**Assignment:**

As a software development professional, you will run into all kinds of projects and situations within those projects. This assignment presents you with a fictitious case study and asks you to argue in support of using agile on the project. It will also ask you to suggest changes to the organization that will be crucial for the agile project's success.

Please read the attached case study before you proceed further.

Case​ ​Study:​ ​Remote​ ​Deposit​ ​Capture

1. Recently,​ ​several​ ​banks​ ​have​ ​started​ ​offering​ ​customers​ ​remote​ ​deposit​ ​capture.​ ​With this​ ​new​ ​service,​ ​customers​ ​do​ ​not​ ​have​ ​to​ ​physically​ ​go​ ​to​ ​banks​ ​or​ ​ATM​ ​machines​ ​to deposit​ ​checks​ ​anymore.​ ​Instead,​ ​they​ ​can​ ​send​ ​checks​ ​as​ ​a​ ​scanned​ ​image​ ​through​ ​an Internet​ ​portal​ ​provided​ ​by​ ​the​ ​bank.
2. This​ ​technology​ ​can​ ​save​ ​banks​ ​and​ ​customers​ ​time​ ​and​ ​money​ ​making​ ​the transactions.​ ​Blue​ ​Bank​ ​is​ ​considering​ ​implementing​ ​this​ ​new​ ​service.
3. To​ ​use​ ​it,​ ​customers​ ​need​ ​a​ ​remote​ ​capture​ ​account​ ​with​ ​Blue​ ​Bank.​ ​In​ ​addition,​ ​they can​ ​either​ ​download​ ​an​ ​app​ ​on​ ​their​ ​phone​ ​or​ ​they​ ​need​ ​to​ ​install​ ​a​ ​browser​ ​plugin​ ​to use​ ​any​ ​general​ ​purpose​ ​scanner​ ​attached​ ​to​ ​their​ ​computer.​ ​The​ ​customer​ ​will​ ​be prompted​ ​to​ ​install​ ​the​ ​browser​ ​plugin​ ​when​ ​customer​ ​tries​ ​to​ ​deposit​ ​checks​ ​using bank’s​ ​internet​ ​portal.
4. Once​ ​the​ ​account​ ​is​ ​established​ ​in​ ​the​ ​system​ ​and​ ​customer​ ​has​ ​setup​ ​the​ ​mobile​ ​phone or​ ​browser​ ​plugin,​ ​customers​ ​will​ ​be​ ​able​ ​to​ ​scan​ ​all​ ​of​ ​their​ ​checks​ ​anytime​ ​and anywhere​ ​by​ ​using​ ​the​ ​bank​ ​mobile​ ​app​ ​or​ ​by​ ​accessing​ ​the​ ​bank’s​ ​Internet​ ​portal, logging​ ​in,​ ​and​ ​scanning​ ​the​ ​checks.
5. The​ ​service​ ​should​ ​be​ ​as​ ​easy​ ​as​ ​sending​ ​an​ ​attachment​ ​in​ ​an​ ​email.​ ​Of​ ​course,​ ​this new​ ​application​ ​has​ ​to​ ​be​ ​very​ ​reliable,​ ​secure,​ ​and​ ​easy​ ​to​ ​use.​ ​It​ ​must​ ​be​ ​integrated into​ ​the​ ​current​ ​Blue​ ​Bank​ ​Web​ ​site,​ ​and​ ​the​ ​Web​ ​site​ ​must​ ​also​ ​provide​ ​the​ ​ability​ ​for customers​ ​to​ ​purchase​ ​the​ ​general​ ​purpose​ ​pre-tested​ ​scanners.
6. Blue​ ​Bank​ ​will​ ​set​ ​up​ ​the​ ​scanner-purchasing​ ​ability​ ​with​ ​several​ ​appropriate​ ​hardware vendors​ ​and​ ​sell​ ​the​ ​devices​ ​at​ ​its​ ​physical​ ​banks​ ​as​ ​well.
7. Blue​ ​Bank​ ​is​ ​not​ ​sure​ ​yet​ ​what​ ​to​ ​charge​ ​for​ ​the​ ​scanners​ ​or​ ​service.​ ​The​ ​Website​ ​will also​ ​provide​ ​online​ ​technical​ ​support​ ​and​ ​instructions​ ​showing​ ​customers​ ​how​ ​to​ ​setup and​ ​use​ ​the​ ​new​ ​scanner​ ​and​ ​service.​ ​Support​ ​will​ ​be​ ​provided​ ​24/7​ ​via​ ​the​ ​Web​ ​site and​ ​telephone.
8. Several​ ​managers​ ​at​ ​Blue​ ​Bank​ ​are​ ​not​ ​sure​ ​that​ ​they​ ​should​ ​invest​ ​in​ ​remote​ ​deposit capture.​ ​The​ ​bank​ ​prides​ ​itself​ ​on​ ​being​ ​customer-oriented,​ ​having​ ​several​ ​large​ ​bank buildings,​ ​ATMs​ ​and​ ​remote​ ​bank​ ​sites​ ​in​ ​many​ ​grocery​ ​stores,​ ​primarily​ ​throughout​ ​the Midwest.​ ​Many​ ​of​ ​its​ ​customers​ ​have​ ​banked​ ​with​ ​Blue​ ​Bank​ ​their​ ​whole​ ​lives,​ ​but​ ​less than​ ​half​ ​of​ ​them​ ​use​ ​any​ ​of​ ​its​ ​current​ ​Internet​ ​banking​ ​services.
9. The​ ​new​ ​VP​ ​of​ ​IT​ ​was​ ​hired​ ​to​ ​prepare​ ​Blue​ ​Bank​ ​for​ ​the​ ​future​ ​and​ ​to​ ​reduce​ ​the​ ​loss​ ​of younger​ ​customers​ ​who​ ​have​ ​moved​ ​to​ ​banks​ ​that​ ​are​ ​more​ ​progressive.

