North East University Bangladesh

Department of Computer Science and Engineering



**Doctor Appointment System**

**By**

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# Project Description

The Doctor Appointment System is a revolutionary web-based solution that streamlines the process of scheduling medical appointments for patients. By leveraging the power of technology, this system provides patients with the flexibility to search for and book appointments with doctors online, without the need to wait in long queues or make phone calls.

With an intuitive user interface and easy-to-use features, the Doctor Appointment System offers patients an unparalleled level of convenience. The system includes an admin panel for managing the system, a registration and login system for patients and doctors, patient and doctor profiles, and a department-wise list of doctors. Patients can also use a filter option to find expert doctors, view their location, timetable, and schedule.

The system ensures that patients are informed about their upcoming appointments via appointment notifications and even provides both consultant and emergency services for their needs. The system also offers a review option for patients, allowing them to provide feedback on their experience, which can help the doctors to improve.

In conclusion, the Doctor Appointment System is more than just a booking platform. It eliminates the need for traditional appointment booking methods, making it more convenient, efficient and accessible for both patients and medical staff.

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# CHAPTER 1 INTRODUCTION

The Doctor Appointment System is an online platform that simplifies the process of scheduling medical appointments for patients. It offers a user-friendly interface, advanced features and easy booking options for patients to search for available doctors and book appointments at their convenience, without any wait time. This system aims to improve patient satisfaction and make the process of booking appointments more efficient for both patients and medical staff.

## Project Motivation and Target User Groups

One of the main reasons we chose this project is because of the increasing demand for online medical appointment scheduling systems. With the rise of technology, patients are looking for more convenient and efficient ways to schedule appointments with doctors. Additionally, the current COVID-19 pandemic has further highlighted the need for a system that allows patients to schedule appointments online, in order to reduce the risk of exposure to the virus.

The Doctor Appointment System is designed to benefit a wide range of users, including patients, doctors, and clinic staff. Patients will be able to use the system to search for available doctors and book appointments online, which can save them time and increase their access to medical care. Doctors and clinic staff will also benefit from the system, as it will help them to manage their schedules more efficiently and reduce the workload of answering phone calls and scheduling appointments manually. Overall, the system is designed to improve the patient experience, increase efficiency for medical staff, and make the appointment booking process more convenient for all users.

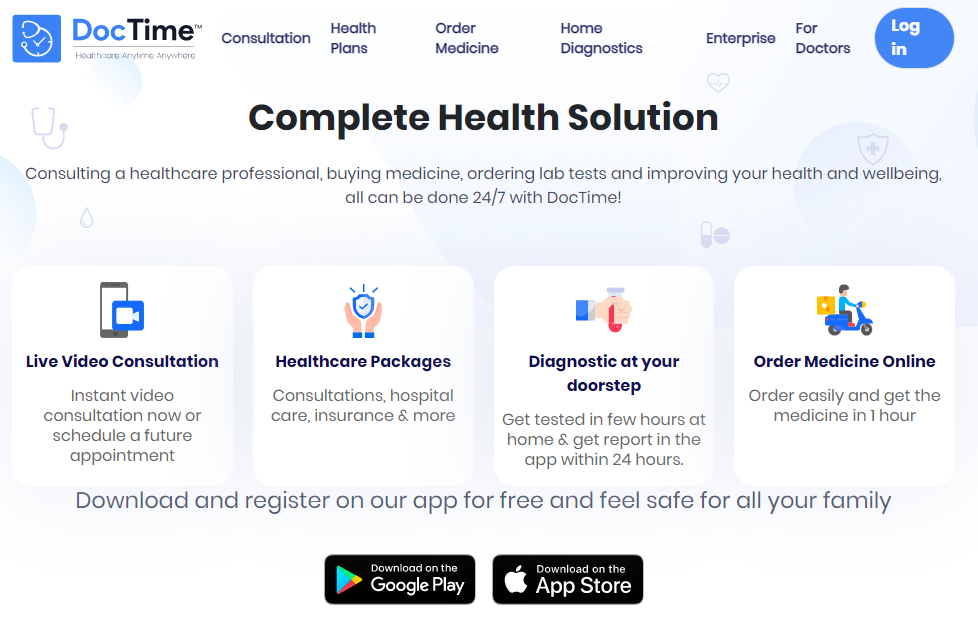
## Similar Products and their features

Similar products and their features refer to web-based platforms like Doctor360.com.bd, doctime.com.bd, which offer similar functions as the Doctor Appointment System, such as online appointment booking, doctor's profile, timetable, location, ratings and other healthcare services.

