



## The Customer is Always Available

One of the few requirements of stories to be included in each extreme programming (XP) is to have the scheduled release. The timing of the release customer available. Not only to help the may need to be negotiated as well. The development team, but to be a part of it as customers must make the decisions that affect well. All phases of an XP project require their business goals. A release planning communication with the customer, preferably meeting is used to define [small incremental releases](#) face to face, on site. It's best to simply assign [releases](#) to allow functionality to be released one or more customers to the development team. Beware though, this seems like a long time to keep the customer hanging and the customers to try the system earlier and give the developers feedback sooner.

[User Stories](#) are written by the customer, with developers helping, to allow time estimates, and assign priority. The customers help make sure most of the system's desired functionality is covered by stories.



During the [release planning meeting](#) the customer will need to negotiate a selection of user

Because details are left off the user stories the developers will need to talk with customers to get enough detail to complete a [programming task](#). Projects of any significant size will require a full time commitment from the customer.

The customer will also be needed to help with [functional testing](#). The test data will need to be created and target results computed or verified. Functional tests verify that the system is ready to be released into production. It can happen that the system will not pass all functional tests just prior to release. The customer will be needed to review the test score and allow the system to continue into production or stop it.



This may seem like a lot of the customer's time at first but we should remember that the customer's time is spared initially by not requiring a detailed requirements specification and saved later by not delivering an uncooperative system.

Some problems can occur when multiple customers are made available part time. Experts in any field have a tendency to argue. This is natural. Solve this problem by requiring all the customers to be available for occasional group meetings to hash out differences of opinion. ☺ ☺ ☺

**XPlorations**

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