PROJECT RETROSPECTIVE - TICKETING CHAT AI

What went well?

We prioritize effective communication as a key aspect of our team's dynamics. For instance, regular sessions were scheduled for the exchange and distribution of tasks among the developers, as well as a meeting to review the product owners' ideas for the forthcoming sprint. Despite our diverse backgrounds, team members have established seamless connections, fostering an environment conducive to open and transparent discussions. Additionally, the camaraderie within the team has led to a sense of joy in collaborative efforts, with everyone readily offering assistance to one another.

Moreover, our journey has been a valuable learning experience, particularly in the areas of Scrum methodology and software development practices. We have gained insights into the practical realities of agile team dynamics, providing us with a glimpse into industry workings and the daily routines of software developers. Notably, the AMOS project deviates from traditional academic endeavours by aligning closely with industry practices. Moreover, our exposure to new technologies has significantly expanded our skill sets. Frontend developers have tackled backend challenges, while their counterparts have delved into frontend intricacies, promoting a comprehensive understanding of software development. Additionally, we have explored current topics surrounding AI and acquainted ourselves with various approaches.

Professor Riehle's integration of lectures with practical sprint activities deserves commendation. This approach ensures that acquired knowledge is immediately applied, facilitating a seamless transition from theory to practical application.

What didn't go well?

We faced challenges obtaining the necessary resources from our industry partner, which slowed down the project progress. Hence, getting started with the project was rather difficult, mainly due to the resource issues and the lack of clear direction. Additionally, unclear feedback concerning the project at the outset made it hard to determine the estimated extent. This meant it was up to the POs to identify further useful features. This might have been attributable to the circumstance that the project was conceived by our industrial partner as a proof of concept, and it was made clear from the start that our outcome would not be further utilised. The latter sometimes had a negative impact on motivation within the team. Furthermore, despite assurances from the chair that our industry partner would provide expertise, they turned out to have little knowledge of the subject matter.

Room for Improvement

Future teams would greatly benefit from clearer initial guidance and commitment from industry partners, which would streamline development and ensure alignment with expected outcomes. It's crucial for partners to provide detailed requirements, resources, and ongoing support throughout the project. This includes sharing relevant data and insights, offering necessary tools and technologies, and being available for regular consultations and feedback. Such collaboration enhances the team's ability to deliver a high-quality product that meets or exceeds partner expectations.