**YINGJIE JIANG N9327690 Group 41**

## 1. Business Process Modelling

I applied the knowledge of BPM to draw a business process modelling to help us clearly know the process of the project. There are two kinds of people can register in our website: one is user and another is staff. The user who has not the account and need to register can according this diagram to register and submit request. The staff who do not know how to assign job to service providers or change request status can see this diagram. Thus, I have drawn two diagrams to show their processes separately. In addition, BPM can help us and clients to know the structure of our website.

## 2. Test Case

I have tested all the function in our website step by step just like a user and wrote them into the test case. The test case can help our team’s developers to know the errors immediately and change them in time. In Release 2, we added too many functions, so I have tested a lot, especially in the aspect of staff area. In our website, staff can change the request status and assign job to service providers. What is more, the function of update account details had been improved. During testing, I found that there has two points that cannot achieve to our expectation. And I discussed with developers, they have fixed them as soon as possible.

## 3. Questionnaire & Results

During Release 2, I have made a questionnaire about our project. And I delivered them to about 20 International people in Kelvin Grove Campus. After that, I collected their responses and made an Excel to record them. This questionnaire helps us to know more about the user’s viewpoint about our website. And we can improve our functions according their responses.

## 4. Data Analyzing

After collecting the record from 20 questionnaires, I have wrote a data analyzing about them. This simple report helps our team to change some functions and make a new plan in release 3. After analyzing, I found that International people are starved of plumber service and air condition service. We will put more plumber and air conditioning service providers in our website. In addition, most of them want to enter into our website through Facebook. In release 3, we will create a link with Facebook and register a public account. These analyzes can help our team to improve functions and make a website to appeal International people.

## 5. Building work & Air Condition

In our website, we have five services: Plumber, Electrician, Car Repair, Building work and Air conditioning. According to the reflection from questionnaire, we added the detail information about each services. I searched and integrated the information about the building work and air conditioning and wrote them.

# Summary:

As an Information system student, I have discussed with our team’s developers and updated user stories, user story card and JIRA in Release 2. Next, I listened and noted carefully when meet with clients and gave them some suggestions. In addition, I contacted with our client to make sure our release plan will match their requirements, and write the peer review to give them some feedback. And I made a questionnaire about our website and delivered to about 20 International people. After that, I collected their responses and wrote a simple analyze research. Then, I tested all the functions in our website and wrote test case. Finally, I have applied the knowledge of BPM and drawn diagrams to help users and staffs to know their processes in our website.

I choose these five items as examples of my work has some reasons as follows. At first, as an Information system student, I focus more on the tendency of our project, the contact between the clients and test our website. Secondly, the item can represent my contribution to our group in the Release 2. Next, I choose to do a marketing research because it can help us know more about the ideal of users. They are also the important clients, and their viewpoints will help us to improve many functions in our website and appeal more International people. Finally, I choose these test item because they are the most important problems that we need to fix. If I am a user, I will prefer to focus on these items.