



NTNU – Trondheim
Norwegian University of
Science and Technology

Bachelor's Thesis
Information Science

STEDR

SINTEF Storytelling

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Preface

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Abstract

Through this project SINTEF wanted to further develop a multi-platform application mainly for handheld devices called Stedr. The aim of the project was to add more important functionality to the application, increase usability and generally improving it in all aspects. In this report we will describe the whole process from preliminary work and planning, the process and then present the final product with testresults etc. enclosed. The application is written in Titanium Studio using mainly XML, Java and Javascript. The application makes use of many different APIs and frameworks to make use of existing services to reduce the nessecary maintanance. This was requested by the customer. During the course of the project we experienced and overcame many challenges complicating the project, but in the end we reached most of our goals and ended up a result we are happy with. Multiple new features have been added, including support for collections and sound implementation.

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1 | Introduction

This report is written as a bachelor project by computer science students at NTNU. The project revolves around upgrading and expanding features of a multi platform app called “Stedr” which is currently in beta. Stedr’s purpose is to enable people to share their stories about places around the world. This can be anything from a famous attractions to just an ordinary building Trondheim. The contributors will be able to share stories and media through external services like Digitalt Fortalt, Flickr, Instagram, Soundcloud etc. With the application, users can view other peoples stories and images to help them explore a certain place.

1.1 The subject: IT2901

IT2901: prosjektarbeid i informatikk is the name of the course this project is a part of. Through this project the students will work in groups on a specific project within the scope of informatics. The institute will recomend chosen tasks for the students to choose from. From here the students work self-reliantly under the supervision of employees at the institute. *(Text based on the information gathered from the study guide.)*

The main purpose of the project is for the students to aquire practical experience in the software engineering process. Through working with a real customer in a team throughout the entire process the student gain valueable experience to prepare them for their future carreers after the studies.

1.2 Stedr

The app “Stedr” are created by a previous group as a bachelor thesis, in the same subject, on the initiative from SINTEF. The goal of the app is to make room for a comunity of contributors to share stories about public places in their area, to be displayed in the app.

1.3 Stakeholders

In this subsection we will present the main people involveld with the project.

1.3.1 The team

The team consists of six students all taking a Bachelor degree in Informatics at The Norwegian University of Science and Technology (NTNU). In our team we have a great variation in areas of expertise and knowledge which hpelped us greatly during the course of the

project. Having expertise in many different areas we could help each other and share knowledge across the group to make everybody suited to different tasks. The importance of this project made the whole group very motivated to succeed and make for a good result. We are:

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Øyvind Hellenes	oyvihell@stud.ntnu.no

1.3.2 Customer

Our customer is SINTEF (The Foundation for Scientific and Industrial Research). They are the largest independent research organisation in Scandinavia. The organization was established at the Norwegian Institute of Technology (NTH) in Trondheim in 1950 and expanded rapidly in the following years.

Jaqueline Floch	<i>Project Manager</i> Jacqueline.Floch@sintef.no Our main contact inside SINTEF and Coordinator of the project from the customers side. She is also the primary driver for the app this project evolves around.
Babak Farshchian	<i>Interim Manager</i> Babak.Farshchian@sintef.no After some unfortunate events made our main contact unavailable in the very beginning, Babak took over for a period of time until Jaqueline could return as our main contact.

1.3.3 Course Staff

We also have great support from the university during the course of this project, mainly from the course staff consisting of assistants, lecturers etc.

Mohsen Anvaari	<i>Supervisor</i> mohsena@idi.ntnu.no Supervises our group during the project, giving feedback and support.
Monica Divitini	<i>Course co-ordinator</i> divitini@idi.ntnu.no Is the course co-ordinator and in charge of the subject.

1.4 Report Structure

Chapter 1

The introduction chapter. Presenting the course, project and the different people involved in the project.

Chapter 2

Chapter describing the pre-study phase of the project. Since this project is based on an existing project with a beta product, this phase was important for us. This process is documented in this chapter summing up all our research.

Chapter 3

This chapter describes the basis of our project with the main focus on the projects' structure. This includes how both the group and the project have been organized.

Chapter 4

This chapter consists of a SRS describing the behaviour of the system to be further developed, including a detailed description with supplementation of diagrams and tables.

Chapter 5

In this chapter we are presenting the system focusing on the architectural part.

Chapter 6

This chapter focuses on the testing phase of the project with the respective results enclosed along with test descriptions.

Chapter 7

Attachments.

2 | Pre-study

2.1 Solution today

2.1.1 Existing functionality

Since the application already is considered a working prototype, we will provide a list which gives a description for the functionality. Working functionality is in this report defined as the functionality that is implemented in the frontend or backend. If something is implemented backend it has to be used frontend. A more detailed technical description is found in the architecture-section.

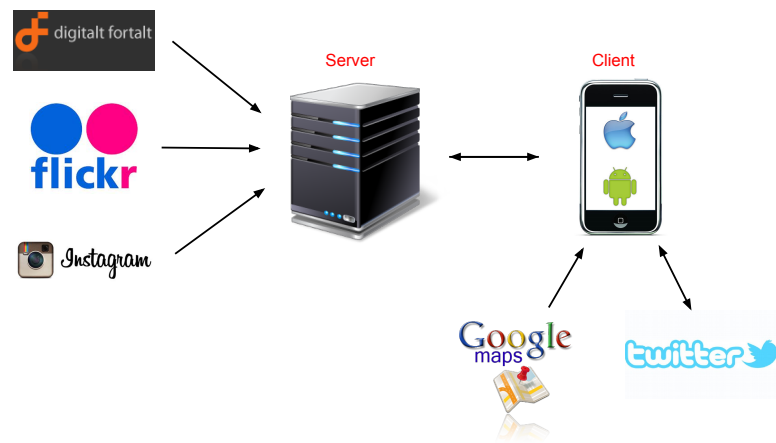


Figure 1 – A simple overview of the architecture

- Browse a map and zoom in and out.
- Load **places**.
- Click on a place in the map and access **stories** from Digitalt Fortalt.
- Get social media related to a place from the content providers Instagram and Twitter.
- Go to a users exact position on a map.
- Search for a location in the map.

2.1.2 Limitations

There are some limitations to the system that needs to be further developed, and some that probably would require total architectural review of the project to be fixed. Our task is to continue the development of the application. An overview of the features we are going to improve are discussed in the requirements-section. Flaws that arised during the development which requires a new architecture will be discussed in the conclusions-section under Recommendations.

2.1.3 App evaluation

After the first meetings we concluded that the best way to proceed is to evaluate the existing system, to uncover potential issues and flaws. Therefor we decided that everyone should individually do a usability test when exploring the app for the first time. Here are a short summary of all our reports:

When opening the application the first major issue most of us experience is how slow the app loads, with little feedback that something is actually working in the background. Another thought that generally comes to mind is *I don't understand the apps function when opening it without prior knowledge*. What happens is that you get a map with tags you could click on, making you believe the apps function is to bring it when visiting a town (not Trondheim in particular) and want to explore historical monuments and get wikipedia like facts. When clicking on tags you get to the location-specific page, and there are displayed content from instagram. Some of us found this social feature not to have very obvious intentions, it can seem like theres added social interactions to the applications just because it is popular. You would want actual and useful information about the places to be the first thing displayed and get confused when suddenly a lot of instagram photos with random people posing with the attraction appear. Our first impression is that this social part have to offer something more interesting to be relevant at this point. There is added a nice touch with a slight gradient to white i the bottom indicating that you can scroll down for more content. When the phone is turned (switched to landscape mode) there are issues however, there are no scroll function here limiting the content available and the images are cropped. Also if there is lot of text added in the instagram feed, this and hashtags disappears. The way to collect images from instagram to the application also seems to be less than optimal when sometimes completely irrelevant content are displayed. When tweeting there are no limitations on length, which causes problems when trying to post tweets over 140 characters.

These are some of the feedback extracted from the individual tests.

2.2 Survey

One of the most important research we did during the prestudy was to conduct interviews about Stedr. In these interviews we let six everyday people, use the current version of Stedr and paid close attention to how they used it. The main purpose of this interview session was to get feedback on proposed features from our customer.

Firstly, after the test subject had some time to play with the app. We asked asked some questions about social media integrations, and this is the results:

Can you see yourself tweeting about a place from Stedr?

Yes: **0** No: **3** Don't know: **3**

What about Instagram?

Yes: **0** No: **3** Don't know: **3**

What about SoundCloud?

Yes: **0** No: **4** Don't know: **2**

Additionally, we asked about Wikipedia. This was a proposition from us.

Would you like the app better if Wikipedia was integrated?

Yes: **6** No: **0** Don't know: **0**

In retrospect, we see that even though people were positive to this, it doesn't really fit into what Stedr is about. Because of this, we abounded this feature late on.

When asked if they can envision using the app in the furture, this was their resonses:

- "Yes, if the app can also show potatoes."
- "Unfortunately, I don't use social medias that much, but if the app was more historically oriented, I would be intrigued to use it."
- "Yes totaly!"
- "It must be better than Google Maps for me to bother using it. I want the social features, but only for contributing, not for looking at what other people write. I would also use twitter with the app, but only if there was pre defined tweets."
- "Maybe, if I knew about it."
- "Yes, it sounds like a good idea."

The general consensus was very positive about Stedr. Everyone liked the idea, but some were sceptical in regards to the social features that was purposed.

In response to these results, our customer thought this survey was helpful, but it didn't change her mind. She still wanted us to integrate Stedr with Soundcloud, even though the user feedback wasn't positive about this feature. We of course respect this decision, but we felt it was our duty to do this research anyway.

2.3 Tools and technologies

2.3.1 APIs

There was a wish from the customer that we should use other existing services as much as possible instead of having our own database and a comprehensive backend. The result of this is that the project will be dependent on many different APIs to function properly. As a result of this we spent a lot of time researching different APIs. The existing system had already Norvegina, Flickr, Instagram and twitter, though some of them needed a fresh up. In addition our both us and our customer had ideas to expand functionality which meant more APIs. We did research on a lot of different APIs, many of them we ended up not using, among them Google Places, Wikipedia, NRK.

Digitalt Fortalt and Norvegiana. After an evaluation in the pre-study phase we decided to switch the main API the application is using for better performance. Here are a short summary of why:

In current condition, Stedr uses an API called Norvegiana. This API is basically a collection of all public APIs that can be used in collecting different data. The major pros using Norvegiana are the portion of information accessible from different sources including *Statistikbanken*, *Digitalt Fortalt*, *Digitalt Museum* etc. There are many filtering options making Norvegiana able to return all the information needed.

