**Conclusion**

What have you achieved?

/It was decided to use UP and SCRUM. These two methods of working were practised by doing iterations with great results. They allowed to save a lot of time that could have been wasted by working in a group by using untested methods. This in return resulted in implementation of a software that covers concurrency, parallelism, database and complex code. /

Team members put UP and SCRUM to practice by doing iterations. Implementing a new software that covers concurrency, parallelism, database and complex code. Working together as a group with each one with an individual task to cover.

To which level have you solved the problem from the problem statement?

Automation and management of a business workflow enhances customer satisfaction and quality service provision. This is proved by implementation and production of the main deliverable. For example, previously information about customers, employees and suppliers had to be accessed from excel spread sheets. But now the new software handles all this information and it can be easily created, updated and accessed from the graphical user interface. In doing this; less time is spent, information is easily accessible and this translates to high quality service. This proves that automation and management of workflow does enhance satisfaction of the customers and quality of service provided.

Were your methods and technology appropriate? Why? Why not?

Methods and technology used were appropriate for this case. The lecture topics covered in class were used as a guideline in formulating ways to handle this project. It has helped the team in terms of clarity and efficiency in solving the problem.

Was your used process appropriate? Why? Why not? Lesson learnt?

The process used can be classified as appropriate. The defined rules and regulations stated before and within the project scope were adhered to. However, some difficulties were encountered. Under estimation of time to be spent on the whole project pushed back the overall progress, though not too significantly.

It is important to always plan ahead and use the available time to the maximum to avoid delays which may later cascade into other iterations. This ensures that the defined scope and deliverables are achieved within the set time.