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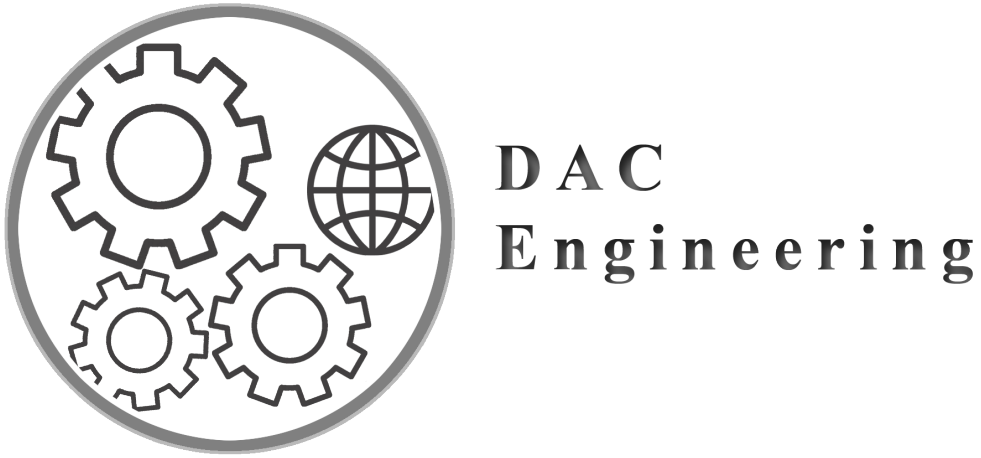
1 Introduction

1.1 Our company



The DAC is a german organization dedicated to developing individual software solutions for their customers that help them simplify their business processes and improve productivity.

The founders of the company are Dennis, Antonio and Christoph, hence the name of the company DAC, whereas this abbreviation also stands for "Digital Analog Converter", which is a reference to the technical area in which we work.

We pay special attention to the usability of our products and have the desire to provide our customers with a software solution customized to their specific needs.

We believe that a software-assisted approach can help to make a company's activities more environmentally friendly and efficient.

1.2 Staff

1.2.1 Dennis: Frontend Designer

The role of the Frontend Designer is to create an eye-catching and easy-to-use user interface for the job. Thereby it is important to be in close contact with the customers and to ask for feedback based on concepts and prototypes.

1.2.2 Tony: System Designer

The role of the system designer is to ensure the reliable intercommunication between the backend and the hardware components. Its job is to keep the costs for the hardware and implementation within the budget provided by the customer.

1.2.3 Christoph: Software Architect

The role of the software architect is to divide the software solution into smaller sub-components and to ensure the cooperation of these sub-components. It is important to identify problems and evaluate special software solutions. His task in our team is also to develop the backend system that the frontend is accessing.

1.3 iCare - our product

Our product iCare, which we have developed as part of a customer order, is supposed to be a software solution for a care home that is meant to make the daily routine easier for all parties involved, as well as guaranteeing safety and comfort.

It was taken into account that these care homes are mainly inhabited by elderly people who are uneasy about new technologies. For this reason, we have set ourselves the goal of ensuring that residents have as little involvement with the system as possible and that most of the interaction is carried out by a staff member.

1.4 Aim

In addition to implementing customer requirements, we also focus on respecting environmental standards. Our product is designed to provide patients with a feel-good experience that excels in terms of high technological requirements and efficient energy consumption.

1.5 Objectives

We want to ensure that 90 percent of our customers are extremely satisfied with the software solution and that it is still in heavy use after 5 years. Also, 90 percent of the employees who use our software on a daily basis claim that their daily work routine has been significantly simplified.

Customer satisfaction is important to us, but not everything can be taken into account if the given budget of the contract is not sufficient. We aim to achieve a 10 percent increase in sales each year.

We want to invest 30 percent of our revenue in training courses in order to invest in the know-how of our employees.

Our product helps customers to better monitor their water and electricity consumption and thus make an ecological contribution to environmental protection. The aim is to reduce their consumption by 25 percent once the product has been introduced.

2 Customer Feedback

High customer satisfaction is very important to our team. Professor Mousavi also made it very clear in his lectures that in a good project management the feedback of the customer is very important. For this reason, the project manager should regularly request feedback from the customer. We have therefore sent a survey to our customer three times.

2.0.1 Understanding the customer

The first survey was mainly about clarifying general questions, so that these can be taken into account in the project management. Financial topics were addressed specifically and an attempt was made to bring the features resulting from the specifications into a prioritized order. This has helped us a lot to focus on the features that are most important to our customers. The results of the questions regarding design and performance also gave us conclusions as to which technologies we should use and how much time we should invest in UI design.

2.0.2 Concrete questions relevant for project management

How important for you is to stay below the financial frame given?

Type: Exclusive choice

CORE: yes

CORE mode: Ideal value (10)

Mandatory: yes

- Very important (10)
- Important (with possible negotiation if needed) (8)
- Important (if it can be reasonably argued) (6)
- Not so important (2)
  - Answer
    - Important (with possible negotiation if needed) (8)

Which features are most important to you for the first release? Please prioritize the given features in descending order.

Type: Prioritizing

CORE: no

Mandatory: yes

- Notifications / Alarms
- Survailance Cameras
- Ticket system
- Position Tracking
- Health Monitoring
- Report generation
- Settings to customize UI
- Eco Monitoring
  - Answer
    * Notifications / Alarms
    * Position Tracking
    * Health Monitoring
    * Eco Monitoring
    * Survailance Cameras
    * Ticket system
    * Report generation
    * Settings to customize UI

How important is it to you that the deadline is met?

Type: Exclusive choice

CORE: no

Mandatory: yes

- Very Important (10)
- Important (7)
- Not so important than creating a good product (5)
- Not important (2)
  - Answer
    * Not so important than creating a good product (5)

How important is good usability to you.