There has been some complaints about the efficiency of the service, like from the customer when testing the service in Spain. We assume that this is caused that Norvegiana sends requests to Digitalt Fortalt in intervals, with the requests being sent with a too low frequency. We think this problem might be solved by switching completely to the Digitalt Fortalt API, which would not be too much trouble considering the existing code only makes simple calls to the API through Norvegiana. It is worth noting though that Digitalt Fortalt is originally meant for norwegian cultural heritage, which might cause problems in a potential international expansion.

The functionality in the APIs, for our useage, are about the same. Where both come short is that both strictly speaking work like databases that you only can retrieve information

from, making them impossible to use for posting new content. This has to be solved in another way.

2.4 Similar products

A natural part of the prestudy was to explore the market for systems providing similar services. Though we did not find any identical products in terms of purpose and execution, there were a lot of products with some similar functions.

Byguiden

3 | Project organization

3.1 Responsibility Areas

Good delegation of responsibilities helps so that someone at all times have an overview over what tasks needs to be done in specific areas. This also makes it easier to estimate workloads and delegate tasks during the group meetings. It is important to note that even though there are specific responsibility areas, all the group members will be able to get practical experience in all of the project areas, even though the time spent in different areas will be distributed individually according to the responsibility areas.

Øyvind Hellenes - Scrummaster Øyvind was selected as the scrum master because of his leadership qualities and because he early on took an interest in the organizational part of the project.

Jon-André Brurberg - Project leader Jon-André is the driving force in this team and hence, he is also the project leader. Additionally, Jon Andre showed interest in the documentation so he is also responsible for this.

Tor Økland Barstad - Technical coordinator Tor, with his competence and knowledge of programming, is our technical coordinator and will thus oversee the code and functions as a technical supervisor for the group.

Jørgen Rugelsjøen Wikdahl - Testing manager Jørgen is responsible for testing the application to make sure the application has as few bugs as possible.

Hallvard Jore Christensen - Report coordinator Hallvard have the main responsibility of managing the report. This is because of his experience with L^AT_EX and report documentation in general.

Vegard Storm - Usability manager Vegard showed interest in making sure the application is as user friendly as possible and will manage that aspect of the project.

3.2 Process model

For the process model we chose to use the Scrum framework. This was the most natural choice for us amongst the agile methods since it's a system we all have experience with through previous projects. There are many advantages working with Scrum. It gives clear priority for features and deadlines, which will allow us to focus more of our energy on other vital tasks. This approach promotes communication and transparency. All the team members as well as the client always knows what's going on and the current tasks' development through the product backlog. With the backlog cards, the whole production

team is also involved with the overall time estimate, which makes it fairly accurate and controllable.

We considered a few other methods as well, like kanban and XP, but came to the conclusion that Scrum was the system for us. This was due to Scrums many structured rules which brings order, but still allows us the freedom we might need during the projects development.

With Scrum we'll work in iterations called "Sprints" which are typically a week or two, we also stibe towards making these sprints incremental. Doing this, the model is designed, implemented and tested incrementally, feature by feature, until the project is finished. The advantage here is that for every sprint we have a working product to show for, which is a good referance to have, both for ourselves and the customer.

Since we already have a working project from the very beginning for us to further develop, there is some obvious phase partitions. The first consists mainly on assessing the current version of the product and define the path ahead before we start the actual programming. This will be done through thorough dialog and discussion with SINTEF, to give us a unison idea of where the product are heading. User evaluation is also important in this phase, both internally and externally within the target user group. And of course technology and framework selection. After this comprehensive planning, the actual coding phase can begin. The sprints will be a big part of this, and since we are working incrementally; So we will do with the testing. Following this: the evaluating phase. In which user tests hopefully will force as many problems and bugs with the early version to surface, for us to correct.

Prototypes through a digital mock-up will be important in the planning phase. We have chosen to use Balsamiq for this, which will mean we'll have an interactive prototype mock-up to show the customer, and should also make sure we're all on the same page. This makes it easier to have something concrete/"physical" as a reference.

3.3 Development Environment

Since our project is based on further developing on an existing product, there's an advantage in using the same main framework as the previous developers. We decided to use Titanium to easily develop a multi-platform app, but we also took a close look at other options (like phonegap) and compared them meticulously in their most critical aspects. With the Titanium framework we use the Titanium SDK which is based on eclipse but tailored for it. For sharing code, Git was our system of choice, mainly because we were already familiar with it, and know it has all the functionality we could need throughout the project. Other documents and files, like notes, summaries, etc. we decided to share through a dedicated Google Drive and Dropbox folder, because each has its own advantages in different aspects. As SCRUM service we first choose Agilefant, but later decided to just use spreadsheets instead.

This project obviously involves working with a big set of APIs, like social media, dictionary and other media services. These'll play a great part of the development and introduce other frameworks we'll have to account for. For communication we often use mail and chat-services, but we prefer more “personal” forms of communication like a video chat through skype, phone calls and/or ideally, meetings in person.

3.4 Work Breakdown Structure

This Work Breakdown Structure is an overview of what we have done and how our work is distributed between packages. It is updated to match our end result. We have given percentages to each task to show how much work have been put into it.

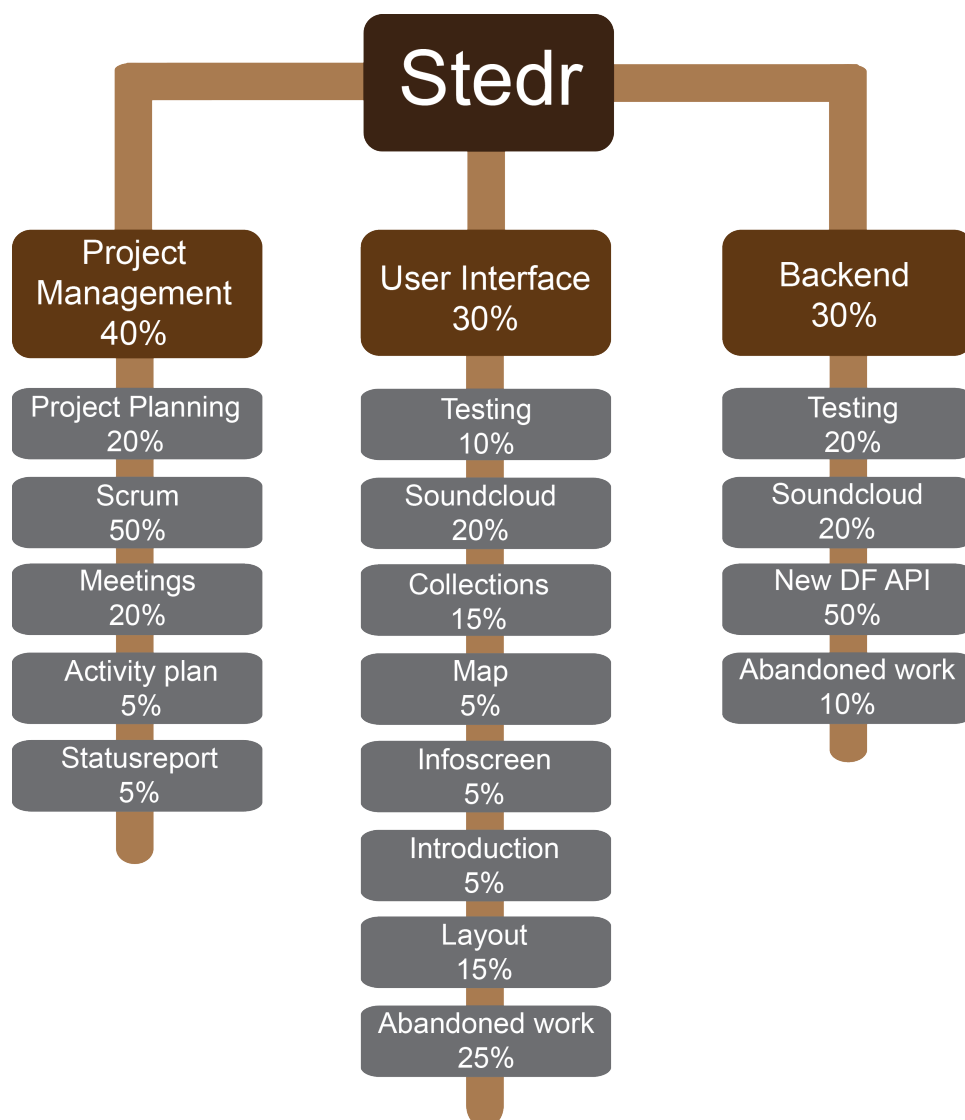


Figure 2 – Work Breakdown Structure

3.5 Project Planning

4 | System Requirements Specification

4.1 Purpose

This is the software requirement specification for the new version of Stedr, both the backend system that provides content and also the frontend that shows the content and the context of the content to the user. Here the traditional architectural terms backend - and frontend are used, but there are some subtleties to this term, as the frontend itself is managing a content service of its own.

4.2 Intended audience and reading suggestions

Intended readers for this document are current and future developers, and the customer. The reader should also be noted that the SRS both can be read as a stand-alone document to get an overview of the rationalization behind the development process, but that it also is a part of the project report as a whole

4.3 References

The software requirements are based on the standard as provided by ISO/IEC:25010 **25010** and also the models that can be found in this report's section for architecture and modelling. References to the ISO-standard and other literature are found at the end of the project report under references.

4.4 Product perspective

Originally Stedr is a product developed by students at NTNU as a part of the subject TDT4290, and this application will form a basis for our continued development. The state of the existing application is considered to be a working prototype, and to some degrees it is an application that is built up with a traditional server-client architecture. A simple technical overview of the system is provided below.

