

On The Spot
123 Crisscross Street, Brisbane 4000

September 8, 2016

Team52
President
123 Naught Street, Brisbane 4000

Dear Team 52,

First of all – we would like to thank you for meeting with us on Thursday to demonstrate the system. The fact you are keeping us informed makes us feel valued as clients and we thank you for that. We are happy with your progress; however, we have a few suggestions that we feel would benefit the project. This letter hopes to outline the areas we feel need work. This is simply to make our expectations clear and ensure the product moves in the anticipated direction.

You had the website running and the completed features were all of a high standard. However, we were concerned with how the product was demonstrated. We can't help but feel you were unprepared. This was evident in the limited number of speaking team members, as well as the issues that arose while demonstrating the website. With this being said, we were satisfied with the overall presentation, considering there were team members absent. Any technical issues that arose during the demonstration were quickly addressed, which proved your competence. We were happy that our questions were answered confidently and our feedback appeared to be taken on board.

At this point of development, we expected the website to be fully navigational along with the ability to create user accounts. Your team delivered these features and passed all of the acceptance criteria we had outlined in our previous consultation sessions. While there were a few navigational issues – some pages returned errors – the website was easy to understand and we believe our customers and staff will feel comfortable using it. You admitted to not having the phone delivery option completed and we appreciate the upfront explanation. We are happy with the direction you are taking the website and are confident you will continue to uphold this professional standard.

In regards to the look and the feel of the website, we felt that the front end template used was not "modern" and that the navigation and web forms were cluttered. We want the customer to know that we will deliver their product quickly and "cleanly" and the website should reflect this.

Another concern for us is a vulnerability our testing team discovered within the backbone of the product. They found a bug that allowed anyone to remove and edit user accounts without being logged in as 'Bill'. In one instance our testers were able to delete the administrator's account and create their own. After some research – we think it would be best if an admin user was hardcoded into the framework. This would prevent unauthorized entities from altering our database. We are confident this will be adhered to and tested before our next meeting.

We have a few more suggestions we would like you to consider:

- The 'My Orders' tab should only be visible when a user is logged in.
- Names with apostrophes should be allowed when creating accounts.
- After submitted a form – all incorrect fields should be shown in red.

While we did have a few issues with the product, we must stress that we are happy with your progress and believe you will deliver a final product that we, as a company, can be proud of. The look and feel of the website directly reflects our business and you have delivered everything that was promised for the first sprint. We hope you take our concerns into consideration and we look forward to seeing what you have for us at the next meeting.

Sincerely,

Team 51