

FIT3048

**What's happening, how it will
run, what's different, reminders**

Meeting your Client

Paving the Cowpath

Week 1



I wish to acknowledge the people of the Kulin Nations,
on whose land Monash University operates. I pay my
respects to their Elders, past, present and emerging.

Attendees may be based elsewhere, so we pay our
respects to Traditional Owners of the land from
wherever you may be joining us.'

Welcome back to FIT 3048

We have a strong team of studio mentors
And
Najib, Bill and me (Gail)
Can't wait to start.

You all now have lots of experience
And we will hit the ground running!



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On the menu this week

What you have to do, by thursday

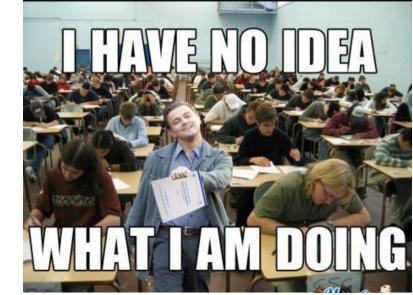
1. Read [How to conduct user interviews](#)
13 mins
2. Read [Probing Questions](#)
10 mins
3. Read [Interviewing users](#)
14 mins
4. Watch [Probing User Interviews](#) - 2.5 mins

There are marks!

Extra reading too
(On moodle!)



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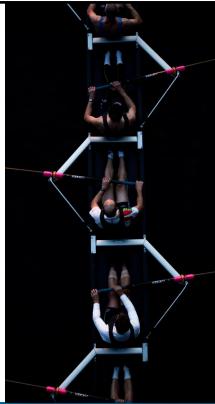
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At the completion of this unit, students should be able to:

1. Apply, in a practical setting, aspects of the theoretical work covered in their course;
 2. Develop an IT application using a prescribed methodology, conducting all activities associated with the development methodology;
 3. Work with clients or client representatives, communicating effectively with them to meet their requirements;
 4. Operate effectively as a member of a development team;
 5. Evaluate, assess and communicate both personal and team progress and learning, thus engaging in meaningful reflective practice;
 6. Explain the roles and responsibilities of clients, system users, service providers, management and developers in the implementation phase of an IT project;
 7. Develop documentation and processes that can be used to implement and maintain an IT system.

Let's Remind Ourselves About 3048

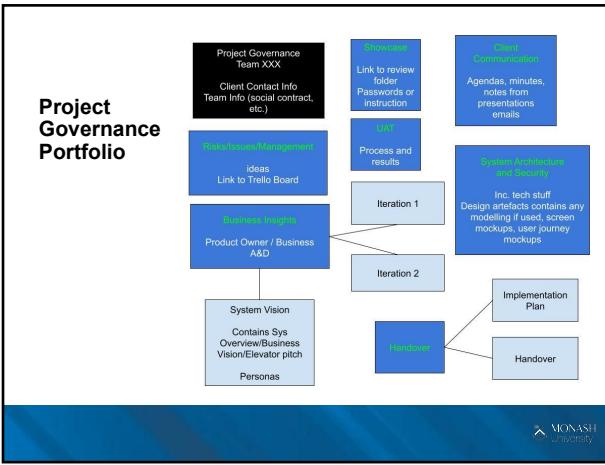
- What are we doing... Why are we here...What's life all about.
You now know...
 - Why you do what you do, every step
 - How to use agile
 - New things that you learn as you went through this process
 - What worked well and what didn't
 - How to work with the information you gather
 - How to work with your team
 - How to work with clients



Same Same

- Teams, mostly (virtual), most of you face to face on campus
 - Still Agile
 - Moodle is still important
 - There are Schedules





But Different

Final semester of your IE project.
We are all older... Gail is fatter

1. **Real Clients** - mentors will tell you, virtual visits, mentors will contact them, mentors will check minutes
You will be going live, ideally iteration 1.2, and 3!
2. Some Mentor rearrangements/ new mentors 2 mentors!
3. Live lectures with marked activities
4. Pre Studio work, readings/videos from lecture topic worth marks
5. Changes to guidelines - CHECK

Same-same, but different.

