

# Transition Phase Project Status Assessment

## Scope of Assessment

This assessment reports on the progress of the transition phase in the context of the overall aims of the project, and the specific goals of the transition phase.

## Goals of Transition Phase

- To ensure the project is ready for release into a production environment
- To obtain user testing feedback and product acceptance
- To obtain stakeholder acceptance of final product

## Challenges of Transition Phase

By IOCM, Team Orange had produced a stable, fully functional product. It was acknowledged that this product was not perfect, but was meeting all functional and non-functional requirements. The challenges presented to the team at this point in the project included:

- Fitting iterations into a shortened cycle
- Resource allocation with competing priorities
- Refinements feel less urgent/important than actual missing features
- Managing expectations
- Unable to test at scale
- Testers for university projects do not have the same investment in the product as “real” testers would

At this point in the project, our team were facing the final run of work in other uni subjects and/or ongoing paid work demands. It was therefore challenging to incorporate the testing cycles which required organising third parties into a compressed timeframe.

Having already achieved a fully functional app, it was possible to feel that the job was done, however the important work of testing with real users was just beginning.

The beta testing raised an interesting challenge in terms of managing user expectations. Even for a product of this size, it became apparent that each user had different expectations and wants when it came to the user experience. In formulating the original scope for this project (and presumably any other project) it is almost certain that not all of these expectations will be met. In part this is due to the user not knowing what they want until they see what is offered and can think of a better alternative. In order to maintain engagement of the testers, we tried to ensure that they felt that their opinion was valued, even if their suggestions did not make it into the final product.

In order to fully exercise our app, we would require more users to be online simultaneously. In fairness, the main limitation for this type of exercise would probably be our backend, which was the smallest configuration possible for a Virtual Private Server on our host to keep costs to a minimum.

To expand on that last point, our testers had no expectation of using the app on an ongoing basis after the testing. The incentive for completing the tests was helping us out. In a real-world scenario hopefully the users chosen would have expressed some interest in either this product or a similar product and would be keen to use such a product.

## Benefits of the Transition Phase

We had performed quite an exhaustive series of alpha stage tests. These tests gave us confidence that the app was performing well. The main benefit of the beta testing was fresh eyes and an absence of bias/fatigue caused by repeated exposure to doing things a certain way. The feedback we received definitely led to improvements to the final product. In addition, it exposed the absence of a feature (audible feedback) which had been promised but not implemented. Fortunately, this was able to be incorporated without major structural changes at this late stage in the project.

## Stakeholder Engagement

We were able to demonstrate the successful use of the product in a promotional video. This could be expanded on to include an article on the company intranet or newsletter which would help to get the word out. This app requires a decent proportion of the company to be using it in order to be successful, so it would be important to engage the services of a professional marketer or at minimum someone with some skill in providing polished literature to get the product off to a good start. For this product a staged training session where different divisions attended a training session and used the application together would be very worthwhile and would also serve to augment the feedback already received from the beta testing. It would be useful for members of the project team to attend some of these sessions in order to hear the feedback first hand.

## Transition Phase Overview

Surprisingly no bugs were found during the transition phase testing. This was only possible because of the number of bugs found during the previous phase (Construction), and the careful attention placed on alpha stage testing during the construction phase; to ensure that the app was feature complete with no known bugs, and ready to put in front of users for beta testing.

Although no bugs were found, there were some complaints and mentions of improvements. Comments which were actioned are coloured **green**.

These include:

- Buttons and names sometimes get cut off.  
**Increased width of the app.**
- A warning when logging out to check that the user is sure.  
**Added alert pop up box to ensure user wants to continue with logout.**
- More variety for the colours of the group chat message.  
**Added 15 colours.**
- Unclear what naming a group is doing when creating a group.  
**Added a label.**
- More notification when an event happens such as a contact add or a message received.  
Could have a banner pop up notifying of this.  
**Added a notification sound that is triggered on these events.**  
**Could add the banner, however it's too late to add features like this.**
- Not clear where to start typing message when sending a message.  
**Decided that it is clear, and adding a label would only take up and waste valuable space.**
- Ability to reset password.  
**Could be done but it's too late to add features.**

- Ability to unblock a user.  
Could be done but it's too late to add features.
- Ability to edit group chat names.  
Could be done but it's too late to add features.
- Trouble unzipping the folder.  
Not part of our app or scope. Could possibly provide better instructions on how to unzip, but all the different operating systems is a lot to deal with.

Some of these suggestions were small enough that we could simply implement them. And the rest were reasonable comments but it is not realistic to implement features of that scale this late in the project.

## Deployment

We were already confident that our software was bug free and complete after alpha stage UAT testing, since then performing beta stage UAT testing has only added to our confidence.

The only criticisms and recommendations from testers during beta testing were nice to haves, they were not “deal breakers”. We have implemented as many of these nice to have improvements as is reasonable this late into the project, and the beta stage testers have signed off on their approval of the fixes.

Our server is deployed and can be directly accessed by our admin on the internet at [HERE](#), and can be indirectly used by any of our users through our desktop application.

Our desktop application can be downloaded by anyone from [HERE](#), and works on all major desktop operating systems.

Users can also download a copy of our user manual from [HERE](#).

## Developer Documentation

To ensure that future maintenance and development of our application can be efficiently undertaken, we have prepared several documents as well as several UML diagrams.

### Documents:

- Architecture
  - Explains the main components required to run our application.
- Vision
  - A confirmation of what the client expects our app to do for them
- Requirements Model
  - What the app must be able to do in qualitative and quantitative terms
- [JavaDoc](#)
  - Provides documentation for all significant classes and functions in our code base.

### Diagrams:

- Use Case
  - A high-level overview of our use cases and how they are linked together.
- Class
  - Provides a high-level overview of the classes in our desktop application and how they are linked together.
- Package Diagram

- Provides a high-level overview of the package structure in our desktop application.
- High Level Structure
  - Provides a less formal and even higher level overview of the general structure that our classes follow based on patterns that we followed during development.

## Overall Progress

The project has achieved all of our intended use cases, functional requirements, and non-functional requirements. Furthermore, we were able to achieve this within the allocated time-frame. Overall, we are happy with how the project turned out.