

**Module Title Agile Development**

**Assignment Title Application Development**

**Examination Cycle Autumn 2020**

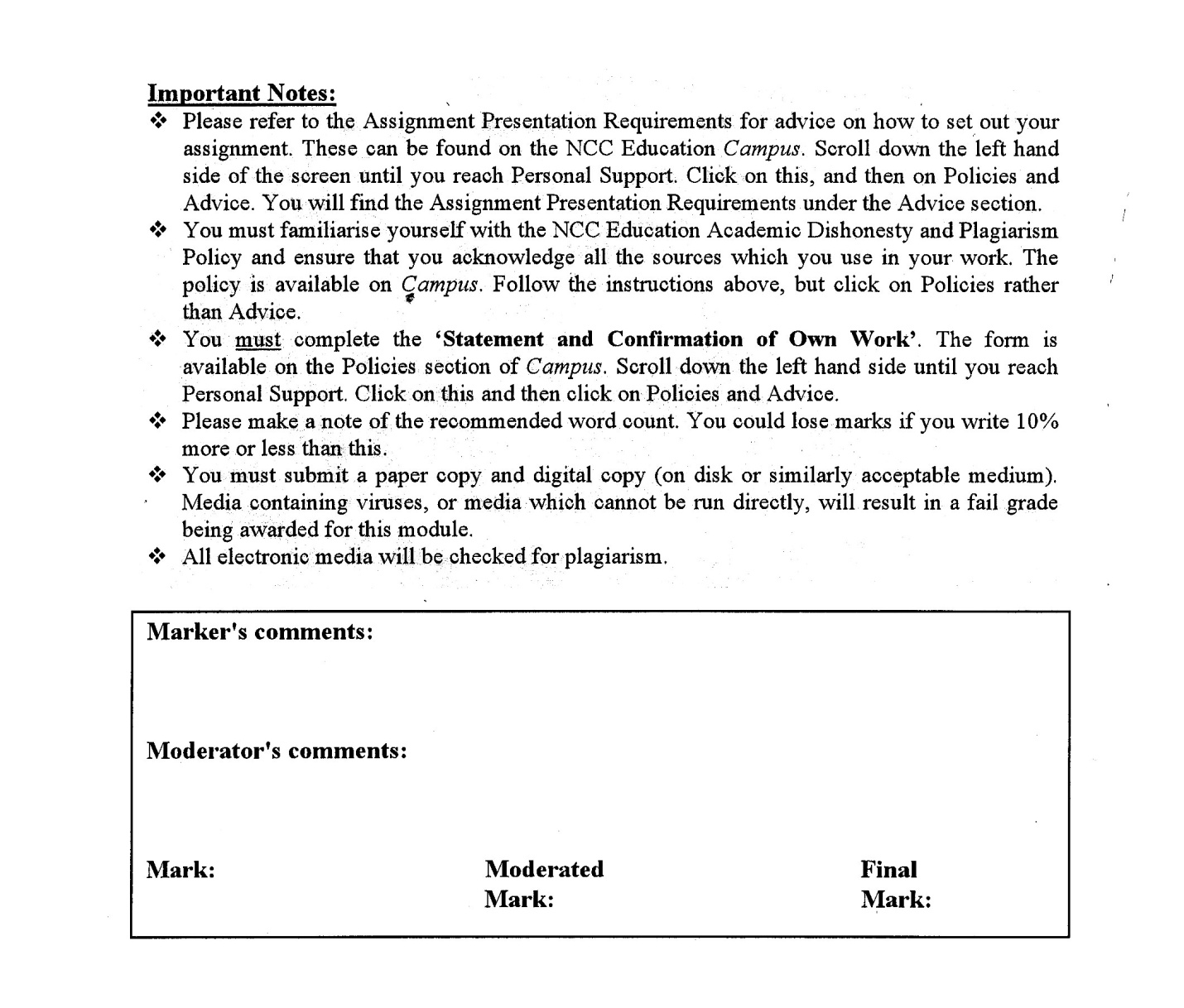
**Candidate Name PYAE THUTA**

**Candidate No**

**00185308**

**Centre Name KMD Computer Centre (Yangon)**

**Submission Date: 29/06/2020**



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**Name : PYAE THUTA**

**Centre Name : KMD Computer Centre (Yangon)**

**Module Name : Agile Development**

**Module Leader : CHIT SU HEIN**

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**Introduction**

# Introduction

*Find My Builder (FMB)* is an organization which manage the matching up tradespeople with the clients finding tradespeople to their work at home. The company is currently running with a basic website to advertise their services. But bookings can be only done by telephone. Now, the administrators of FMB want a mobile app that can help to expand their work and streamline their services.