### Similar Product 1

Doctor360.com.bd is a similar website to the Doctor Appointment System. It's a digital healthcare service in Bangladesh that provides patients with the ability to search for available doctors and book appointments online. This platform allows patients to find the right doctors and schedule appointments according to their convenience. It also provides a feature of online consultation, medicine delivery, and telemedicine consultation. Patients can also use the platform to view doctor's profile, timetable, location, and ratings. Additionally, the site offers a mobile application for patients to access the services from their smartphones.

### Similar Product 2

Doctime.com.bd is a similar website to the Doctor Appointment System, it's an online platform for healthcare services in Bangladesh, which enables patients to search for available doctors, book appointments and get the information about doctors such as their profile, location, timing, fees, and ratings. This platform can help patients to get an appointment from any doctors from any location, also offers telemedicine consultation feature and also has a mobile application for easy accessibility. It is designed to provide a convenient and efficient way for patients to schedule appointments and access healthcare services

#### Figure 1: Sample page of Doctime.com.bd

## Features of our product as Requirements:

The Doctor Appointment System includes a variety of features to meet the requirements of patients, doctors, and clinic staff. Some of the key features of our product include:

**Admin Panel**: Allows administrators to manage the system, such as adding or removing doctors, approving patients and doctor profiles, etc.

**Registration and Login system:** Allows patients and doctors to create profiles and access the system.

**Patient and Doctor Profiles:** Provides detailed information about patients and doctors, such as contact information, medical history, and qualifications.

**Department-wise list of doctors**: Allows patients to search for doctors based on their specialty or department.

**Filter option for expert doctors:** Allows patients to search for doctors based on specific criteria, such as experience, location, or rating.

**Doctor Location and Timetable**: Allows patients to view the location and availability of doctors.

**Appointment notifications:** Sends patients reminders and confirmations for their upcoming appointments.

**Doctor Schedule based on patient:** Allows doctors to manage their schedules and view upcoming appointments.

**Consultant and Emergency services**: Allows patients to seek medical assistance in case of urgent needs.

**Review option:** Allows patients to provide feedback on their experience and rate the service provided by the doctor.

These are some of the key features of the Doctor Appointment System that aims to make the process of booking doctor appointments more convenient and efficient for patients, while also helping medical staff to manage appointments more effectively.

### Functional Requirement:

Functional requirements are specific features or capabilities that the Doctor Appointment System must have in order to meet the needs of its users. Here are some examples of functional requirements that the system might need to meet:

**User registration:** Patients and doctors must be able to create profiles and register for the system.

**Appointment scheduling:** Patients must be able to search for available doctors, view their schedules and book appointments online.

**Doctor information:** Patients must be able to view detailed information about doctors, such as their qualifications, experience, and ratings.

**Search and filter options**: Patients must be able to search for doctors based on criteria such as location, specialty, and availability.

**Appointment & confirmations:** Patients must receive reminders and confirmations for their upcoming appointments.

**Consultation:** Patients must be able to seek medical advice remotely via telemedicine feature

**Rating and review system:** Patients must be able to rate and review the service provided by doctors.

**Admin panel:** Administrators must be able to manage the system and approve patient and doctor profiles.

**Secure login and data encryption:** The system must ensure that patient and doctor data is kept secure and private.

These are just a few examples of functional requirements that the Doctor Appointment System might need to meet. The exact requirements will depend on the specific needs of the project and the users that will be using the system.

### Non-functional Requirement:

Non-functional requirements are characteristics of a system that do not describe specific functionality, but rather the overall performance, scalability, security, and other attributes of the system. Here are some examples of non-functional requirements that the Doctor Appointment System might need to meet:

**Performance:** The system must respond quickly to user requests and be able to handle a large number of concurrent users.

