We, the clients, are writing this letter to provide constructive feedback for your team in regards to the user experience that is demonstrated in the current version of the system, along with the technical work that has been completed so far. Feedback will also be provided on the developer's team process.

The developer team were able to provide a sound demonstration of their website. It was evident that your team was prepared as you gave us a thorough run-through of your current system. Prior to the demonstration, your team went through all of the user stories. It may have been more effective if only the user stories relevant to the release plan for sprint one were discussed. This would have given us a better understanding of the features to be expected from the current system. The demonstration included an insight into the website's capabilities. Some features that were working included searching for properties and the owner having control capabilities. Other capabilities like 'messaging' and 'help centre' were not fully functioning yet. The developer team were able to confidently answer all of our questions during the demonstration.

While the developer team did deliver the majority of what was expected to be completed in sprint one; there were a number of tasks left incomplete. These incomplete tasks were due to unexpected difficulties in relation to the database - however an insightful demonstration with 'hardcoded' webpages was still presented. This offered a visual representation of the expected function of the website. In regards to the acceptance criteria of each user story of sprint one, it was evident that those of the completed stories had all passed. The developer team gave reassurance that the incomplete tasks from sprint one would have no problem passing the acceptance criteria once they were complete. Slight deviation from the sprint plan was solely due to the fact that difficulties arose, halting the progress in the required tasks of the project. We have been assured that once the difficulties have been mitigated; the project development will be back on track as per planned.

The development team produced an insightful presentation targeting the right demographic; the stakeholders. It was evident that your team chose to go for a very reasonable and industry standard system architecture. The front end of the website (the user interface) consisted of HTML and CSS while the back end of the system (the database) consisted of PHP. This specific architecture you have chosen is most suitable for the project at hand and it is used for similar applications throughout the entire industry. Although this architecture was best suited, there was a small yet major technical difficulty which arose. The database presented an XML

parsing error: 'target file is empty'. This error denied access to the entire database, rendering much of the system stagnant, and its UI. However due to some appropriate 'hardcoding', the demonstration was still completed, providing us with an insight into the functionality of the system.

We identified key areas of improvement for sprint two. This includes assigning each of your team members a role or task to explain in the presentation. By doing so, the presentation will be more coherent and in sync. Some of the presenters lacked a little confidence about the product being presented and in particular, one team member had no participation in the presentation. This demonstrated a lack of involvement from all members of the development team and discouraged confidence from us, the client team, in the project. Your team conducted the presentation in a professional manner. You have clearly explained each area of the property development website that had been completed. Each of our questions regarding the website design and functionality were confidently answered and all explanations were clear.

Yours Sincerely

Client Team (9)
Queensland University of Technology
Alisara Alcaide, Jungwoo Lee, Sean McGill, Tauroa LeSueur