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But Different

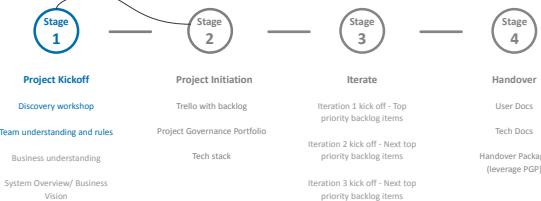
6. First submissions assessed - Feedback noted on PGP and on Trello. Business vision will include iteration 1 priorities
7. More tech workshops for studios - for particular problems
8. There will be a formal handover to clients in week 14 to us and to the clients
9. Peer reviews
10. WONG SWEE SOON award
11. EXPO
12. Ed forum

Same-same, but different.

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Roadmap: Where we are

Plan for project Note 3 iterations !



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A Reminder For You

Why is it important to see the client and show them what you have, as often as you can?

Yes a quiz!
On Moodle



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Discovery Workshop



The basis for your system - getting to know what your client **wants** needs

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Discovery Workshop - The Team

- Social contract agreed, new processes from 3047
- Business understanding
- Business Project Vision / Systems Overview (1-3 pages) - will include iteration 1 priorities



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Discovery Workshop - The Client

First contact with your client:

- Get to know your client
- Small talk
- Build a rapport
- Exchange contact information
- Familiarize yourself with who they are and what they do
- Set a time to meet next (easier during a meeting)
- Leave your client with something to do



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Discovery Workshop - The Client

1. What's does the client do, intend to do?
2. What is the value that you will add/assist with for your client?
3. What's the goal?
4. Who is/ are the target user/ customer?
5. What is the business process? Pain points?

Remember the client is PART of your team

- Focus on:
 - Identifying the people who will be using the system, and why
 - Identify the business value you are building for

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Specifying requirements and, in time...

- Focus on identifying the:
 - People who will be using the system, and why
 - Business process you are building for
 - Major functions and sub-functions
 - Interactions the system must support
 - Nature of the interactions
 - Reporting requirements
 - Data necessary to support reporting
 - UI views needed to support both interactions and reporting
- A good working relationship with your client is essential to the success of your project



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So, Requirements Specification: How do you get it right?

- Agile Philosophy
- Models – Functional decomposition
- Prototypes
 - Use a mockup tool to help at the beginning – e.g. lots around
- Walkthroughs
- Make it easy to get feedback
- Do it bit by bit
 - No more long, tedious, poorly designed reports to read



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Discovery Workshop

Too often we jump straight into solution mode!

- We select a solution without clear picture of what's the problem.
- It's incredibly valuable to take a step back & ask some questions

And understand their business



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Paving the Cow Path

- Is the client sure?
- Is there a better way?
- You need to KNOW their business to be able to provide the best solution to them.

You **advise**
Don't just automate
existing processes

Technology has changed
Try to rethink and improve, rather
than just rehash



Photo Credit: [Polypheus](#)

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Paving the Cow Path

For example:

- Your client has been using google sheets
- One for products, one for customers, one for suppliers
- They are not connected. He keeps a qty on his products sheet, which he manually adjusts when customers buy things
- When stocks are low he looks at the client on that sheet, makes a note and then looks up the client on the client sheet and contacts them



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Paving the Cowpath would
be...
What?

Discuss with your team
Write to new flux board, team
number first



To participate, go to
flux.qa/XB3VJR



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**AND INSTEAD
What?**

Discuss with your team
Write to new flux board, team
number first

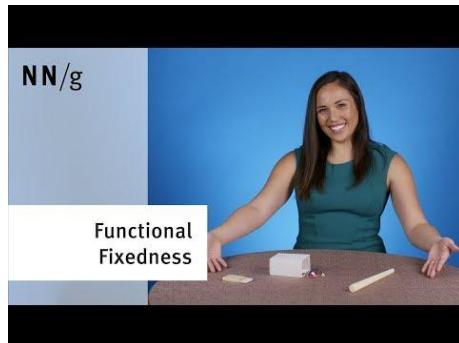


To participate, go to
flux.qa/XB3VJR



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Functional Fixedness: Cow Path



NN/g

Functional
Fixedness

SO Now

- You will jump right into it,
- **Meet and Greet on Tuesday**
- and deliver, deliver, deliver.

Now that you know

- How to handle/communicate with clients
- How to deliver a quality product that's useful, and usable
- How to add value to that organisation



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And Finally...

- You are not students, but **IT professionals**
 - We will treat you accordingly
 - Real client, real system
 - Real interactions, real imperatives
- You can do this stuff!
 - Confidence, a big part of professionalism
- We are here to help you, you are not alone.

So make the most out of it and don't forget to have fun!



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So, Welcome BACK

Let's finish what we started
have some fun and get
right back into it!



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