

Customer Engagement: Release 1

Developer: Team 2

Client: Team 3

Week 1

- Exchanged contact details with the client team
- Created Facebook group to share documentation and request feedback from client.

Week 2

- Discussed user stories with the client. This consisted of a list of around 12 user stories.
- User stories were prioritised using MoSCoW.

Week 3

- Worked with client to add acceptance criteria to user stories.

Week 4

- Presented client with finalised acceptance criteria. Client requested minor changes but approved overall.
- Worked with clients to assess user stories using INVEST criteria.

Week 5

- Presented client with finalised user stories and sprint plan
- Initial plan included:
 - Create Account
 - Manage Account
 - About here2help
 - Recover Password
 - Contact here2help
- Client asked that we also complete Create Request and Manage Request in Sprint 1 so they were added.

Week 6

- Presented client with progress of sprint 1. Due to the way tasks had been delegated, only a small amount of work had been completed. This meeting with the client was used to re-evaluate what tasks could be completed in the remaining time frame.

Week 7

- Presented product of sprint 1 to the client. Client was pleased we stayed on track with the revised release plan.
- Client was dissatisfied team members were unable to attend due to other commitments and that they were not provided a satisfactory answer about system architecture. They considered the meeting ad hoc. Based on this we ensured we had a presentation prepared for all future meetings.
- Reviewed plan for sprint 2 with client. User stories that were not completed in sprint 1 were discussed with the client and pushed into sprint 2.

Week 8

- Provided client with progress report. Client was satisfied with work that had been completed and approved of use of slides in presentation.

Week 9

- Presented product of release 1 to client. Client was happy with how the project completed, particularly the amount achieved in the second sprint. They had no recommendations for improvements. They were particularly fond of the design and layout.