**Scalability:** The system must be able to handle an increasing number of users and appointments over time.

**Security:** The system must protect patient and doctor data from unauthorized access and ensure compliance with relevant data privacy regulations.

**Usability:** The system must be easy to use and understand for patients and doctors of all ages and technical abilities.

**Reliability:** The system must be available and functioning correctly at all times to ensure that patients can schedule appointments and access healthcare services as needed.

**Maintainability:** The system must be easy to maintain and update over time to ensure that it continues to meet the needs of users.

**Compliance**: The system must comply with relevant healthcare regulations and industry standards..

**Flexibility**: The system must be able to adapt to changes in requirements or new technologies over time.

These are just a few examples of non-functional requirements that the Doctor Appointment System.

# CHAPTER 2 REQUIREMENT ANALYSIS

Requirement analysis for a Doctor Appointment System involves identifying and defining the functional and non-functional requirements for a web-based platform that allows patients to schedule appointments with doctors online. This process begins by understanding the needs of patients, doctors and determining how the system can meet those needs. The goal of requirement analysis is to ensure that the system is designed and developed to meet the specific needs of the users. This information is then used to create a detailed understanding of the system's objectives, constraints, and functional and non-functional requirements.

## User Roles

Table 1: User Roles Table

|  |  |
| --- | --- |
| **User Types** | **Description** |
| Unregister User | We refer to people who are not logged in as unregistered users. They can view the profiles of the doctors and other sections. But they cannot book appointment. |
| Patient | They can create their profile and visit the profiles of the doctors and other sections. They can book appointment also. |
| Doctor | Doctor can create their profile. They can update their bio data. |
| Admin | The administrator will accept any attempts by non-registered users to create profiles or log in to the website. The administrator will control all of our website's activities and features. |

## Product Backlog Items:

Write product backlog items as several user-stories (remember that user-stories are what user wants to do with the website). For each user-story, create a card. The card will have two faces – front face and back face. Front face will contain user-story, estimation, priority and optionally annotation. Back face will contain acceptance tests (observe carefully how acceptance tests were designed in the below template). The template you will use to create your user-stories is the following:

|  |  |
| --- | --- |
| **User Story** | **Acceptance Tests** |
| Unregistered users are able to access the main page and the doctor's profile. The user can visit the FAQ area and view top-rated doctors. Unregister user can take consultant service from the admin. |  |
| Unregistered user can register in our website. After successfully registration, the registered user can login. | 1. Leave an input field blank (fail). 2. Using banned email or existing   email. (fail)   1. Using an already used Username (fail). 2. SQL injection (fail). 3. Photograph size is huge (fail). 4. Correct username, password   during login(pass)   1. Incorrect username only, incorrect   password only, incorrect both at  login (fail) |
| Registered user can update the profile. That user can book an appointment of a doctor. The registered user can consult with the doctor and added to that, admin.  The patient and doctor can create their profile. After successfully registration, they will be able to login in the website. And they can update their profile information. | Large size photo (fail) |
| Any non-registered users and doctors may be approved by the admin. The website's administrator has full access and can change any user information. Admin can delete any user or doctor’s profile. | Every user needs to approval from admin after creating the profile. Without approval user can’t take appointment from the doctor. |
| In patient profile section patient can give some health data (BP, heartbeat, diabetic’s level). After analyzing these data the patient will notified about his health condition.\* | Leave an input field blank(fail). |
| There will be several categories of the doctor. The patient can view department wise doctor list. | 1. Unregister user can view doctor category (pass)  2. Register user can view doctor category (pass) |
| By using the doctor service, the patient can give rating to the doctor. It will help to the patient for searching top rated doctor. | 1. Unregister can give rating (fail)  2. Register user (patient) who has taken appointment can give rating (pass) |
| While fileting the doctor’s, the patient can find nearby doctors by comparing the patient location. | A nearby button is available on our website. When a patient clicks the button, nearby doctors are displayed. It will work if the patient's location is correctly submitted; otherwise, it will not (fail to check nearby doctor). |
| In the doctor’s profile, there will be show a number that has been booked by the patient including patient list and by clicking patient ID doctor can visit that patient profile. |  |
| There will be a landing page where patient can see top rated doctor’s time schedule. |  |
| The patient will get a notification after booking the appointment. The notification can be sent through the mail. |  |
| The patient can communicate with a doctor or a service agent as a consultant service. |  |
| There will be a section/button for emergency case. Here the patient can take appointment immediately from the available emergency doctor. | 1. Blank health issue (fail)  2. Not selecting a doctor (fail) |
| The patient can provide review according to the doctor service. |  |
| When users not well known to the system of our site. These, user can easily take appointment by submitting an appointment form. | 1. SQL injection (fail)  2. Blank inputs such as name, age,  health issue (fail)  3. Not selecting a doctor (fail) |
| In the FAQ section, the user can get his desired question answered. |  |
| After taking the appointment, the patient will pay the appointment cost as a e-banking. | 1. Blank transaction-ID for payment request (fail)  2. Blank bKash number for payment request (fail)  3. SQL injection (fail).  4. Blank Appointment Code (fail).  5. SQL injection. (fail) |