The mobile app must have location service for potential clients. Clients should be able to choose the services for their home requirements. The app must display skills of each tradespeople so that clients can make identification easily. Clients should be able to view the availability of tradespeople to complete work before deadline. Then, the app must offer clients with a quote for the tradespeople. When clients accept the quote, they can be able to choose the work date and pay 10% deposit online. A back-end database is required for the app because there are staff information, bookings information and payment detail to store. The company is currently using Microsoft Access as database.

The main requirement of the app FMB app is being easy to use. The app should have visual accessibility into consideration. The administrators of FMB want a great user involvement in designing and testing of the app with the help of selected customers and trades staff.

The construction agency decides to contract *Expert Solutions (ES)* which have a recorded track in creating database system for application and developing applications.

The key deliverables for new FMB applications are

* Customer registration to use the app
* Viewing photos of work done by tradespeople previously
* Selecting the desire trade
* Selecting the desire job type
* Selecting work date
* Identifying skills and availability of tradespeople to complete work before deadline
* Customers must be able to choose the date of the work
* Calculating quotes for the price based on job type and tradespeople
* Customers accept quotes
* Making payment online to purchase

**TASK 1**

# Task (1)

## (8) principles of DSDM Atern

DSDM (Dynamic System Development Method) is a system development method that focus on delivering the time and cost. DSDM has following 8 principles.

### Principle 1: Focus on the business need

The quality of the final project must meet the requirements of the business within a suitable price and suitable time range. Members of the developer team are well-trained and have high knowledge in system development. It is obvious that the development team can carry out the project by focusing to meet the main requirements of the project.

### Principle 2: Deliver on time

It is important to deliver the project on time. Time should be managed by setting deadlines and timeboxing. The development team will focus systematically to complete the project before deadline. The team will effectively manage time by MoSCoW prioritization and timeboxing. The project plans should be done before the development is started.

### Principle 3: Collaborate

Developing “one-team” culture should be done during DSDM because DSDM needs team collaboration. The members of the development team have good communication that they can easily report the requirements of the project. The team leader and members will work together to get the business aims. It is sure that stakeholders can share their knowledge with others team members by facilitated workshops because of the members with good communication.

### Principle 4: Never compromise quality

The quality of DSDM projects must be decides at the start of projects. But the quality level of the final product should be met with the business need. The development team and CEO of the FMB should discuss and decide the quality of the final project at foundation stage. Then, the development team must try the project to meet the quality of promised product.

### Principle 5: Build incrementally from firm foundations

DSDM requires the foundations of the project which must be agreed early. The problems and ways to solve problems must be agreed early by the business advisor, developers and CEO of FMB with focus group discussions. After establishing the foundation, the project must be carried out incrementally. The DSDM team must ensure to take feedbacks form stakeholders during each increment.

### Principle 6: Develop iteratively

DSDM provide iterative development allowing changes while carrying out a project. There should be interviews and taking feedbacks from the stakeholders during software development. The iterations must be done according to stakeholders’ feedbacks under control and timeboxing techniques. There is user involvement in agile that allows DSDM teams to enhance their task by task iterations.

### Principle 7: Communicate continuously and clearly

Good communication is required to avoid project failure. DSDM team can be able to improve communication with team members and stakeholders because most of the team members are good at communication. The team leaders and business ambassador should keep documentation timely. Good communication techniques such as prototypes and models should be used. Facilitated workshops can improve interaction during project development.

Modelling – Modelling includes diagrams which can help complex system more understandable. The software analyst and developers must sufficiently provide diagrams for more understandable project development.

