

Customer Involvement Documentation

The client team -- "Late Comers" -- have been very active in the development of the project in all stages and areas. Client interaction is valuable as it gives the development team the opportunity to improve the project in ways they may not have realised. It also helps the project align with the client's expectations and ensure user stories are being implemented and followed in an appropriate and structured manner. This documentation will outline every aspect of the client's involvement in the project.

The client team has actively reviewed the development team's user stories. Their revision of these helped ensure the user stories are relevant and correspond to their expectations. The first instance of user stories revision occurred in the early stages of the project, where over a period of two weeks, the development team helped create, monitor and prioritise our user stories in respect to their needs. This would occur during tutorial classes and via email, and stopped when both parties agreed all user stories were complete, relevant and accurate. The facilitation of these user stories has not ended, however, as the development team reviews the client team's stories on roughly a fortnightly basis. During tutorial classes, and over Google docs, the development team were invited to inspect any changes made to the user stories to generate feedback based on these changes. Changes would usually include allocating user stories to different Sprints, to allow more time to complete more important user stories, based on the progression of the development team. From these reviews, the client team approved all acceptance criteria for Sprints 3 and 4. Feedback by the development team would usually suggest reverting, postponing or keeping these changes. Their insight on the user stories was valuable because the development team needed to understand the project through different perspectives.

User acceptance testing (UAT) was a crucial phase in the project development. The phase was engineered by the development team and guided by the client team. The client team was heavily involved to ensure that the user stories were working as expected and align with their expectations. Client interaction in UAT occurred in many stages of the project. In the Release 2 development phase, a member of the client team would regularly inspect the development team's project and test any new or changes made to user stories. For this to happen, the development team would notify the client team of important changes made to the project -- and invite them to test them. Changes to the project would be explained and demonstrated by debugging the project in Visual Studio. This would allow the client team representative to test these changes to ensure they satisfy the corresponding user stories and are fully functional. From this, they could deliver valuable feedback and insight on the implementation of these user stories. Client reception to these UATs was mostly positive, although were often critical about due dates not being met.

Client interaction has also been evident Release demonstrations surveys, and detailed peer reviews sent to the development team via email. Overall, client participation in the Package Delivery project has been consistent and valued for its important feedback.