# CHAPTER 3 PLANNING

Write an introductory paragraph here.

## Scrum Increments

In total, you will create 4 Scrum increments to be presented respectively in – 4th year 2nd semester pre-presentation, 4th year 2nd semester final presentation, 4th year 3rd semester pre- presentation, 4th year 3rd semester final presentation.

### Scrum Increment #1

Modify the below table:

#### Table 2: Scrum Increment #1

|  |  |
| --- | --- |
| User Story | Responsible Member |
| A come-and-go customer should be able to  place an order. | Abdullah |
| An order for a come-and-go customer should  be completed within 90 seconds (constraint). | Abdur Rahman |
| A come-and-go customer should get a tracking  number to know status of his ordered item. | Abdur Rahman |
| A registered customer can create his profile. | Abdur Rahman |
| A registered customer can update his  information. | Abdullah |
| A registered customer can order platters from  top sales list or recent items list. | Abdullah |
| A registered customer can enter a certain  amount and see what food packages available in that price range. | Abdur Rahman |
| A registered customer can his previous order  history. | Abdullah |
| A registered customer can rate food items or  platters. | Both |

|  |  |
| --- | --- |
| A registered customer can provide written review for a single food or each item of a  platter that he ordered before. | Both |
| The list goes on…………………….. | …… |

### Scrum Increment #2

Modify the below table:

#### Table 3: Scrum Increment #2

|  |  |
| --- | --- |
| User Story | Responsible Member |
| A come-and-go customer should be able to  place an order. | Abdullah |

### Scrum Increment #3

Modify the below table:

#### Table 4: Scrum Increment #3

|  |  |
| --- | --- |
| User Story | Responsible Member |
| A come-and-go customer should be able to  place an order. | Abdullah |

### Scrum Increment #4

Modify the below table:

#### Table 5: Scrum Increment #4

|  |  |
| --- | --- |
| User Story | Responsible Member |
| A come-and-go customer should be able to  place an order. | Abdullah |

Each table here was created following similar structures with other tables of this document (75% size, center aligned).

## Sprint Backlog Items:

Write sprint backlogs only for those user-stories which will be done jointly between both members. If there is no joint work in your project, then you can skip this section altogether. A simple format for writing sprint backlogs is given below. If your sprint time is more than 4 days, then add columns to the right of the table.

#### Table 6: Sprint Backlog for Food Rating

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Online Restaurant – **Sprint 5** | | | | | | | |
| Sprint Days: **July 18 – July 21** | | | | | | | |
|  | | | | Hours of Work Remaining | | | |
| **Product Backlog** | **Tasks** | **Task Owner** | **Initial Estimate** | **Day 1** | **Day 2** | **Day 3** | **Day 4** |
| A  registered customer can rate food items or platters. | Design business logic | Abdullah | 1 | 1 | 0 | 0 | 0 |
| Talk with Mr. Chowdhury | Abdur Rahman | 1 | 1 | 0 | 0 | 0 |
| Design the UI and Implement the Front end | Abdullah | 2 | 2 | 1 | 0 | 0 |
| Implement the Back end | Abdur Rahman | 3 | 3 | 3 | 2 | 1 |
| Automate Unit test | Abdullah | 2 | 2 | 2 | 2 | 1 |
| Automate Integration Test | Abdur Rahman | 2 | 2 | 2 | 2 | 1 |
| Write Documentation | Abdullah | 1 | 1 | 1 | 1 | 1 |
| Total | | 12 | 12 | 9 | 7 | 4 |
| Another Story (If several stories are handled in one sprint backlog) | Tasks | | Same | … | … | … | … |