Prototyping – Creating prototypes of the project in early stage of the system development allows teams members and stakeholders to evaluate the quality of the product earlier.

### Principle 8: Demonstrate control

DSDM team should ensure to keep control of the project. The project manager and business ambassador should make planning by setting deadlines and responsible persons for each task. There should be time box plans for the most important high-level requirements of the project.

(Render, 2018)

## Agile development VS Traditional approach

|  |  |
| --- | --- |
| Agile | Traditional Approach |
| * Agile is people-oriented methodologies. * Agile methodology provides greater user involvement during software development. * Agile provides iterative development of the software. * Enhance face-to-face communication and does not require detailed plan and schedule. * Tacit knowledge is shared in agile software development. | * Traditional approach is process oriented methodology and provide better workflow when software development. * Traditional approach work step by step and does not allow iteration. * Require detailed documentation and schedule. * Developing a system with traditional method requires at least 1 year of time. * Explicit knowledge is shared in traditional software development. |

(Moniruzzaman, 2013)

## Effectiveness of Agile on reinforcing user feedback

Agile development methodology enhances user involvement in the software development and it effectively reinforce user feedback.

User feedbacks are used during software development with 5 keys technique.

1. MoSCoW prioritization

Users are interviewed about the main requirements of the software. The prioritization is done according to the feedbacks of the users.

1. Modelling

The software prototypes are drawn according to the user feedbacks. After drawing a prototype is completed, it is evaluated by users. Users tell the requirements and give feedbacks on the prototypes. The responsible persons drawn the prototype again according to users’ feedback.

1. Facilitated Workshops

Feedbacks from users provide great flexibility in facilitated workshops. Building the project, planning and decision making are done according to the user feedback.

1. Iterative development

Users’ feedbacks help a lot in developing the project iteratively. The iteration of the developments and screen designs are mostly done according to the users’ feedbacks.

1. Timeboxing

During timebox planning, the development team get feedbacks and suggestion from the stakeholders. These feedbacks help timeboxing easier and prevent the development form future problems.

(Anon., 2020)

**TASK 2**

# Task 2

## Person specification

### Senior Software Developer

Skills

* High knowledge about PHP, Java, SQL and CSS. Must have ability to write coding systematically with these languages.
* At least one Bachelor’s Degree in programming or acceptable level of education in programing.
* High knowledge of object-oriented design and software development skills. Deep understanding about designing a system.
* Know the technical requirements and flexible with the computer devices.
* Have good communication with team members.
* High knowledge of Agile development methodologies.

Experience

* Great experience as software developer in business and database management systems.
* Have experience in developing a system with agile methodology so that the development will be delivered on time.
* Great experience of handling computer hardware devices and electronic equipment.
* Experience in writing SQL queries for Microsoft SQL server for database requirements.
* Experience in handling the errors and problems faced during project development and working iteratively.

Weight of contribution

* Must work for 3 months until the project development is finished.
* Work hours is form 9 am to 5 pm every week days.

(Anon., 2020)

### Workshop facilitator

Skills

* At least one certificate or degree in programming or intermediate level of education in programming.
* Ability to planning workshop and flexible in managing workshop process.
* Effectively able to provide clear guidelines and instructions for other development team member.
* Have a good communication level with team members and flexible with team while managing workshop.
* High knowledge of technical requirements of a system and must be able to handle computer devices.
* Understand the objectives of a workshop and able to review workshop against objectives.

(Anon., 2020)

Experience

* Great experience in facilitating workshop and managing workshop process.
* Experience as a workshop facilitator in business for at least 2 years.
* Experience in working with team and confirming the suitability of participants.

Weight of contribution

* Must work as workshop facilitator for 3 months in every week days.
* Working hour is from 3pm to 6pm.

### Software Analyst

Skills

* High knowledge of software development and able to carry out analysis, design and testing during system development.
* At least one degree in programming and advanced education level in project development.
* Great knowledge of software and debugging which are generally learned on the job.
* Flexible with the development teams and have great teamworking skill.
* Easily understand programming languages such as PHP, Java, and CSS. Should be able to write and find errors with these languages.
* Great communication with stakeholders and senior developers to report the requirements of the system.
* Must have ability to learn the system quickly and thinking logically to solve the problems and errors.