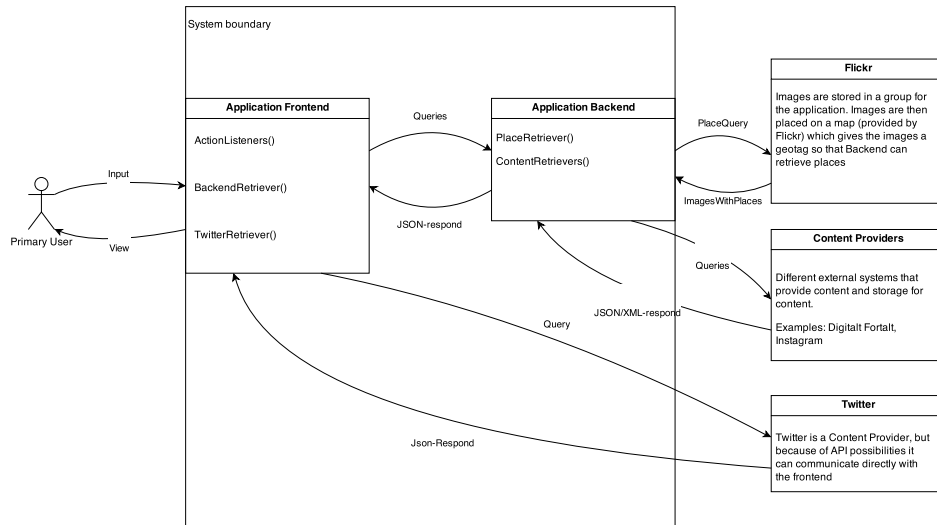


Figure 3 – A simple technical overview of the architecture

4.5 User classes and characteristics

The users of the program mainly divide into two categories. One of those groups is the primary user group which are interacting with the smartphone application, frontend, to see content. A typical primary user is an highschool student which is introduced to the program in the context of cultural heritage awareness. As mentioned earlier, the broad goal of the application is to make people aware about cultural heritage. If that goal is fulfilled, some primary users of the application will hopefully transit over to become a content provider.

A content provider has the possibility to interact with the system directly, but also he or she can choose to interact with the system more indirectly. This varying degree of interaction will hopefully lower the threshold for users transisting from content consumer to content provider, which is the overall goal of the application.

Another secondary user is the maintainter-administrator. The maintainer-administrator will use a special set of tools to approve creation of the systems places, but these tools are provided by the external system Flickr. Our internal system is communicating with that external system so that applications relevant information is sent from the external to the internal system, but in the end the external system is stand-alone and can not be controlled directly from the internal system.

4.6 Product functions

The main features of the program for different user categories are presented as a bullet list below. All of the provided functions by the system are available to every user without the need of registration or approval by the systems maintainer-administrator with one exception relating to adding new places. In addition the user may need to registrate on external systems to make use of those features.

Primary user

- See places on a world map
- Navigate the map
- Select places on the map, and look at stories to the related place.
- Select places on the map, and look at pictures to the related place.
- Select places on the map, and find sounds to the related place.
- Select places related to pre-defined themes (i.e: art in Trondheim).
- Make posts to a social medium.

Secondary user, content provider

- Create stories and pinpoint them so that they appear in relation to a place.
- Create sound and pinpoint them so that they appear in relation to a place.
- Create pictures and pinpoint them so that they appear in relation to a place

Secondary user, maintainer-administrator

- Approve content providers so they can create places.

4.7 Operating environment

The frontend application of the system is a smartphone application which aims to run on the two major smartphone platforms Android (2.2 and above) and iOS. Because of difficulties with developing towards the iOS platform without equipment from Apple, the goal is to get the application to run on a unspecific versions of iOS to see that a full implementation of the application on iOS is feasible. The backend of the system, or server, should run as a cloud-based platform provided by Heroku, as the case was for the existing verison of the server. Since that service now is unavailable the new version of the backend will run as a new service instead of replacing the former one.

4.8 Design and Implementation Constraints

Because of the nature of the project as a part of a course, there will be few constraints regarding the development of the system. Because there already exists functionality it's natural to constraint the system to make use of the existing code and technologies. Reimplementing them with new code or technologies are allowed, but since time is a limited resource (approximately 20 hours per member per week) it is important to be time effective. That time effectivity and available workload is also to be seen as a design and implementation constraint. Apart from a private GitHub account, the project is to be done without funding so for the deploying a free service has to be chosen.

Since the customer is a professional organisation, it is also important that the system behaves correctly according to licensing. The system itself is to be open source under the Berkley Software Distribution license version 3 (BSD-3). It is also important that the system handles licensing from external systems correctly, and only shares legal content.

4.9 User Documentation

Documentation to system users will be provided in the application itself, this documentation has to easily be editable by the maintainer-administrator which will. In addition to the user documentation there will be provided documentation for developers as an appendix in this report, and code documentation in the code itself and in the GitHub-repository.

4.10 Assumptions and Dependencies

An important assumption in the development of the system is that the former system delivers the functionality which is stated in the feature list given by the customer. A copy of this list can be found in the appendix.

Another important assumption, is that the external systems that were implemented in the earlier systems still is functional. This is also a dependency, because changes in those external systems will make internal system malfunctioned. This can be seen as a large drawback in the system, but as the backend is to be kept to a minimal external sources have to be used for content storage and content providing.

4.11 System Features

SF-1	
Name	Find place on map
Priority	H
Goal	To browse the map to find a given place
Actors	Primary User
Preconditions	<ol style="list-style-type: none">1. The home screen is displays2. The internal system and external systems are running3. The device has a internet connection
Stimulus-Response	<ol style="list-style-type: none">1. The home screen is displays2. The internal system and external systems are running3. The device has a internet connection
Alternate Flow	2a The place does not exist and is not shown on the map
Functional Requirement	A user should be able to access and browse a map, with places as pinpoints at their respective geographical location. The pinpoints should contain the picture and information found on Flickr. Group places close to eachother in one icon on map.
Related Use Cases	1,3
Dependencies	none

SF-2	
Name	Open menu
Priority	H
Goal	Open the drawer menu
Actors	Primary User
Preconditions	1. 2,3 4 A screen with the menu button
Stimulus-Response	1. The user clicks the menu button 2. The menu opens
Alternate Flow	1a The user clicks the menu button, and the menu is already open 2a The menu closes
Functional Requirement	A button with the possibility to open the menu should always be presented to the user, so that the user easily can navigate the application.
Related Use Cases	1,2
Dependencies	none

SF-3	
Name	Search for a location
Priority	M
Goal	Go to a location on the map
Actors	Primary User
Preconditions	1. 1,2,3
Stimulus-Response	1. The user searches for a location with the search bar in the map view. 2. The map navigates to the location
Alternate Flow	2a Location is not found and is not navigated to.
Functional Requirement	A search bar related to the map should be presented to the user, so the user can search for locations (independent of places) to see if there are any stories at that place.
Related Use Cases	1
Dependencies	none

SF-4	
Name	Refresh map
Priority	H
Goal	Update the map with content.
Actors	Primary User
Preconditions	1. 1,2,3
Stimulus-Response	1. The user clicks the update button. 2. The map refreshes and show new places
Alternate Flow	2a No new places are found, so no places are added to the map.
Functional Requirement	The user should be presented with a button that makes requests for new places with content when pushed. This function should also be done automatically so that new content is sent to the user within 5 minutes after it's added.
Related Use Cases	1
Dependencies	none

SF-5	
Name	Go to location
Priority	H
Goal	Go to users location.
Actors	Primary User
Preconditions	1. 1,2,3
Stimulus-Response	1. The user clicks the gps button. 2. The map zooms to the users location.
Alternate Flow	2a GPS not available so it can't go to the users location.
Functional Requirement	Since the user has the possibility to navigate the map freely, it should also be possible to quickly navigate to places relevant (in context of location) to him/her.
Related Use Cases	1
Dependencies	none

SF-6	
Name	Open views
Priority	H
Goal	Open views and see the content related to that specific view
Actors	Primary User
Preconditions	1. 1,2,3
Stimulus-Response	1. The user clicks on a view 2. The user changes views at will 3. Content
Alternate Flow	1a If the user clicks a button for the already chosen view, nothing should happen.
Functional Requirement	For navigation in the place view, the user should be presented with different buttons (or tabs) so that the user easily can navigate between content and still have an overview of what types of content the application provides. Preview picture gallery when places are grouped together. Add description about place, own vire for sound. Be able to show place location on map from story. Be able to filter stories by tag, author, institution video/no video. preview stories by sound from SoundCloud
Related Use Cases	3
Dependencies	none

SF-7	
Name	Load content
Priority	H
Goal	Content is loaded from the external systems
Actors	Internal System
Preconditions	1. 1,2,3
Stimulus-Response	<ol style="list-style-type: none"> 1. Access the server as done in the previous version of the system 2. Provide input to the server “placeId=” 3. Content is loaded and a JSON-object is replied by the server
Alternate Flow	1a If the user clicks a button for the already chosen view, nothing should happen.
Functional Requirement	<p>The API for DF has to be changed, without changing the behaviour of the response from the server. In additon to this the server will respond with a new container for the audio content. Other content should be handled as normal. Retrieve collectionfrom DF based on hashtag and location. Retrieve stories in a collection from DF based on tags. Open info retrived from SoundCloud based on hashtags or location. Retrieve information from Instagram based on Hashtags. Be able to get tinyUrls to different content.</p>
Related Use Cases	Null
Dependencies	none

SF-8	
Name	Collection
Priority	H
Goal	Get all places related to a theme.
Actors	Primary User
Preconditions	1. 1,2,3
Stimulus-Response	<ol style="list-style-type: none"> 1. Access the menu bar. 2. Click on the Collections-button 3. Choose a collection 4. Collections view is opened 5. Change to map view 6. Places related to the collections is shown on map
Alternate Flow	3a No Collections are available
Functional Requirement	A container called Collections are to be implemented. Collections. Allow switching between map-related and collection related funtionallity. Display picture, title and description about a collection. Have a storyListView. Preview stories in collection story list. Open story in collection list. Places on map view with icon for each story in colelction. Preview a place for story on map.
Related Use Cases	3
Dependencies	none

SF-9	
Name	Upload content
Priority	M
Goal	Upload content
Actors	Primary User
Preconditions	<ol style="list-style-type: none"> 1. 1,2,3 5 The user has an account at the content provider he or she is trying to upload to. 6 Places related to the collections is shown on map
Stimulus-Response	<ol style="list-style-type: none"> 1. Access the tabs for different views 2. Click the add-button in the views.
Alternate Flow	3a No Collections are available
Functional Requirement	The user should have the possibility to add content so that. Add picture directly from stedr. ask the user for login-credentials the first time, then store locally for continued access. A similar approach for SoundCloud. Have relevant hashtags copied to clipboard. Be able to comment and like pictures on instagram.
Related Use Cases	Null
Dependencies	none

SF-10	
Name	Get help and info
Priority	H
Goal	Be informed
Actors	Primary User
Preconditions	1. 1,2,3
Stimulus-Response	1. Access the drawer menu 2. Click the help button. 3. Select the option for what help you need
Alternate Flow	
Functional Requirement	Introduction for first users. Help available at any time.
Related Use Cases	Null
Dependencies	none

4.12 Product Quality

Guided by ISO:25010, meetings with our supervisor and the feature list given to us by the customer the product qualities that are important for the project is functional suitability, portability and maintainability.