There could be multiple sprint backlogs in your project. For each sprint backlog, create a table like the above.

To add captions to a table: Select the table, go to the References menu, choose “Insert Caption”, from label select “Table”, from position select “Above selected item”. The caption will be inserted as Table 1. Then you can enter the table name after the text. To update list of tables after you have inserted each of these, go to the “List of Tables” page of this document. Right click on the list, select “Update Field”.

# CHAPTER 4 MODELING AND DESIGN

Write an introductory paragraph here. For all diagrams in this section, use the UML notation.

## The Entity Relationship Diagram

Draw your ERD here. Drawing ERD is a mandatory part of your project.

## Class Diagrams

Your project may have 40-50 unique tasks. However, drawing class diagrams for all tasks would be very difficult for you. Therefore, pick 5 most important task of your project. To pick tasks, take guidelines and approval from your supervisor. For each of these tasks, show their respective class diagrams.

Another important thing you should keep in mind. For any project, there are two types of class diagrams. The first type comes from Forward Engineering, which means creating class diagrams before starting to code. The second type comes from Backward Engineering, which means creating class diagrams after coding is finished. In your 4th year 2nd semester, all your class diagrams should be forward engineering sketches that gives you (and us) an overall idea of how you are going to code your solution. In your 4th year 3rd semester (final term), all your class diagrams should be backward engineering blueprints that precisely describes how you coded each of the mentioned tasks.

Writing class diagrams is a mandatory part of the report.

## Sequence Diagrams or CRC Cards

Write either sequence diagrams or CRC cards here. Change the title accordingly. Find most important and interesting scenarios from use-cases of your project and use these scenarios to draw sequence diagrams of create tables of CRC cards. If you want, you can write your use- case diagrams here first and then write sequence diagrams or CRC cards.

Writing sequence diagrams is a mandatory part of the report.

## State Diagrams

Write state diagrams when one (or more) class(es) of your project has complex life-cycle behavior. If your project does not have these types of classes, then you can skip this section.

## Activity Diagrams

If your project has some very complex algorithms somewhere, then use activity diagram to explain that algorithm graphically. If your project does not have these types of algorithms, then you can skip this section.

## Other Diagrams

If your project requires any other types of diagrams, then you can draw these here.

Writing any diagram other than entity relationship diagram, class diagrams and sequence diagrams is optional.

# CHAPTER 5 CODING AND TESTING

Write an introductory paragraph here.

## Project Screenshots with Explanation

This section will show all your project screenshots. For each screenshot explain what it does, how user gets there and what happens when a user interacts with these screens.

## Testing:

This section explains your entire testing process. Create subsections for each type of testing and explain how you tested your codes in detail.

# CHAPTER 6 CONCLUSION

You will write your conclusion here.

Here, we however give you some other relevant details regarding your project.

## What should be done and When:

Here is a complete guideline outlining your responsibilities in each semester (each semester will have two terms – midterm and final):

|  |  |
| --- | --- |
| Semester | Your Tasks |
| 10th Sem – Midterm | * Prepare 3 project ideas in consultation with your supervisor. You cannot choose any project that has already been done before in the department. * Appear for the project acceptance presentation. The board will decide whether you can continue your presented project, or you would require   switching to a new one. |
| 1st Week of 11th Semester | * Submit this report file to the department with chapter-1, chapter-2 and chapter-3 completed except section 3.3-Sprint Backlog items. * This means, by the end of the semester, you must clearly define all your user stories (at least at the semi-epic level); broke these into increments; divide responsibilities of each member of the   group and so on. |
| 11th Sem – Midterm | * Complete your first increment and present it in front of your supervisor and the board. * Create a poster to explain your first increment. Instructions about writing this poster is explained in the section below. * During this state, some of your user-story may get   divided into smaller ones; some may get changed; |