(Editor, 2020)

Experience

* Experience as a software analyst in a business for 1 year and above.
* Experience to brainstorm and logically think to solve problems during project developments.
* Experience in working with teams.
* Great experience in managing database with SQL queries and checking SQL codes.

Weight of contribution

* Must work for 3 months until the project development is finished.
* Work hours is form 10 am to 3 pm Monday to Thursday.

### Business adviser

Skills

* Easy to understand the aims and objectives of the system which is being developed.
* At least one certificate in programming and require intermediate level of education in business.
* Must be flexible with the clients, business partners and developers.
* Have excellent communicative skills to make suggestions about the business.
* Excellent documentation and report skill for specifications and plans.
* Must be able to provide suitable time for day-to-day project decisions.

Experience

* Experience as a business advisor in a business dealing with technology for 1 year and above.
* Experience in make scenarios for the business and define problems to solve.
* Must be able to train users about the developed system.

(editors, 2019)

Weight of contribution

* Part time: Must work for 3 months until the software is implemented.
* Working hour form 9am to 5 pm every week days.

**TASK 3**

# Task (3)

## What is a business ambassador?

Business ambassador is the main representative of an organization. Business ambassador is necessary during software development and desire, responsibility and knowledge are required as skill for the role of business ambassador.

During software development the business ambassador has to make decision and manage the software development. Therefore, business ambassador must have knowledge about the business. Business ambassador must be a respected per son by the developers and other stakeholders. Therefore, business ambassador must be seniority and empowerment to fulfil the requirements.

Business ambassador must be able to

* Commit necessary time for carrying out the software development. Since business ambassador has to think and make documentation, time is necessary than other roles.
* Have great knowledge to guide the team to evolve solution during error handling.
* Skillfully handling the project and make right decision making.

Generally, a business ambassador is from the business area which are addressed and being providing business related information.

(Anon., 2019)

(Anon., 2020)

## Roles of a business ambassador

* Business ambassador should be able to contribute the requirements of a system and design the system development. Business ambassador is responsible for prioritization of the requirement in foundation stage.
* Business ambassador provides day-to-day requirements of the development in detail during timebox development. The requirement specification is also based on the own knowledge and skills of a business ambassador.
* Business ambassador is responsible to organize and control business acceptance testing of the solution.
* Provide the scenarios of the business in detail to define the problems and evolve solution. The developers and admins of the business requirements these scenarios to make right decisions.
* Business ambassador must develop the user documentation for the business. The documentation provided by the business ambassador can help a lot in evolving solution in the right direction.
* Attend the short meeting with the development team members and group discussions every day to ensure daily stand-ups. Business ambassador is responsible for providing good advices and best solutions for the problems.
* Provide the information of the business from those using the solution ultimately.

## Why business ambassador is important?

Business ambassador is important because

* Business ambassador provide guidance of the evolution of the solution when the development team face with problems.
* A business ambassador provides better communication with the project and business day by day.
* Business ambassador communicate with users or other stakeholders to make sure the user involvement and making their agreement.
* Business ambassador is the main decision maker during software development. Business ambassador must be able to make right decisions so that the developers and stakeholders will be influenced.
* Business ambassador provides solution documentation for the development team.
* Business ambassador provides daily requirements of team. Daily meeting and group discussions require business ambassador to make decision or requirement specification.

(RENDER, 2019)

**Business advisor** is suitable for Business Ambassador role because of following two reasons

**First reason**: Business advisor can easily to understand the aims and objectives of the software development. Business advisor can provide better communication with the project and business during software development. This can help in making decision and discussing for the requirements. Business advisor can flexibly work with clients and developers for user involvement.

**Second Reason**: Business advisor’s skills and knowledge about the business can help making right decisions. Business advisor can be able to effectively write documentation of daily requirements for the development team. Therefore, the skills and knowledge of business advisor is fitted with the role and requirements of business ambassador.

For these reasons, Business advisor is chosen as a Business ambassador for this software development.