4.12.1 Compatibility

4.12.2 Performance Efficiency

Even though the system isn't a part of a critical operation, the new and improved system will have performance efficiency as an important model of quality. The reasoning behind this is that decreased response time between components in the system is specifically asked for at multiple places in the feature list provided by the customer.

As of now the time to load new content from the content providers to the application is slow and random. Because of this there are no exact estimation on the time used to pull content from Digitalt Fortalt and Instagram, but the application should use no more than *300 seconds* to pull new content. Unrelated to the goal of performance issue; the user should be informed that the application isn't a real-time application.

Requirements related to resources utilized by the application when performing it's tasks,

are already met by the prototype. The new version of the application are bound also bound by these goals. Specifically the backend is bound by the resources provided by the 1x Heroku Cloud Platform. Because of the utilization of the Google Maps API, the resources frontend is limited to the bound given to the application from Google Maps.

Regarding capacity used by the the application, there should be an improvement. Because the application is to be used on the go where there may not be any WiFi-hotspots, the application should restrain itself to download content that is unrelated to where the user is. Because of the varied content types, it is hard to set a defined limit in how much contents (in terms of megabytes) the application should download. The limitations given to the application will therefore be set by the equation:

$$\text{Bound} = \text{Content from Digitalt Fortalt} + 5 \times \text{Content from Twitter} + 10 \times \text{Picture from Flickr} + 5 \times \text{Picture from Instagram}$$

4.12.3 Reliability

Since the application is going to be online without a team responsible for the technical maintenance, the server should be operative as long as the external content providers are feeding it with content.

Because of the early versioning of the application, the aspect of maturity is not important for this application. Users of the application are few, and they know what the capabilities of the application is. This means that a user follows a rigid pattern and within that pattern, the probability to execute faults is almost non-existing. Functionality outside that pattern is not supported and thereby it's impossible to execute mistakes.

An important charecteristic of the application is that it has to be available just as often as a professional service. This means that under normal circumstances, the uptime of the backend and front should be 99 %

Whenever faults are occuring, it is crucial that the backend has implemented services so that it can recover without the need of a maintainer. Because of the relative simplicity of the backend, the server should restart itself within *180 seconds*

4.12.4 Portability

It is important to the customer that the application is made available on multiple platform as this is a demand by Tag Cloud. The minimal number of platforms which the product should run on is iOS and Android.

Following this, the frontend of the application should be written once and compiled down to both the iOS and Android platform. The backend should provide agnostic responses,

so that the responses can be handled the same by on Android and iOS devices.

Because of the early development phase of the application, there is not a requirement to install the application from the normal application providers Google Play and Apple Store. It is enough that it is possible to install the applications on development devices. This also leads to that the application doesn't need to consider replaceability at this point.

5 | Architecture

The current architecture of the application is as shown in the figure 1 from the requirements-section. We have a backend written in Java that retrieves information from services like Digitalt Fortalt, Flickr and Instagram. Digitalt Fortalt is where all the stories are obtained from, Flickr holds all the locations, and the pictures are taken from Instagram based on tags. The information is stored on the server and can now be used by the client, which holds the frontend of the application that is being developed on Appcelerator Titanium, using mainly JavaScript and XML. Twitter is integrated directly into the frontend and does not have to go through the server. This is what we eventually would like to do for all the external services, and completely get rid of the backend, but given the time available for the project and the features the customer wants us to implement, this is not a task that will be developed. We would also like the user to be able to publish to more of the external services via the application. Publish a picture to instagram, add a new location to flickr, or share a story on facebook are all features we would like to add, but are not top priority given our time restrictions.

5.1 Backend

The Backend is written in Java and mainly retrieves data from external APIs and save it on the server so that it can be used by the application.

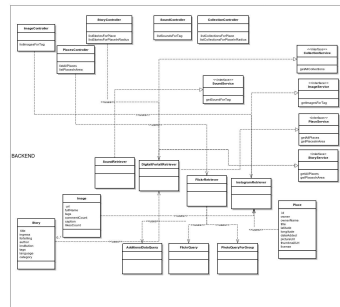


Figure 4 – Backend (Look at end of report for full scale)

5.2 Frontend

The Frontend of the application is an interface to let the user enter, manipulate and view data. It's the part of the application that is being interpreted on the users own device, and is based on XML, TSS and JavaScript for design and functionality.

Every window in the application has a javascript-, tss- and xml-file associated with it. A window can contain various views that can each have different event listeners. What the user sees depends on the window currently open and its associated xml, tss and javascript files and what happens when interacting with a view depends on the event-listeners attached to that particular view. Interactions can be purely visual or it can trigger core functionalities. For example the refresh button on the map window has an event-listener attached to it so that when the user clicks it, it will attempt to fetch the locations from the server and plot them on the map. It will also animate the refresh icon to spin, giving the user feedback that the click was registered.

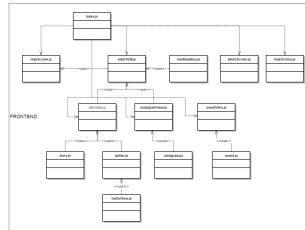


Figure 5 – Frontend (Look at end of report for full scale)

5.3 Use Case

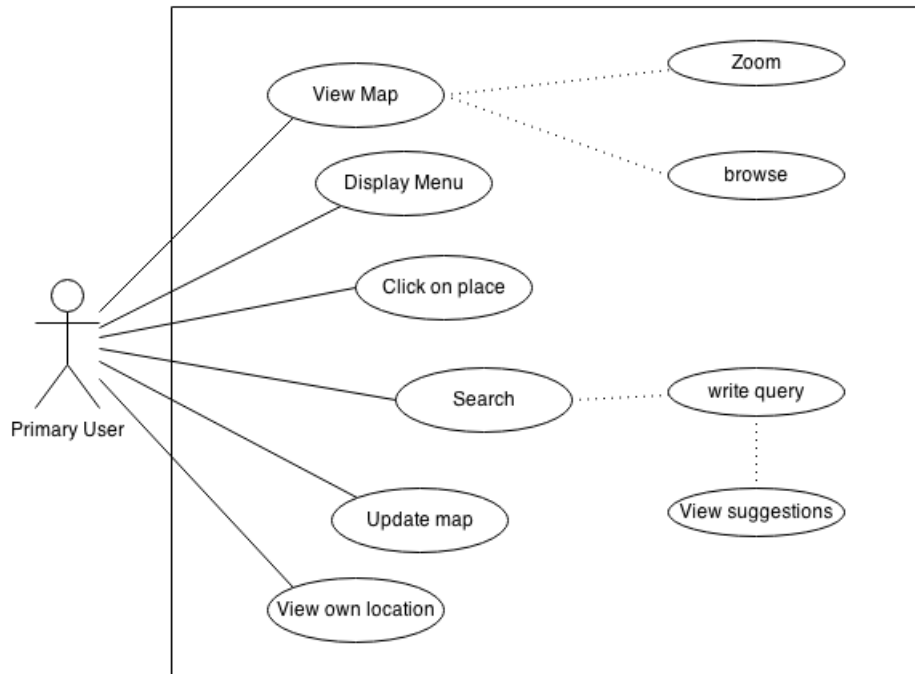


Figure 6 – Map View (Home)