10. **Initial**​ ​**estimates**​​ ​suggests​ ​that​ ​the​ ​project​ ​will​ ​take​ ​6​ ​months​ ​to​ ​complete​ ​and​ ​cost​ ​about $500,000.​ ​Annual​ ​operating​ ​costs​ ​would​ ​be​ ​about​ ​$150,000​ ​per​ ​year​ ​for​ ​three​ ​years. Estimated​ ​benefits​ ​are​ ​about​ ​$400,000​ ​per​ ​year​ ​for​ ​three​ ​years.

11. Harold​ ​Johnson,​ ​the​ ​project​ ​sponsor,​ ​had​ ​told​ ​you​ ​that​ ​​**you**​ ​**will**​ ​**be**​ ​**leading**​ ​**this**​ ​**project** and​ ​​​it​ ​is​ ​important​ ​to​ ​finish​ ​on​ ​time​ ​and​ ​within​ ​budget,​ ​but​ ​it​ ​is​ ​even​ ​more​ ​important​ ​to provide​ ​a​ ​high-quality​ ​service​ ​and​ ​avoid​ ​any​ ​potential​ ​technical​ ​or​ ​user​ ​problems​ ​after implementation.​ ​Blue​ ​Bank​ ​wants​ ​to​ ​attract​ ​new​ ​customers​ ​with​ ​remote​ ​deposit​ ​capture and​ ​avoid​ ​losing​ ​current​ ​customers,​ ​so​ ​quality​ ​and​ ​customer​ ​service​ ​is​ ​key.

12. **The**​ ​**team**​​ ​to​ ​work​ ​on​ ​this​ ​project​ ​has​ ​4​ ​developers,​ ​2​ ​testers.​ ​Most​ ​of​ ​the​ ​developers​ ​and testers​ ​has​ ​offices​ ​on​ ​different​ ​floors​ ​of​ ​the​ ​building​ ​and​ ​generally​ ​works​ ​in​ ​their​ ​office.

13. The​​ ​**team**​ ​**members**​​ ​have​ ​some​ ​​**experience**​ i​​ n​ ​web​ ​development​ ​but​ ​none​ ​in​ ​mobile development.​ ​Nobody​ ​on​ ​team​ ​has​ ​performance​ ​testing​ ​experience​ ​or​ ​User​ ​experience expertise.​ ​Also,​ ​since​ ​this​ ​is​ ​the​ ​first​ ​agile​ ​project​ ​for​ ​the​ ​team,​ ​they​ ​are​ ​not​ ​familiar​ ​with engineering​ ​practices​ ​like​ ​automated​ ​testing,​ ​continuous​ ​integration,​ ​etc.

14. **The**​ ​**Business**​ ​**stakeholders**​​ ​who​ ​wrote​ ​the​ ​high​ ​level​ ​vision​ ​for​ ​the​ ​mobile​ ​application are​ ​going​ ​to​ ​help​ ​refine​ ​or​ ​define​ ​the​ ​user​ ​needs.​ ​They​ ​currently​ ​sit​ ​in​ ​different​ ​building. They​ ​are​ ​working​ ​on​ ​writing​ ​detailed​ ​requirements​ ​and​ ​planning​ ​to​ ​hand-off​ ​to​ ​you​ ​in​ ​2 weeks.