**TASK 4**

# Task (4)

**Annotated diagram**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Step | Phases | Tasks | Duration | Responsible Person | Prototype |
| 1 | Identify | Interview with FMB | 1 day | * Software analyst of ES * CEO of FMB | 1. Interview Script |
| Questionnaires to customers | 1 day | * Software analyst * Customers of FMB | 1. Interview Scripts 2. Requirements scripts |
| SWOT analysis | 1 day | * Software Analyst of ES * CEO of FMB * Admin Manager | 1. Analysis result form |
| Focus group discussion | 1 day | * Software Analyst * CEO of FMB * Developer team * Head of finance * Admin Manager | 1. Decision forms 2. Purposed Product form |
| 2 | Plan | Functional requirement specification. | 1 day | * Software Analyst * Senior Developer * Business Advisor | 1. Requirement script |
| Non-functional requirement specification | 1 day | * Software Analyst * Senior Developer * Business Advisor | 1. Requirement Script |
| MoSCoW prioritization | 1 day | * Business Advisor * Senior Developer * Project manager * Software Analyst | 1. MoSCoW script |
| Project Planning | 1 day | * Business Advisor * Project Manager * Senior Developer | 1. Project plan |
| Time Boxing | 2 days | * Business advisor * Senior Developer * Project Manager | 1. Time box plans |
| Risk Management | 1 day | * Business advisor * Senior developer * Project manager | Risk matrix  Scripts for Possible risks |
| **3** | Evolve | Software prototyping | 3 days | * Business advisor * Senior developer * Software analyst | 1. High level prototype of software 2. low level protype of software 3. Screen design |
| Screen Design Iteration | 1 day | * Business advisor * Senior developer * Software analyst | 1. Screen Design |
| Use case diagram | 1 day | * Business advisor * Senior developer * Software analyst | 1. Use case diagram |
| Class Diagram | 1 day | * Business advisor * Senior developer * Software analyst | 1. Class diagram |
| Sequence Diagram | 1 day | * Business advisor * Senior developer * Software analyst | 1. Sequence diagram |
| Coding  Customer register form  Form to view photo of previous work done  Booking page which containing selecting desire trade and date.  About us page showing skills of tradespeople.  Page where customer can accept quotes for the price of work.  Online payment page | 23 days | * Senior Developer * Business advisor | 1. Customer Register form 2. Customer Login form 3. Customer Home page 4. Booking form 5. Online Purchase form 6. Staff Index page 7. Items register page 8. Delivery manage page |
| 4 | Review | Testing | 6 days | * Software analyst * Business Advisor * Senior developer | 1. Test scripts |
| Maintenance | 2 days | * Business Advisor * Senior developer |  |
| Feedbacks | 2 days | * Business advisor * CEO of FMB * Staffs of FMB * Customers of FMB | 1. Feedback scripts 2. Rating scripts |
| 5 | Expected Delivery | * Interview with FMB * Questionnaires to customers * SWOT analysis * Focus group discussion * Functional requirement specification. * Non-functional requirement specification * MoSCoW prioritization * Project Planning * Time Boxing * Risk Management * Software prototyping * Screen Design Iteration * Use case diagram * Class Diagram * Sequence Diagram * Coding * Testing * Maintenance * Feedbacks | | | |

**TASK 5**

# Task (5)

## Task 5 - Part (a)

### 5.1 High level processes

* Booking Process
* Payment process
* Report process

### 5.2 MoSCoW prioritization of the high-level processes

MoSCoW prioritization: is a popular prioritization technique in managing the main requirements of a project. This technique helps to signified the key requirements and unnecessary activities in a project. MoSCoW stands for “Must or Should/Could or Won’t”.