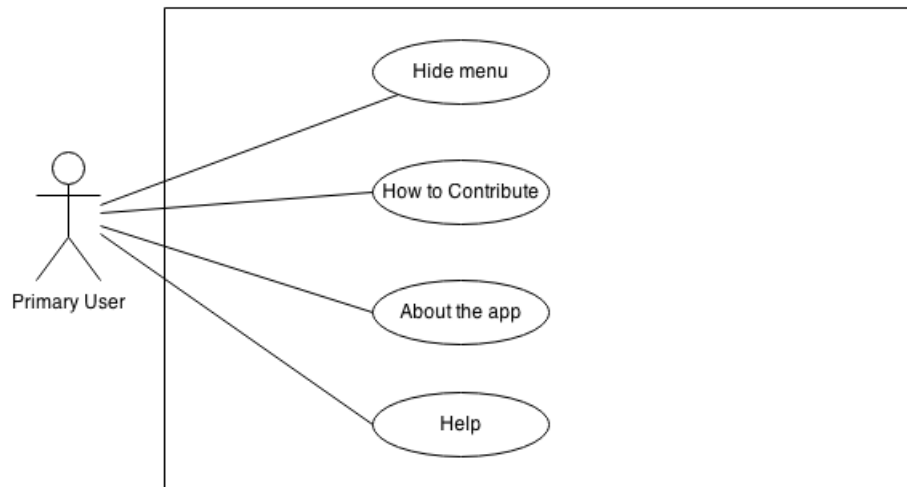


Figure 7 – Menu View

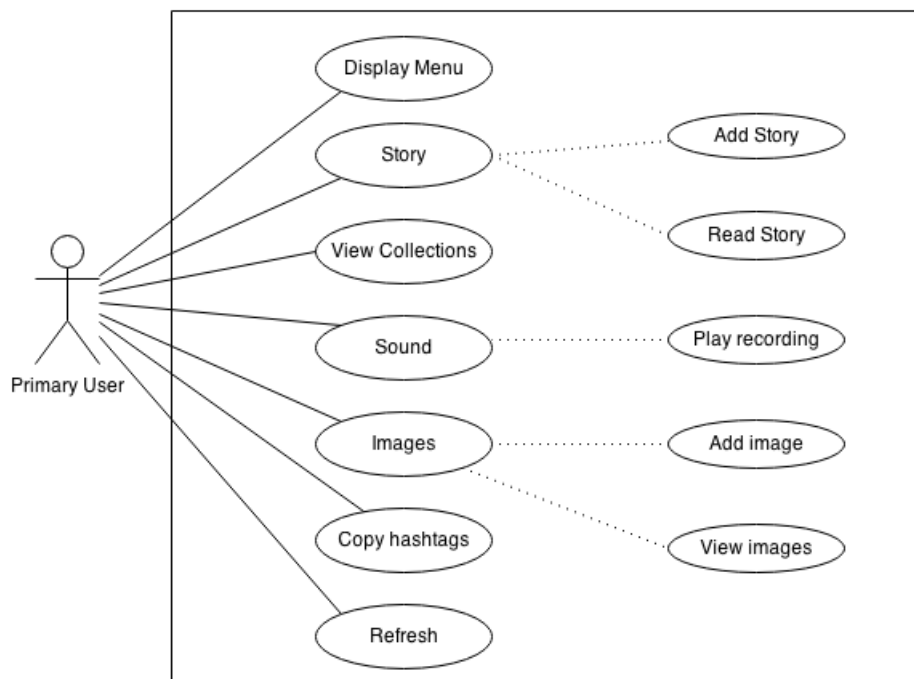


Figure 8 – Place Screen

5.4 Sequence

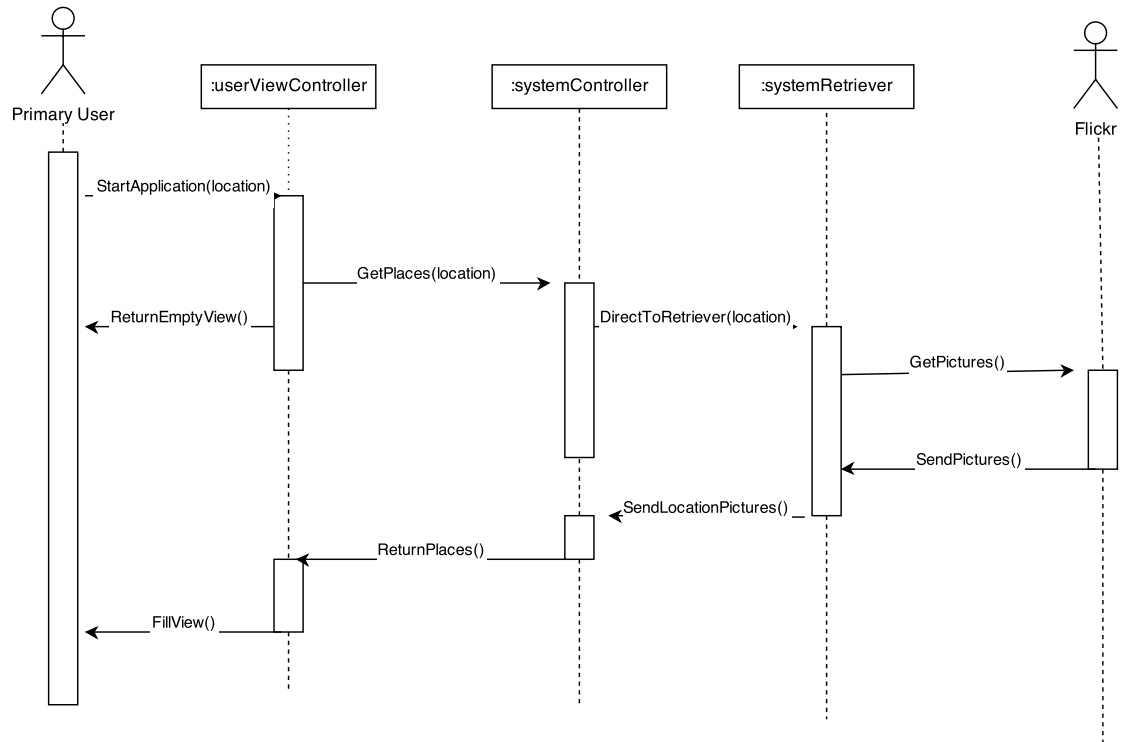
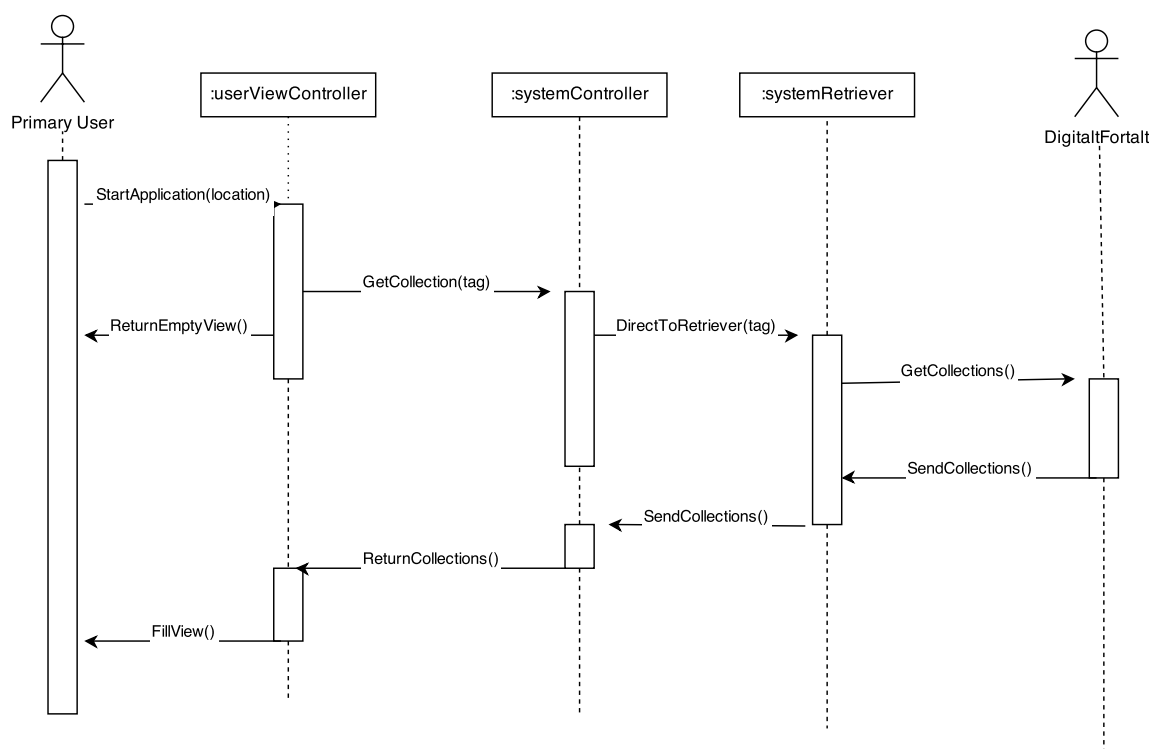


Figure 9 – Get Stories

**Figure 10** – Get Collections

6 | Implementation

6.1 Sprint 1

6.2 Sprint 2

6.3 Sprint 3

6.4 Sprint 4

6.5 Sprint 5

6.6 Sprint 6

7 | Testing

System testing or software testing, falls into something that is called “Black-box testing”. This is a method of software testing, that investigates the functionality of the application. Eg. what it does, it is simply described as this: It will not require to know how to code, or need any sufficient level of skill to programming when an system test is about to go down. It will neither interfere with it’s internal structure or workings.

7.1 Testing Procedure

When you are about to conduct a test, you find a test-person. Then you tell them what the software is supposed to do. And give them the Test cases[7.2], and explain to them it is very important to think loud so we get the most out of the testing.

7.2 Test Cases

Test cases are built around the specifications and requirements of the application. What the application is supposed to do.

Get Places	
ID	T-F1
Requirements	SF-1
Feature	Places are shown on the map
Preconditions	<ol style="list-style-type: none"> 1. Flickr is up 2. The Flickr group contains photos with locations 3. Application is installed on device 4. Device is connected to the internet
Test Description	<ol style="list-style-type: none"> 1. Open the application 2. Wait for 30 seconds 3. Click on a pinpoint 4. Zoom out to a world view
Expected result	<p>The map should show some clickable pinpoints. When clicked the pinpoints should open a little box containing a thumbnail picture and small text provided by the Flickr Stedr group.</p> <p>When zoomed out new places should be loaded according to what the user see.</p>
Pass/Fail criteria	<p>The test is considered a pass if the expected result happens. The last step that need to be passed is that the place at Grenada is shown.</p> <p>If there are any incosistencies with the expected result, the test should be considered a fail.</p>
Severity	High

Open menu	
ID	T-F2
Requirements	SF-2
Feature	Drawer menu with options is opened.
Preconditions	1,2,3,4
Test Description	<ol style="list-style-type: none">1. Click on the menu button2. Click on all of the icons in the menu3. Click on the menu again
Expected result	When the menu button is pressed, a drawer menu should open. All of the icons in the drawer menu is also buttons and when clicked again, the menu button should close the drawer menu.
Pass/Fail criteria	The test is considered a pass if the menu button opens and closes a drawer menu. Also, all of the icons should
Severity	High

Views	
ID	T-F3
Requirements	SF-6
Feature	All the views are accessible
Preconditions	1,2,3,4 T-F1 Get places
Test Description	<ol style="list-style-type: none"> 1. Click on a pinpoint 2. Click on the small window that appears 3. Click on one of the buttons <i>Images, Sound, Story</i> 4. Dependent on the previous step, click on the buttons not yet pushed 5. Click the menu button 6. Click home
Expected result	<p>Which view that is selected is shown to the user by being in a different color than the two other buttons. If the button for the selected view is touched, nothing should happen.</p> <p>For every button representing a non-selected view, the user should be taken to the view as indicated by the button text.</p>
Pass/Fail criteria	<p>The test is passed if the button:</p> <p>Image - Takes you to the image view Story - Takes you to the story view Sound - Takes you to the sound view.</p> <p>The selected view has a unclickable button in a different color representing the selected view. Considered a fail if there are any inconsistencies with the criterias above.</p>
Severity	High

Load Content	
ID	T-F4
Requirements	SF-7
Feature	Content is loaded for the places
Preconditions	T-F3 Views
Test Description	<ol style="list-style-type: none"> 1. Click on a pinpoint(not Camera Obscura) 2. Click on the description 3. Go through the views as in T-F3 3a Click on all of the titles on the story 3b Click on two random images 3c Click on a sound
Expected result	<p>The places should be loaded with relevant and accessible content from all of the content providers..</p> <p>If some content-types aren't provided for the specific place, the content type should be loaded but indicate that it is empty.</p>
Pass/Fail criteria	<p>The test is considered a pass if the expected result happens.</p> <p>If there are any inconsistencies with the expected result, the test should be considered a fail.</p>
Severity	High