1. Your​ ​peers​ ​have​ ​suggested​ ​that​ ​you​ ​want​ ​to​ ​be​ ​sure​ ​that​ ​the​ ​project​ ​will​ ​please​ ​key stakeholders,​ ​in​ ​particular​ ​Harold,​ ​the​ ​project​ ​sponsor,​ ​and​ ​Tricia,​ ​the​ ​VP​ ​of​ ​Marketing. Both​ ​of​ ​these​ ​senior​ ​managers​ ​are​ ​very​ ​aware​ ​of​ ​customers’​ ​needs,​ ​so​ ​it​ ​is​ ​important that​ ​the​ ​new​ ​service​ ​is​ ​stable,​ ​secure,​ ​and​ ​easy​ ​to​ ​use.
2. They​ ​both​ ​want​ ​the​ ​remote​ ​deposit​ ​capture​ ​capability​ ​to​ ​be​ ​ready​ ​as​ ​soon​ ​as​ ​possible​ ​so the​ ​company​ ​can​ ​start​ ​promoting​ ​this​ ​new​ ​service.

17. **High**​ ​**Level**​ ​**Vision**​:​ ​Here​ ​are​ ​the​ ​High​ ​Level​ ​Vision​ ​for​ ​the​ ​Remote​ ​Deposit​ ​Capture: **18.** Using​ ​the​​ ​**new**​ ​**mobile**​ ​**app,**​ ​​Blue​ ​Bank​ ​customers​ ​can:

1. Download​ ​an​ ​app​ ​for​ ​iPhone,​ ​android​ ​phones,​ ​windows​ ​phones
2. Login​ ​in​ ​the​ ​app​ ​using​ ​their​ ​internet​ ​portal​ ​account​ ​or​ ​identify​ ​themselves​ ​using

other​ ​authentication​ ​methods.

1. View​ ​balance​ ​of​ ​their​ ​accounts
2. Deposit​ ​checks​ ​to​ ​deposit​ ​account
   1. take​ ​secure/fraud​ ​proof​ ​pictures​ ​of​ ​checks​ ​(back​ ​and​ ​front)
   2. enter​ ​details​ ​of​ ​the​ ​check​ ​-​ ​like​ ​amt
   3. Select​ ​account​ ​to​ ​deposit
   4. validate​ ​check​ ​image​ ​against​ ​the​ ​entered​ ​details
   5. deposit​ ​the​ ​e-check​ ​into​ ​the​ ​bank​ ​account
3. Provide​ ​opportunity​ ​for​ ​bank​ ​to​ ​share​ ​new​ ​offers​ ​and​ ​promotions​ ​to​ ​customers.

**19. New**​ ​**browser**​ ​**plugin**​ ​​should​ ​support:

1. Secure/fraud​ ​proof​ ​scanning​ ​of​ ​checks
2. Support​ ​IE,​ ​Firefox,​ ​Chrome​ ​and​ ​Safari
3. Add​ ​support​ ​for​ ​pre-approved​ ​supported​ ​scanners.
4. Work​ ​with​ ​other​ ​scanners​ ​that​ ​supports​ ​ISO​ ​protocols​ ​for​ ​scanners.

e. Work​ ​seamlessly​ ​with​ ​pre-approved​ ​supported​ ​scanner  
20. **Changes**​ ​**to**​ ​**bank’s**​ ​**internet**​ ​**portal**​​ ​will​ ​allow​ ​Blue​ ​Bank​ ​customers​ ​to:

1. Create​ ​/​ ​update​ ​/​ ​delete​ ​deposit​ ​account
2. Scanning​ ​checks​ ​using​ ​the​ ​browser​ ​plugin​ ​(back​ ​and​ ​front)
3. Deposit​ ​e-check​ ​to​ ​deposit​ ​account

* ○  Enter​ ​details​ ​of​ ​the​ ​check​ ​-​ ​like​ ​amt
* ○  Validate​ ​check​ ​image​ ​against​ ​the​ ​entered​ ​details

**Assignment**

Blue Bank has always used the traditional waterfall method to deliver IT projects. Harold Johnson and the company leadership have suggested that you also use traditional methods to build the software. You have a different idea. You think agile would be better for this situation.

In the space below, make a case to Harold as to why we should switch to agile (explain why using agile is a better choice for this project/situation). Be sure to support your argument by referring back to the case study text.

Assume Harold liked your argument and agreed to proceed with agile on this project. In his reply, Harold asked for further guidance on how to move forward. Please reply back with the following:

1. What things will have to change on how this team operates and how key stakeholders interact or engage on this project. (Hint: as you have learned, for agile to be successful there are certain prerequisites and it poses certain challenges for leadership/business stakeholders as well)
2. The team is new to Agile and based on prerequisites for agile to be successful, please specify if you and your team need any help or training etc. If none, please state that.

Harold is pretty impressed by your response and has approved all of your recommendations in previous two responses. He then re-iterated the key criteria for success and asked you if he and his management team should expect anything different from this project in terms for tracking and status updates.

Are there any project constraints laid out in the case study that need to be changed/managed since you will be using agile and, in agile, planning, estimation and tracking happens differently?

*Hint*: The case study implies certain project constraints/expectations around cost, timeline, other factors that need to managed/changed.