(productplan.com, 2020)

* Booking Process (MUST)
* Payment process (MUST)
* Report process (Should)

### 5.3 Functional requirements for each process

**5.3.1 Booking process**

* Register customer
* View Photos of previous work done by tradespeople
* Select Tradespeople to booking
* Select Job Type to booking
* Select date to complete work
* View skills of tradespeople
* Check available tradespeople before customer’s deadline
* Choose available date
* Make booking

**5.3.2 Payment process**

* Calculate price based on job type
* Accept quote by customer
* Make payment online

**5.3.3 Report process**

* Tradespeople report
* Customer report
* Job-type report
* Previous work done report
* Booking done report
* Payment report

### 5.4 Time box plan

Time box 1: Booking Process

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Time box Name | | | Booking Process | |
| Priority | | | Must | |
| Start Date | | | 06/21/2020 | |
| End Date | | | 07/27/2020 | |
| Duration | | | 5 weeks | |
| Phase | Tasks | Start Date | End Date | Duration |
| **Feasibility** | Identify eight principles of DSDM that must be followed.  Technical feasibility. | 06/21/2020 | 06/23/2020 | 3 day |
| **Foundation** | MoSCoW prioritization  Project plan. | 06/24/2020 | 06/24/2020 | 1 day |
| **Use Case Diagram** | Use case diagram for booking process. | 06/25/2020 | 06/25/2020 | 1 day |
| **Class Diagram** | Class diagram for booking process. | 06/26/2020 | 06/26/2020 | 1 day |
| **Sequence Diagram** | Sequence diagram for booking process. | 06/27/2020 | 06/27/2020 | 1 day |
| **Coding** | Coding for   * Customer Register form      * Viewing Photos of previous work done by tradespeople * Tradespeople display page * Booking page | 06/28/2020 | 07/21/2020 | 23 days |
| **Functional Testing** | Unit testing  Functional testing | 07/22/2020 | 07/24/2020 | 3 days |
| **Usability Testing** | Test whether the website is easy to use and user-friendly. | 07/25/2020 | 07/27/2020 | 3 days |
| **Key Deliverables**  **Design**   * Use Case Diagrams * Class Diagrams * Sequence Diagrams   **Testing**   * Functional Test Document * Usability Test Document * Test Cases | | | | |

Time box 2: Payment Process

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Time box Name | | | Payment Process | |
| Priority | | | Must | |
| Start Date | | | 07/28/2020 | |
| End Date | | | 08/21/2020 | |
| Duration | | | 4 weeks | |
| Phase | Tasks | Start Date | End Date | Duration |
| **Feasibility** | Identify eight principles of DSDM that must be followed.  Technical feasibility. | 07/28/2020 | 07/29/2020 | 2 days |
| **Foundation** | MoSCoW prioritization  Project plan. | 07/30/2020 | 07/30/2020 | 1 day |
| **Use Case Diagram** | Use case diagram for payment process. | 07/31/2020 | 07/31/2020 | 1 day |
| **Class Diagram** | Class diagram for booking process. | 08/01/2020 | 08/01/2020 | 1 day |
| **Sequence Diagram** | Sequence diagram for booking process. | 08/02/2020 | 08/02/2020 | 1 day |
| **Coding** | Coding for   * Price calculating page * Payment Page | 08/03/2020 | 08/17/2020 | 15 days |
| **Functional Testing** | Unit testing  Functional testing | 08/18/2020 | 08/19/2020 | 2 days |
| **Usability Testing** | Test whether the website is easy to use and user-friendly. | 08/20/2020 | 08/21/2020 | 2 days |
| **Key Deliverables**  **Design**   * Use Case Diagrams * Class Diagrams * Sequence Diagrams   **Testing**   * Functional Test Document * Usability Test Document * Test Cases | | | | |

Time box 3: Report Process

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Time box Name | | | Payment Process | |
| Priority | | | Should | |
| Start Date | | | 08/21/2020 | |
| End Date | | | 08/21/2020 | |
| Duration | | | 4 weeks | |
| Phase | Tasks | Start Date | End Date | Duration |
| **Feasibility** | Identify eight principles of DSDM that must be followed.  Technical feasibility. | 08/22/2020 | 08/23/2020 | 2 days |
| **Foundation** | MoSCoW prioritization  Project plan. | 08/24/2020 | 08/25/2020 | 1 day |
| **Use Case Diagram** | Use case diagram for report process. | 08/26/2020 | 08/26/2020 | 1 day |
| **Class Diagram** | Class diagram for report process. | 08/27/2020 | 08/27/2020 | 1 day |
| **Sequence Diagram** | Sequence diagram for report process. | 08/28/2020 | 08/28/2020 | 1 day |
| **Coding** | Coding for   * Tradespeople report * Customer report * Job-type report * Previous work done report * Booking done report * Payment report | 08/29/2020 | 09/11/2020 | 14 days |
| **Functional Testing** | Unit testing  Functional testing | 09/12/2020 | 09/13/2020 | 2 days |
| **Usability Testing** | Test whether the website is easy to use and user-friendly. | 09/14/2020 | 09/15/2020 | 2 days |
| **Key Deliverables**  **Design**   * Use Case Diagrams * Class Diagrams * Sequence Diagrams   **Testing**   * Functional Test Document * Usability Test Document * Test Cases | | | | |
|  | | | | |

