**Review** **team** **details**

Team number: Team 44

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**Development Team and Project details**

Team number: Team 41

Project details: Help desk

**Introduction**

Team 44 as a client team for Team 41 concerning the Help desk development project. According to the demonstration by Team 41 on 08/09/2015, Team 44 would illustrate the advantage and disadvantage about Team 41’s processing, which also include some recommendations for Team 41 in order to reach their goal on the sprint and release plan.

**Preparedness**

The team was prepared in terms of assigning speakers and working on completing the first sprint. However, the materials nor the points were organized. In fact they took time in opening pages which delayed the demonstration. In their defence, that could be because they were the first to present and they may have felt under the pressure. Regardless of the troubling beginning, the team picked up their confidence and continued to present their work. It would be better if the team considered the client and presented in clear and organized manner. For example, preparing the points in advance. Also, the website demonstration would been improved if presenter

presented in the big screen, so all clients can be informed.

**Expectations**

The team attempt to deliver 4 of 5 stories assigned for the first sprint. The user interface looks professional and the navigation system was conveniently placed in the top of the page. So far the frame is ready, but the website will be more efficient if significant help desk tools were placed in the homepage. Strategically using the homepage would boost the website value and attract traffic. The pages are currently empty, which is understandable, as the project is still in the prototype phase. The registration and login functioning was fully implemented and tested. These two stories (S32&S34) were the only two to pass all acceptance criteria, and the team seemed confident in completing them. They demonstrated that both forms shows error messages when entering invalid data. In addition, the team committed to the project stories without any deviations. We argue them to adopt good managing skills in prepare for the release, as there are too many stories (11/16 stories) and acceptance criteria that need to be completed. Perhaps reconsidering some of the “vague” stories, as pointed by the tutor, and focusing more on the business value will help. At this point of the project, the team’s website does not show any business value as some key functions are kept for sprint 2. The assessing of the expectation was a bit challenging as there were communication issues explored in (Professionalism) section.

**Technical**

The development team has already completed some basic user’s layouts. Meanwhile, database has been applied to store registers’ information. Users are able to check their personal information that they filled out the registration form. However, the database of volunteers and staff has not been established yet so it seems the team only focus on the user and ignore the other stakeholders. The system architecture is suitable for delivering the product. It primarily fulfills the functions of registration, login, and preserve users’ personal information. There are no technical difficulties in the product demonstration. The product that they demonstrated is able to satisfy the acceptance standard. At this stage, they just demonstrated sprint 1. The only defect that has been detected is the layout seems to be too plain, as it is almost empty.

**Professionalism**

In terms of professionalism for the presentation, the team performed to an average standard. The presentation as a whole was setup to only accommodate to a few of the viewers which made it difficult to engage viewers from the clients that were further away from the host or the focus of the presentation. It was difficult for some of the clients to be able to hear or see the demonstration happening. For the clients that were in range of the demonstration, it was presented in a clear and concise way, showing off how the product was to be used. There seemed to be little preparation in the presentation which caused it to become disorganized and unable to answer some of the questions or fit in all the content that was required. The team started off without all the materials set up which caused the presentation to start without the entirety of the team ready and without structure. The presentation would have been a much stronger presentation if it started with an introduction and to base the presentation of the user stories would have provided a stronger structure and overall more confident presentation. The two presenters seemed to have good knowledge of the product but there was little input from the rest of the team.

**Conclusion**

Team 41 complete two compulsory user stories that meet all the acceptance criteria under these two user stories. However, the presentation lack of sufficient preparation because of limit of time and some of user stories are not completed, which belongs to sprint 1. The team consider about their users quite well, but they also require to consider other stakeholders,such as staff and think about the business value in the project.