Collection view	
ID	T-F5
Requirements	SF-8
Feature	Show a view with the stories related to a collection
Preconditions	T-F2 Open menu T-F4 Load Content 5 It exist a collection
Test Description	<ol style="list-style-type: none"> 1. Press the menu button 2. Press the Collection button 3. Press a collection
Expected result	When the collection button is pressed a new view should open with the list of stories related to the collection.
Pass/Fail criteria	The test is considered a pass if it is possible to open the menu and access a collection with a list of stories.
Severity	Medium

Collection map view	
ID	T-F6
Requirements	SF-8
Feature	Show places related to a collection as pinpoints in a map
Preconditions	T-F2 Collection View
Test Description	<ol style="list-style-type: none"> 1. Press the menu button 2. Press the Collection button 3. Press a collection 4. Press the <i>show on map</i>-button
Expected result	When the “show on map”-button is clicked, a map view should open with related places showed as pinpoints. Pinpoints not related to the collection should not be placed on the map.
Pass/Fail criteria	The test is considered a pass if all places related to a collection is exclusively shown in a map view.
Severity	Medium

Gallery	
ID	T-F7
Requirements	
Feature	Gallery function
Preconditions	T-F4 Load Content The application is in aplcae with a story where there are multiple images to the story.
Test Description	1. Press the story title 2. If there are more pictures related to a story, press the arrows
Expected result	When accessing stories with multiple pictures as content, arrows indicating the possibility to go through picture files should appear. When pressed new images should replace the old picture.
Pass/Fail criteria	The test is considered a pass if the expected result happens. If there are any inconsistencies with the expected result, the test should be considered a fail.
Severity	Low

Upload Content	
ID	T-F8
Requirements	SF-9
Feature	Content can be uploaded to Instagram, Twitter and SoundCloud
Preconditions	T-F4 Load Content 6 Successfully connected to the content (not story provider) providers
Test Description	<ol style="list-style-type: none"> 1. Click on a pinpoint 2. Click on the description 3. Go through the views as in T-F3 4. Upload textual content to Twitter 5. Upload picture to Instagram 6. Upload sound to SoundCloud
Expected result	The places should be loaded with relevant and accessible content from all of the content providers.. If some content-types aren't provided for the specific place, the content type should be loaded but indicate that it is empty.
Pass/Fail criteria	The test is considered a pass if the expected result happens. If there are any inconsistencies with the expected result, the test should be considered a fail.
Severity	Medium

7.3 Test Execution

7.3.1 Acceptance Testing

Acceptance testing is one of the last levels of the software testing process. The purpose of such testing is to evaluate the system's compliance with the given requirements to check whether it is acceptable for delivery. Hence the name acceptance testing.

User Acceptance testing

Select a place	
Related test case (ID)	T-F1
Test Description	We asked the user to open the app and browse the map to find a desired “place”.
Steps	<ol style="list-style-type: none">1. Open the application2. Wait for response3. Browse the map and find a place of your choosing4. Select place by clicking on pinpoint
Result	The user had little issue doing the test, without hesitation or any questions, completeing the task with ease. The response we got was that the interface was very intuitive and that little effort was needed to understand how to proceed.
Verdict	Passed

8 | Evaluation

8.1 Process

With our process modell, Scrum, we found that following it by the book, became very troublesome. Therefore we decided to make some modification to the original model. The main problem with using Scrum by the letter is that we are all students, and this project only counts for half of the semesters study points. This means we all have different schedules, and thus making it difficult to have daily meetings. End meetings, or retrospective meetings is also something we haven't prioritized much.

In Scrum it is common to use something called planning poker when deciding how long tasks should take. This essentially means that everyone "votes" on how time consuming they think a given task will be. We found this to be a little unnecessary because its usually so imprecise, and have therefore chosen to just let the persons responsible give their judgements to save time.

8.2 Project Management

One of the main challenges for us concerning project management was the frequent changes made in regards to features. It also took a while to come to a shared view on the requirements with our customer. Later in the project, the customer provided us with a long list with about 50 features that was to be implemented. We ended up treating requirements different from this feature list. This was because, even though our requirements addressed much of the features in the feature list, they were still on a another abstract level. The feature list items was too detailed and specific to be listed as requirements.

8.3 Communication

We feel that the communication internally on the team have been good. By using different channels like Facebook, mail, and phone, we were able to stay in touch throughout the project even though we couldn't always be physically present on the school.

With the customer on the other hand, the communication could have been handled better on both parts.

Our customer went on an unfortunate sick leave at the start of the project, which ment that our communication had to go through a third party. At first, it didn't seem like a big problem, but when we later discovered how this had led to major misunderstandings, it ended up hurting us more than we first thought it would.

About three weeks into the project, we started to have direct communication with our customer over skype once a week. These meetings didn't work well for us. It made it hard for everybody to engage in the conversations. Although we always paid attention and were careful to write summaries from these meetings, the customer's visions didn't get through to us somehow. We thought we had a clear picture of what our customer wanted, but it turned out to be wrong.

It wasn't really until we started meeting our customer in person, halfway in to the project, that we understood how much we had been talking past each other. There had been lacking clarity in messages between us and since both parts thought they understood each other, no measures were made. Now, after an almost four hour meeting with our customer in person, we finally came to a common understanding of what purpose the app had. This also meant that we suddenly were far behind schedule since we had to completely redo the product backlog based on the new feature list. We strongly feel that this list should have been provided to us at the beginning of the project. It would have saved us a lot of time.

That being said, we also take self criticism. There was for instance one incident where a team member didn't pay enough attention on a meeting. This resulted in him working almost 20 hours with trying to integrate the soundcloud UI experience into StedR. What our customer really wanted was for us to make a simple api call to the Soundcloud servers and retrieve sounds based on title. We of course take full responsibility for this.

8.4 Project planning

Our pre-study and project planning was really thorough, but in retrospective, much of it ended up being a waste. We spent a lot of time doing research and user tests, trying to figure out what direction we should take the app in. Because of the misunderstanding explained in Communication, we thought we had much more freedom than we actually had. We had the idea that we could just get creative and play with the app as we saw fit.

It's not that we have any problems of working with a predefined feature list, but then it should be clear that we in fact have these restraints.

In the first half of the project, these were some of the features we were working on that we later dismissed:

- Adding new places from the app
- Wikipedia integration - Possibility to see wiki entries related to the place you are visiting.
- Adding full Soundcloud experience in the app.
- Attaching NRK archive footage to a place.
- General design overhaul.

8.5 Problems and difficulty

The development of this app have been quite a bumpy ride for us. We have stumbled upon surprisingly many problems from our risk analysis.

One could of course question our preventive abilities, but we still feel we took the right precautions. Some things are just left to luck.

From our risk analysis, this is some of the more important problems we came across in this project.

- Communication failure - Between the team and the customer as explained in Communication.
- Major requirements change - The new feature list, which was given to us halfway into the project, changed the requirements a lot.
- Technical difficulties - We had huge trouble setting up the development environment for titanium framework. Two team members didn't even get it to work at all.
- Unavailability - Two team members spent 2 weeks in china which reduces our capacity right before easter.
- Lack of Competence - Combined we had zero experience with some of the technologies used in this project beforehand.
- Sickness - As explained above.
- Equipment Failure - One team member had to send his computer to service for a total of 6 weeks. Two others had to replace their android device.

This was also the first time for all of us to take over a project halfway to further develop it. We are not going to lie, this was little demotivating, but we managed to stay positive regardless. First of all, we didn't have the option to choose technologies based on our strengths since its already chosen by the previous group. Actually, none in our group had any experience with any of the technologies used. This was very unfortunate since we have to spend a lot of time to learn new frameworks. Additionally, you have the aspect of understanding all the code that had been written.

8.6 Lesson learned

In terms of management, we have learned some important lessons.

Firstly is the importance of clear milestones. In the beginning we had very unclear goals and this affected the group. It was later solved when we got a priority list from our customer. Working without a clear focus can be challenging for the team members.

Also, clarity internally. If we had been a bit more clear on responsibilities within the group, the development process would have gone more smoothly.

Lastly, we can not emphasis this enough: Communication is the key to every projects success. Of course we already knew this coming into the project, but in practice it is easy to lose focus. Because of a simple misunderstanding between two of our customers we spent two weeks working on the user interface and other irrelevant features, when we should have prioritised integrating API's instead. So clarity on what the customer want is important. We also learned that Skype meetings or talking over the phone is not sufficient for good communication.

8.7 Conclusion

Even though we started of on the wrong foot, being both unfortunate and a little careless, we managed to pull ourself together and produce a result we are all proud of. All that is left now, is to hope our customer feels the same way. Either way, we have learnt incredibly much from this project. We have stumbled across a fair amount of unlikely, but yet realistic problems that can occur in every working project. We feel that this valuable experience can help us avoid many of the same errors in the future.