## Task 5 - Part B

### Project Approach Questionnaires

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| DSDM Atern Project Approach Questionnaire | | Indicate the closet collective opinion | | | | | Comments |
| Ref | Statement | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| 1 | The requirements can be prioritized and there is flexibility to accept that not all requirements are “Must Have” requirements. |  | ✔ |  |  |  | There is MoSCoW prioritization for high level requirements of the software. There are three high level requirements: Booking, payment and report. Booking and payment are the “MUST” and report is “Should” by the prioritization result. |
| 2 | The development has a clearly-defined timescale. | ✔ |  |  |  |  | The timescale of the software development is managed carefully by the use of time box plans. The three main requirements of the development are managed by timeboxes and each task which will be carried out during software development are assigned to the respective deadlines and responsible persons. |
| 3 | The business ambassadors are sufficiently empowered to guide the day to day evolution of the solution. | ✔ |  |  |  |  | The business ambassador of software development is chosen carefully by suitable criteria. The skills and experiences of the business ambassador is suitable to lead the team and influent the members. The business ambassador has enough time to guide the team and evolve the solution of the problem day by day. |
| 4 | The solution development team (including both business and solution development resources) will have appropriate soft skills (communication, negotiation, etc.) to work effectively with each other and those around them. | ✔ |  |  |  |  | It had to make sure that all the member of the solution development team is good at communication. The skills required for those team members include nice communication. The team members can be able to report the problems and their feeling about the project. |
| 5 | There are no mandatory standards or practices in force that will work against the evolution of a solution from a baseline set of high-level requirements. |  |  |  | ✔ |  | All the members of the solution development team are well-trained and well know about the high-level requirements of the project. |

**TASK 6**

# Task 6

## Analysis

A mobile app is needed to be developed with Agile Method. As a project manager, a software development team is asked to be managed by CEO of *Find My Builder (FMB).* The team members must be recruited for the software development. The development team has to develop a mobile app for FMB. The clients will finish booking via FMB app. Therefore, it is needed to be easy to use and have good visual accessibility. There must be statement of problems and persons specifications for the software development. The CEO asked for an annotated diagram and project plan. The project approach questionnaires should be included for each of key elements.

## Action Plan

The researches have to be made for agile development. Understanding DSDM principles and roles for a software development team has to be made sure first. Person specification means a bit of work being a new to this area. But this difficulty is solved by watching tutorial and making researches. The skills, roles and importance of a business ambassador is learnt as a knowledge. During annotated diagram, each of the tasks are written in detail form the research results. It is pleasurable to learn about person specification. Planning is not too difficult because of being learnt much about time boxing and MoSCoW techniques.

## Future Development

Reflecting tasks and making researches help a lot in this report. Reflecting the principles with tasks, planning and timeboxing can said to be successful. But the report writing skills is not much satisfying. Therefore, report writing skills should be developed in future. Moreover, it is necessary to learn more about the roles and responsibilities of members in a agile development team.

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# Candidate Checklist

Please use the following checklist to ensure that your work is ready for submission.



Have you read the NCC Education documents 'What is Academic Misconduct? Guidance for Candidates' and 'Avoiding Plagiarism and Collusion: Guidance for Candidates' and ensured that you have acknowledge all the sources that you have used in your work?

Have you completed the 'Statement and Confirmation of Own Work' form and attached it to your assignment? You must do this.



Have you ensured that your work has not gone over or under the recommended word count by more than 10%?



Have you ensured that your work does not contain viruses and can be run directly?

