# Customer engagement summary

* Our customer engagement has again occurred through the weekly tutorials
* We haven’t been able to tweak the system according to the customer’s feedback as much as we would’ve liked because we’ve had to concentrate on implementing basic functionality that we’d planned to have completed earlier
* When it became clear we would struggle to get much advanced functionality done, we used the priorities assigned to our stories by the customer to focus on refining the functionality that was most important to the customer like the accuracy of calculations and the types of results output
* We were able to include or change things as per the customer’s instructions, like outputting results without reloading the page, generating automatic percentages, allowing the Enter key to be used in place of clicking a button, providing an option to populate certain fields with industry standard values, and making other fields optional
* Again we’ve had to set new goals with the customer in terms of what to deliver when, and we’ve endeavoured to be honest about our progress
* This has been reflected in the changes to our iteration plans from what we’d originally planned when we were organising releases
* Our UATs have focused on making sure the system behaves the way the customer expects it or wants it to, including the types of results output and their formatting
* Unfortunately the customer wasn’t present at the meeting to cap our third iteration, but at that point we still had a good amount of functionality to implement that we knew the customer valued very highly
* Having our stories prioritised by the customer meant we always had a reasonable idea of what we should focus on to deliver the most value for the customer

# Process summary

* Overall we’ve improved our adherence to the agile process and extreme programming principles dramatically, but we’ve still faced huge issues that we haven’t wholly been able to overcome despite our efforts at adapting processes to better suit us
* We’ve stuck to producing iteration plans and thinking in terms of stories, and we’ve greatly improved our tracking of tasks completed which allowed us to get a better idea of how accurate our story point estimations were and plan our iterations accordingly
* We spent much more time in the latest release reviewing, discussing and refactoring each other’s code, which helped promote a shared understanding of the system, but it also chewed up lots of time and it was difficult to know when to stop trying to refactor and move on to new stories and functionality
* It was difficult to enforce the code review process outside of a shared working environment so not everyone engaged as much as they should’ve, but those who did definitely benefited from the experience and the system was better for it in the end in terms of promoting low coupling and high cohesion
* There was a mismatch of relative skills or abilities in the group and this led to more time being dedicated to code reviews and refactoring than what should’ve been necessary, but unfortunately this was difficult to avoid
* We embraced test-driven development much more than we did during the first release, leading to many more tests that could be used to recheck the integrity of the system
* The two biggest problems we’ve faced have been the mismatch in technical skills and the lack of accountability indicative of a group assignment in a university environment, and together they’ve adversely affected the quality of the system
* Our renewed focus on test-driven development and code reviews aimed to reduce the effects of the skills mismatch and engage more of the group members, but it also ate up more time that we couldn’t afford to keep losing
* The weekly stand-up meetings were somewhat successful in engaging group members if only for a short while, but more regular meetings would have made it easier to keep everyone engaged and abreast of the system
* The UATs were added to and expanded to help the group develop exactly what the customer wanted, but again this wasn’t necessarily a big help in terms of holding group members to account