9 | Attachments

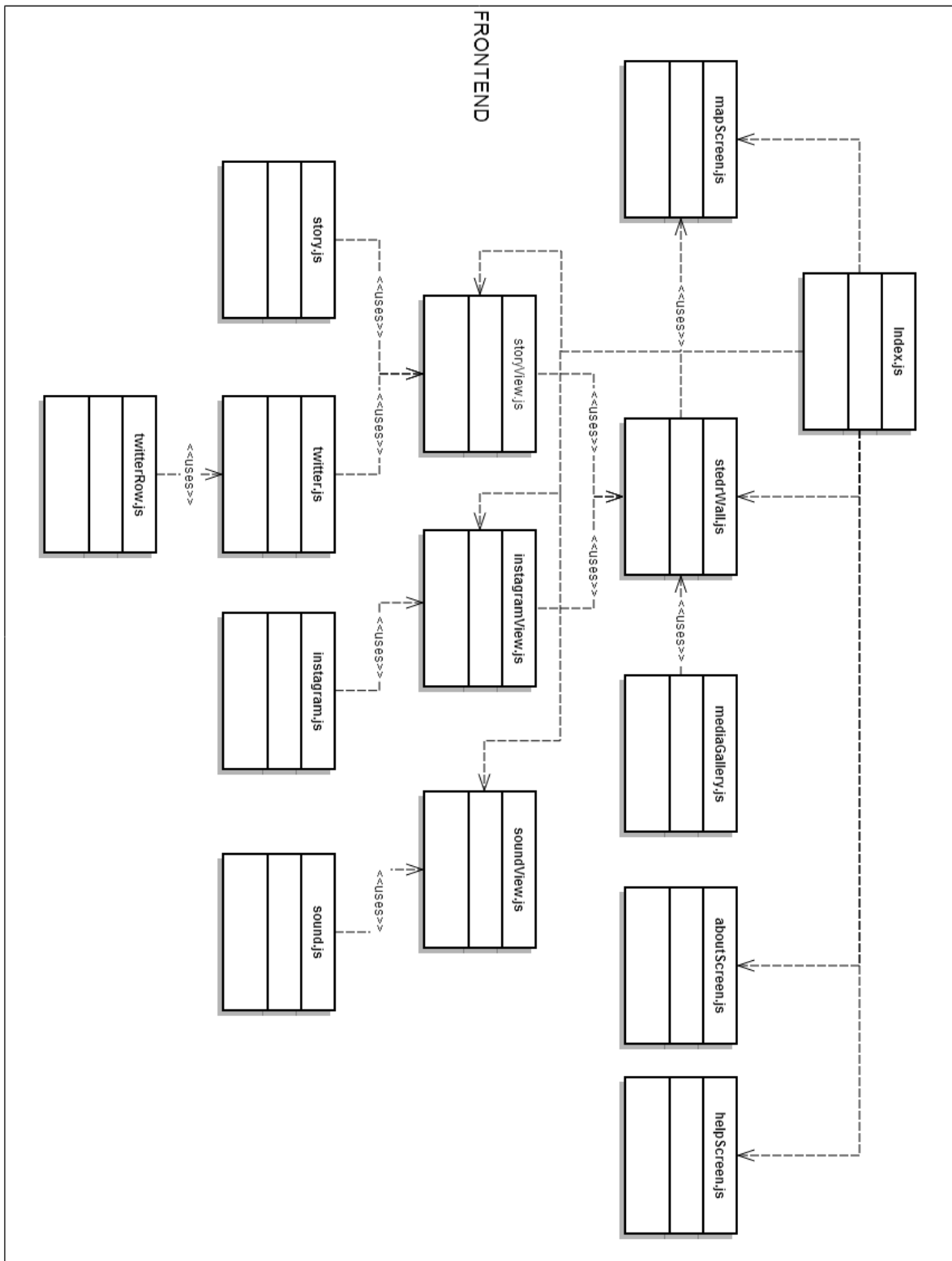


Figure 11 – Class diagram for frontend

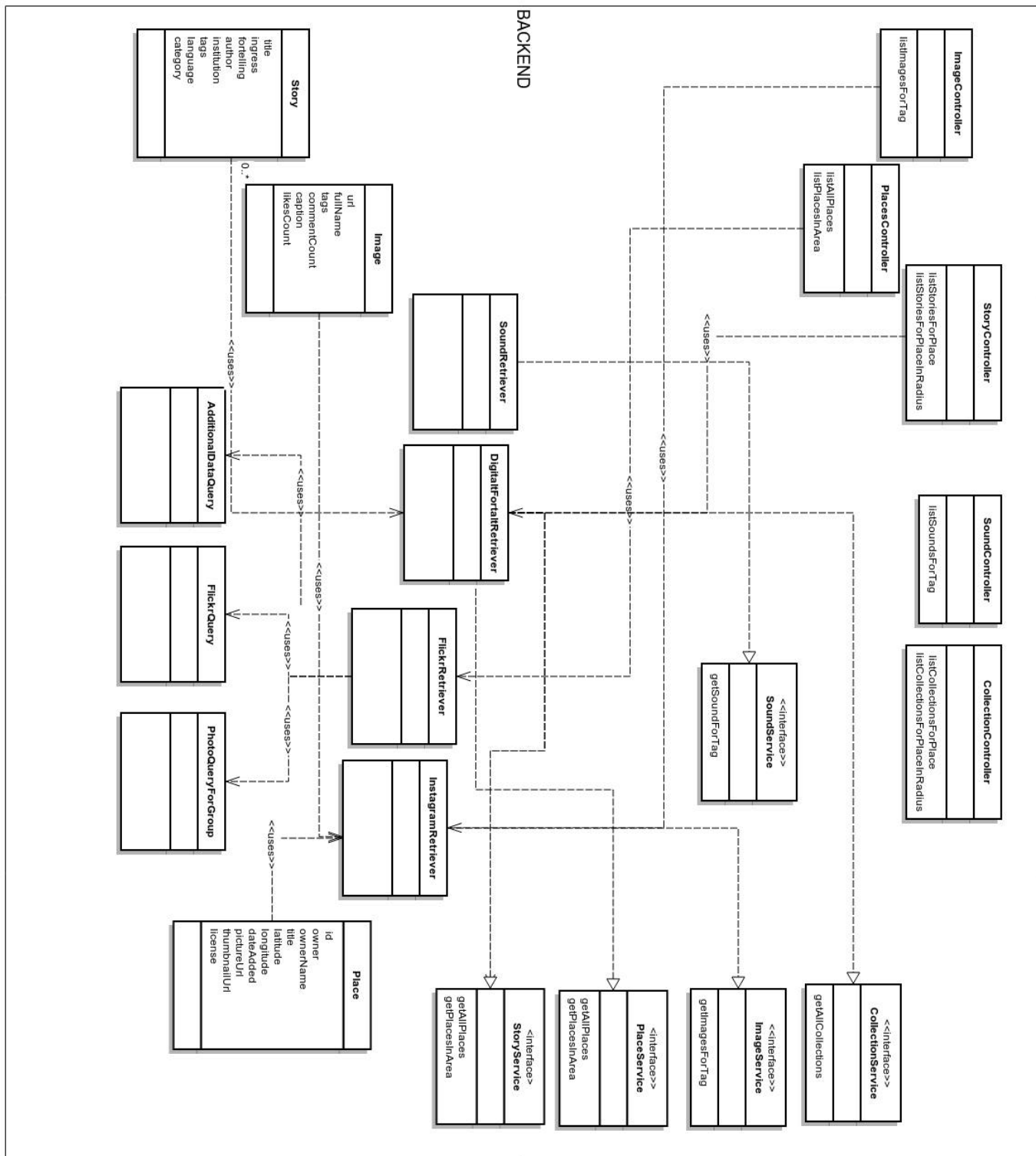


Figure 12 – Class diagram for frontend

References

A | Developers Manual

A.1 Frontend

A.2 Backend

B | Status Report Example

B.1 Status Report

SINTEF

Storytelling

Summary Status Report

1. Introduction

The last week has been pretty busy with a lot of progress in terms of development. The last customer meeting turned out to be very constructive and the customer seemed to be satisfied with the recent development of the system.

2. Progress summary

Updated Activity Plan (8)

Milestone/Gantt

3. Open / Closed problems

The last week has almost been problem free, and the progress has been pretty good. Regarding the continued development there has been a delay, because of some content which haven't been made available to the group from the customer.

In the coming week it will be difficult to keep up the momentum from last week, as Easter is approaching (unavailability because of travelling) and a couple of the group members are in China for a school excursion. The group members that still are available will therefore focus on few assignments which they are familiar with from earlier.

4. Planned work for next period

New Activity Plan (9)

5. Updated risk analysis

Risk analysis

B.2 Activity Plan

ID	Package	Activity	Resources	Planned work (hrs)	Start	Finish	Actual Work (hrs)	Status (% completed)	Comment
	1 Development	Sound recording New	Øyvind	15	10.03.2014	23.03.2014	15	50	
	2 Engineering	Systems communication standard	Tor	20	10.03.2014	23.03.2014	10	60	
	3 Engineering	Collections, possibilities	Vegard	5	10.03.2014	23.03.2014	10	30	
	4 Development	Integrate new DF-API	Jon-Andre	10	05.03.2014	23.03.2014	9	75	
	5 Development	Soundcloud integration	Vegard	10	10.03.2014	23.03.2014	7	75	
	6 Management	Customer Meeting	All	18	19.03.2014	19.03.2014	0	Canceled	
	7 Management	Presentation	Halvard	5	19.03.2014	19.03.2014	20	100	
	8 Management	Status Report	Vegard	1	23.03.2014	23.03.2014	2	100	
	9 Management	Supervisor Meeting	All	3	17.03.2014	17.03.2014	4	100	
	10 Management	Peer evaluation	All	20	17.03.2014	23.03.2014	25	100	

B.3 Risk Analysis

Problem	Description	Likelihood (1-9)	Impact (1-9)	Importance (Likelihood * Impact)	Preventive action	Remedial Action
Lack of abstraction in product	The existing solution does not have possibilities to add features following templates	6	9	54	None	Standardize communication, and also add a standard for content
Communication Loss	The groups' communication with each other is not satisfactory. Group don't establish good communication with the customer and supervisor.	3	7	21	Actively establish communication and reach out to the parties regularly.	Talk with the group about the communication, and try to get a good understanding of the problem. Establish communication media, so the group can talk with each other.
Change requests	Change requests that does not meet the requirements of the product	3	7	21	Have well defined requirements specification and implement it iteratively.	Reach out to the customer and ask what they think about the request changes.
Technical difficulties	Some problems may turn up to be very hard to solve. This can in turn lead to delays and frustration. And may sometimes be very time consuming.	5	4	20	Regularly have technical discussions with the group, that way the hard problems can be handled by the group as a whole.	If the problem is to hard, try to get help from other groups. Also evaluate if the problem can be handled differently.
Workstation are noisy	The workstation is filled with people who make alot of sound, so the developers team can't concentrate to the fullest.	5	4	20	Can preorder room, so we get our own workstation to work on.	Order room/move to a private facility, and move the whole developers team there if the noise are that bad.
Failing to do planned work	Members of the group fails to do scheduel work due to falling behind in other subjects or matters not related to the project.	9	2	18	Good scheduling habits. Sit down every week and see what's planned to do in the project the following week. Coordinate against what you have to do in other subject.	Make up for lost work during weekends or other available time slots
Insufficient product	Devolping a product that does not meet the requirements of the costumer	2	9	18	Good and continious communication with the costumer. Work with an agile devolpment structure such as Scrum	
API change	Changing the general API because lack of functionality.	2	9	18	Sufficient research about API before implementing it into the project.	Either drop the functionality that is missing, or start developing with the new API if there's time and the priority is high enough.
Different app views	Customer and developers have different views of the apps' purpose and funtions.	3	6	18	Have regular meetings, inform and discuss all changes to project scope, goals and features.	Discuss with customer and find middle ground.
Scope	The amount of features requested are beyond what the development team can deliver in time	6	3	18	Be specific with the customer how much time we have, and explain deeply how much time it takes to develop a single feature	Discuss what are the nessasery features that must be in the product, and flush out what is the least nessasery.
Unavailability	Group members are unavailable because of different projects, which makes it difficult to complete the planned work load	4	4	16	Get an overview over when group members are available, and then plan how to either work more before the time of the unavailability or plan to catch up the missed work at a later stage	Other group members have to make up for others unavailability