Type: Exclusive choice

CORE: no

Mandatory: yes

- Very Important (10)

- Important (7)
- Less important (5)
- Not important (2)
  - Answer
    * Very Important (10)

How important is an aesthetically designed product to you.

Type: Exclusive choice

CORE: no

Mandatory: yes

- Very Important (10)
- Important (7)
- Less important (5)
- Not important (2)
  - Answer
    * Important (7)

How important is performance to you?

Type: Exclusive choice CORE: no Mandatory: yes

- Very Important (10)
- Important (7)
- Less important (5)
- Not important (2)
  - Answer
    * Important (7)

2.0.3 Gathering Feedback for the UI Mockups

The Email we send to our customers.

> Hello Mr. Dittmann, Hello Mr. Schwarz,
>
> I will send you a selection of logo designs for the iCare software.
> Once you have made a selection, we will continue to work out this logo as quickly as possible and send you the
> Re-send the finished version.

We also send you the UI mockups and a survey about them.

We look forward to receiving prompt feedback so that we can respond to your wishes as quickly as possible.

With kind regards,
Your DAC Team
–
Dennis Muller

DAC Company
Robert-Bosch-Strasse 7-9
Plochingen

2.0.4 Feedback on the designs:

How do you like the iCare software logo?

Type: Exclusive choice

CORE: yes

CORE mode: Lower limit (5)

Mandatory: yes

- We are completely happy with the design. (10)
- We are happy with your design but have small recommendations. (7.5)
- We are quite happy but have recommendations for you. (5)
- We are not happy with the result. We need to do a complete redesign. (1)
  - Answer
    - We are completely happy with the design. (10)

How do you like the mockups for the frontend?

Type: Exclusive choice

CORE: yes

CORE mode: Lower limit (5)

Mandatory: yes

- We are completely happy with the design. (10)
- We are happy with your design but have small recommendations. (7.5)
- We are quite happy, but we have recommendations for you. (5)
- We are not happy with the result. We need to do a complete redesign. (1)

- Answer
  - We are completely happy with the design. (10)

2.0.5 Feedback to the prototype:

The email we send to our customers.

> Hello Mr. Dittmann,
>
> this is our first prototype. We have focused on their high-priority features - Tracking, Notifications and Eco Monitor. The prototype shows you the current implementation state. Using the Develop Tools page, you can trigger certain events and test the behavior of the frontend. We look forward to receiving prompt feedback so that we can respond to your wishes as quickly as possible.
>
> We also attachted you a survey. Please answer the given quesitions.
>
> With kind regards,
> DAC-Team
> –
> Dennis Muller
>
> DAC Company
> Robert-Bosch-Strasse 7-9
> Plochingen

The respond from our customers.

> Hello Mr. Muller,
>
> thank you for your prototype. My colleagues and I had a look at this yesterday.
> We are very enthusiastic about the design and usability.
> However, we would like to change the following.
> We would like the incoming alarm notifications to be visible on every page, not just on the dashboard.
> We would also like the user to manually mark them as read.
>
> With kind regards
> Stephan Dittmann

How do you like the prototype?

Type: Exclusive choice

CORE: yes

CORE mode: Lower limit (5)

Mandatory: yes

- We are completely happy with the current state of the prototype . (10)
- We are happy with your prototype but have small recommendations. (7.5)
- We are quite happy, but we have recommendations for you. (5)
- We are not happy with the result, you missed the requirements completely. (1)
  - Answer

  We are happy with your prototype but have small recommendations. (7.5)

How do you rate the implementation of the features in the tracking page?

Type: Exclusive choice

CORE: yes

CORE mode: Lower limit (5)

Mandatory: yes

- We are completely happy with implementation. (10)
- We are happy with your implementation but have small recommendations. (7.5)
- We are quite happy, but we have recommendations for you. (5)
- We are not happy with the implementation, you missed the requirements completely. (1)
  - Answer

We are completely happy with implementation. (10)

How do you rate the implementation of the Notification features?

Type: Exclusive choice

CORE: yes

CORE mode: Lower limit (5)

Mandatory: yes

- We are completely happy with implementation. (10)
- We are happy with your implementation but have small recommendations. (7.5)
- We are quite happy, but we have recommendations for you. (5)
- We are not happy with the implementation, you missed the requirements completely. (1)
  - Answer

  We are happy with your implementation but have small recommendations. (7.5)

How do you rate the implementation of the features in the eco monitor page?

Type: Exclusive choice

CORE: yes

CORE mode: Lower limit (5)

Mandatory: yes

- We are completely happy with implementation. (10)
- We are happy with your implementation but have small recommendations. (7.5)
- We are quite happy, but we have recommendations for you. (5)
- We are not happy with the implementation, you missed the requirements completely. (1)
- Answer

We are completely happy with implementation. (10)

How do you rate the comprehensibility and amount of information on the Dashboard Page?

Type: Exclusive choice

CORE: yes

CORE mode: Lower limit (5)

Mandatory: yes

- We are completely happy with implementation. (10)
- We are happy with your implementation but have small recommendations. (7.5)
- We are quite happy, but we have recommendations for you. (5)
- We are not happy with the implementation, you missed the requirements completely. (1)
  - Answer

  We are completely happy with implementation. (10)

How satisfied are you with the refresh rate of the data. Is the information up-to-date enough for you?

Type: Exclusive choice

CORE: yes

CORE mode: Lower limit (5)

Mandatory: yes

- We are completely happy with performance. (10)
- We are happy with your performance. (7.5)

- We are quite happy, but sometimes we would want a better performance. (5)
- We are not happy with the performance (1)
  - Answer

  We are completely happy with performance. (10)