|  |  |
| --- | --- |
|  | some new ones may get added. You do not need to submit your report file again during this time. However, prepare a document summarizing all the changes you have made during this period to your original proposal and submit this document to the  department. |
| 11th Sem – Final | * Complete your second increment and present it in front of your supervisor and the board. * Create a poster to explain your second increment. * Submit this report file again. This time, your report file should have all chapters completed. As for chapter-4 and chapter-5, you will include   everything you have done in increment #1 and #2. |
| 12th Sem – Midterm | * Complete your third increment and present it in front of your supervisor and the board. * Create a poster to explain your third increment. * You do not need to submit the report. However, submit a document that explains any changes you have made after the final presentation of your 11th semester. * This presentation will be considered as a pre- presentation to the final one. If your performance in the pre-presentation is unsatisfactory, then you will not be allowed to appear for the final presentation and your will receive an F grade in   this work. |
| 12th Sem – Final | * You can only appear for this presentation if you have passed your pre-presentation. * Complete your fourth increment and present it in front of your supervisor and the board. * Create a poster to explain your total project starting from the first to the fourth increment. * Submit this report file again. This is your final report submission. Chapters 1-3 may remain unchanged (or may change if you have changed   your user stories). Major updates will be seen in |

|  |  |
| --- | --- |
|  | chapter-4 and chapter-5. Include everything you have ever done from the first increment to the fourth increment here. Also write the chapter-6  conclusion now. |

## What should be included in the poster:

This is your guideline to write poster for your presentation:

|  |  |
| --- | --- |
| Semester | Your Tasks |
| 10th Sem – Midterm | * Instead of poster, you will present PowerPoint slides here. * One slide that explains everything about the   project you want to do. For template, ask the department. |
| 1st Week of  11th Semester | * No presentation. Only submit the report in both   DOC format and PDF format. |
| 11th Sem – Midterm | Poster Includes:   * A very small project description (3-5 sentences). * Tools and Technologies to be used (only key technologies) * A table outlining all user-stories of your project. * Another table outlining which user-stories was completed before this presentation and by whom. * The Entity Relationship Diagram of the project. * Front-end and Back-end of the first increment including all testing performed. |
| 11th Sem – Final | Poster Includes:   * A table outlining which user-stories was completed before this presentation (both first and second increment) and by whom. Make sure you highlight second increment’s part (you can colorize rows to highlight those). * All class diagrams and sequence diagrams/CRC cards. If you have included any other diagrams, then include these as well. Do not show ERD here. * Front-end and Back-end of the second increment |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | including all testing performed. | | | | |
| 12th Sem Midterm | | – | Poster Includes:   * A table outlining which user-stories was completed before this presentation (First, second and third increment) and by whom. Make sure you highlight third increment’s part (you can colorize rows to highlight those). * You do not need to show your ERD, class diagrams, sequence diagrams in this poster. * Front-end and Back-end of the third increment   including all testing performed. | | | | |
| 12th | Sem | – | Poster Includes: |  |  |  |  |
| Final |  |  | * Small project | description | with | tools | used |
|  |  |  | (maximum 3-5 sentence).   * A table outlining which user-stories was | | | | |
|  |  |  | completed before this presentation (all increments) | | | | |
|  |  |  | and by whom. Make sure you highlight fourth | | | | |
|  |  |  | increment’s part (you can colorize rows to | | | | |
|  |  |  | highlight those).   * Create four sections, each showing front-end, | | | | |
|  |  |  | back-end and testing part of all four increments | | | | |
|  |  |  | separately. This means, this poster has your | | | | |
|  |  |  | complete project.   * You do not need to add any other diagrams. | | | | |

Dates for all presentations and all report submissions will be announced by the department in each semester. Follow the noticeboard or contact your supervisor to know these dates.

# References

[1] Use references only if you need one. Otherwise you can delete this section.