Problem	Description	Likelihood (1-9)	Impact (1-9)	Importance (Likelihood * Impact)	Preventive action	Remedial Action	
Lack of competence	The developers don't have enough competence about the given software the project requires.	8	2	16	Meet every day, do workgroups together and learn by failing.	Talk with other members of the group, and hear if they have the competence. This will prevent hours of searching, when you can listen what the other members have to say. And direct you on the right path for the competence you need.	
Hardware communication	Not possible to use the dev. environment to make use of some of the hardware (camera, microphone)	4	4	16	Try to keep the application relevant to what it's actually ment to do, focus on the core areas.	Access the hardware externally through APIs	
Loss of work (DUPLICATE)	Disk failures or losing equipment that causes project related work to disappear	2	8	16	Establish good backup habits. Have the group share the code (using git etc) and use cloud services for document storage	Talk with other group members, hear if they have it on a local hard drive. If not rollback to the latest stabl version, where there is least of loss.	
Software issues	Not all group members can install necessary software properly on their own devices. Software not functioning properly on device.	5	3	15	Research software before taking use of it. Install software together as a group.	Work together in small groups with the task, or reassign aother work to the individual.	
Missing deadlines	Some work may take longer time than expected, this may cause delays later on in the project.	3	5	15	Have a steady and diciplined workflow and plan ahead. Overestimate work rather than underestimate.	All members meet and plan what is to be done, and assign it right away. This way the project can be delivered as soon as possible.	
Customer turnover disruption	A key contact in SINTEF leaves the company, putting the project in a unclear state	2	7	14	Good communication. Multiple contacts with knowledge of the project	Quickly contact the customer and discuss how to proceed and how it's affected	
Sickness	Group members or other crucial personell gets sick	4	3	12	Have regular updates about the progress of the work being done, and don't make important task rely completely on one person without a backup plan. Stay healthy.	Talk to the person about the individual tasks, how much he can handle, and distribute the work the member can't complete.	
Group members falling out.	Members doesn't show for meetings, or goes of the grid without notice.	2	6	12	Good communication and agree on a schedule that suits everyone.	Take action at once, and make inquires to why the member didn't show.	
Uneven workload	Uneven distribution of workload	6	2	12	Stay updated on the tasks given and work put in, then distribute new work accordingly.	Have intervention and discuss the workload, try to redistribute to make up for the differences.	
Conflict over changes	Group members not in agreement over supposed changes in group management, work, responsibility etc.	3	4	12	Have an open dialog.	Discuss in group and decide as a democracy.	
Late for meeting	Members of the group are late for meetings with group/customer and supervisor	6	2	12	Good communication and agree on a schedule that suits everyone.	Take action at once, make inquires to why the member came late and make it clear to the individual that this is not acceptable.	

Problem	Description	Likelihood (1-9)	Impact (1-9)	Importance (Likelihood * Impact)	Preventive action	Remedial Action	
Documents customer/supervisor meeting	Lacking the sufficient documents for the meeting with the customer used for presenting changes, mockups or reports about fieldwork etc.	2	6	12	Have the documents stored in the cloud so you can access it wherever you go. With your respective smartphone/tablet and pc's,	Discuss what you remember and try to make the best out of the meeting.	
Equipment failure	Computers and other dependable devices malfunctions.	4	2	12	Keep documents and code in the cloud so you can work from another device if your primary device malfunctions.	Get replacement as soon as possible.	
Application on mobile device	Problems installing application from the used framework on mobile devices.	3	4	12	Make sufficient research about the framework we are supposed to use in front of the project. So we have as little problems as possible to install on mobile devices.	Use google and try to find people who have had the same problems as you are having. And try to do the same as they have done before you.	
Document sharing failed	Authorization of documents sharing is not complete, people don't have access to the groups documents.	2	4	8	Give all the authorization they need for the documents to be shared. So all can view, edit and share documents.	Find out where the problem lies, so everyone can get authorization for the given documents and folders.	
Lack of software	Lack of software necessary for the development process.	1	3	3	Talk about what software is required for the development of the product. Ask the customer for this software or funds to acquire it in good time.	Ask the customer immediately for the required software, so the development progress doesn't have any major delays.	

C | Meeting Example

C.1 Group Meeting

Here follows an example of notes one of our meetings. The summaries from the meetings are written in norwegian, and translating them for the report was not something we prioritized.

Til stede: Alle

Agenda:

- Oppsummering fra forrige gang
- Gjort siden sist
- Evaluering av stedr
- Preliminary report
- Diverse
- Til neste gang

Oppsummering fra forrige gang:

Forrige gang ble vi enige om å i hovedsak se nærmere på ‘stedr’ og evaluere appen. Siden sist har vi også hatt møte med supervisor og Sintef, det foreligger ikke noe referat fra Sintef-møtet enda. På grunn av sykdom var dette møtet med Babak og ikke den opprinnelige kunden Jacqueline.

Gjort siden sist:

Øyvind: Mock-up, og alt fra lista.

Hallvard: Titanium, APIer, RISK.

Jon-Andre: Titanium og oppsett mot stedr, skrevet en liten evaluering av stedr, agilefant, PHP/symfony, jobbet litt (for lite) på RISK-dokumentet.

Tor: Mange oppgaver viste seg overflødige, kommer tilbake

Vegard: Titanium, LaTeX, sharedLaTeX.

Jørgen: God evaluering av stedr, RISK

Evaluering av stedr: Diverse UI-bugs. F. eks kan man ikke rotere telefonen. Ikke noen scroll-funksjon på ‘pictures’. I overkant mye scroll enkelte steder, man kan scrolle forbi slutten av teksten. Twitter tillater ikke mer enn 140 ord, men det gjør appen. Er det noe poeng å tweete fra stedr, eller skal man bare hente inn? Jørgen har prøvd å få inn et bilde fra instagram, men dette dukker ikke opp i stedr etter 12 timer. Måten stedr henter inn historier (vha. hashtags) gjør at det blir mye irrelevant informasjon. Autensisering opp mot Twitter er rart, hva er stedr homepage. Vi liker mye av designet. Hva er identiteten/poenget til appen? For utdypninger se eget dokument.

Preliminary report:

Risk-list er nesten ferdig. Jørgen, Jon og Øyvind skal møtes på lørdag for å jobbe og fullføre midterm.

Diverse:

For nå tar vi det med ro i LaTeX, bruker Google Docs i første omgang. Tor og Hallvard har sett litt på skytjenester (sky-backend), noe som kan virke interessant.

Til neste gang:

Øyvind: Prelim-rapport, fikse kodekopier

Hallvard: APIer, balsamering

Jon-Andre: Prelim-rapport, referat fra Sintef

Tor: Se på skybackend

Vegard: APIer, prøve å få kildekoden til å fungere i Titanium

Jørgen: Prelim-rapport

C.2 Customer Meeting

Here is an example of the summart of a meeting with our customer. Again the text is in norwegian.

Videomøte med Jacqueline 19.02.2014

Til stede fra gruppe: Øyvind, Jørgen og Jon-Andre

Fra kunde: Jacqueline Floch

Gruppa har fått mye informasjon, men hva synes Sintef er viktigst?

1. APIet til Digitalt Fortalt
2. Stable bilder til samme sted.
3. Gjøre appen bedre og forbedre integrasjonen mot eksisterende APIer.
4. Skape interesse gjennom sosiale medier (link til fortelling f. eks)
5. Filtrering
6. Koble til andre databaser (Soundcloud)

Vil beholde så mye som mulig av det som allerede finnes i appen. Det ble brukt mye tid på design i høst, så dette bør ikke prioriteres nå.

Filtrering: Når et sted blir hentet kan man f. eks få en liste med tags. Filtrering basert på brukerprofil (og generelt) vil for øyeblikket være litt problematisk grunnet få fortellinger.

DF har link til Wikipedia.

Hvis vi har forslag til forandring både backend/frontend så kan dette gjennomføres.

Informerer om den lille brukerundersøkelsen vi har hatt, og at vi har et inntrykk av at den sosiale delen.

Flickr API: Et sted er definert som et bilde, geolokasjon, bilde er delt innenfor en gruppe. Gruppe-APIet til Flickr er ikke optimalt, gruppe er brukt for å gjøre søket enklere. Backend henter alle bilder og informasjon fra den gruppa.

Gruppa har et inntrykk av at appen ved førstegangsbruk er litt vanskelig, kanskje det bør være innlagt en sidemeny.

En litt abstrakt utfordring er: Hva er et sted, og hvor stort er et sted?

Notiser:

- Det APIet som ble brukt i høst fungerer ikke nå
- Gruppa bør sjekke ut Trondheim Byguide

C.3 Supervisor Meeting

Here are some notes from one of our meetings with the our supervisor Mohsen Anvaari. We found these meetings to be a great resource during our project, giving us constructive criticism and advice. This specific meeting occurred 18.02.2014.

Meeting with Supervisor 18.02.2014

He thought the report was generally good, but some small things were missing:

In the introduction we should have given a short introduction to the customer.

He had some issues with the structure of the report:

The term Software Engineering is too broad. Should rather be split up in sections like Architecture, Design etc. An alternative would be to simply split the structure in to Sprint 1, 2 etc.

Time organization should just be called Project Planning.

Never use “things” in the report. Be more specific.

“GUI and APIs” - For what? Specify that we will work on Stedrs GUI and API.

Remember to give an brief description on what the application is for. Explain the usage.

Process is fine.

Timeplan and architecture is fine, but needs to be more detailed for the next version.

Some of the Non-functional-reqs is functional. ISO standard. Chose 3 or 4. How we tackled it later. Diary is functional.

Linking is superimportant!

Risk analysis is very good.