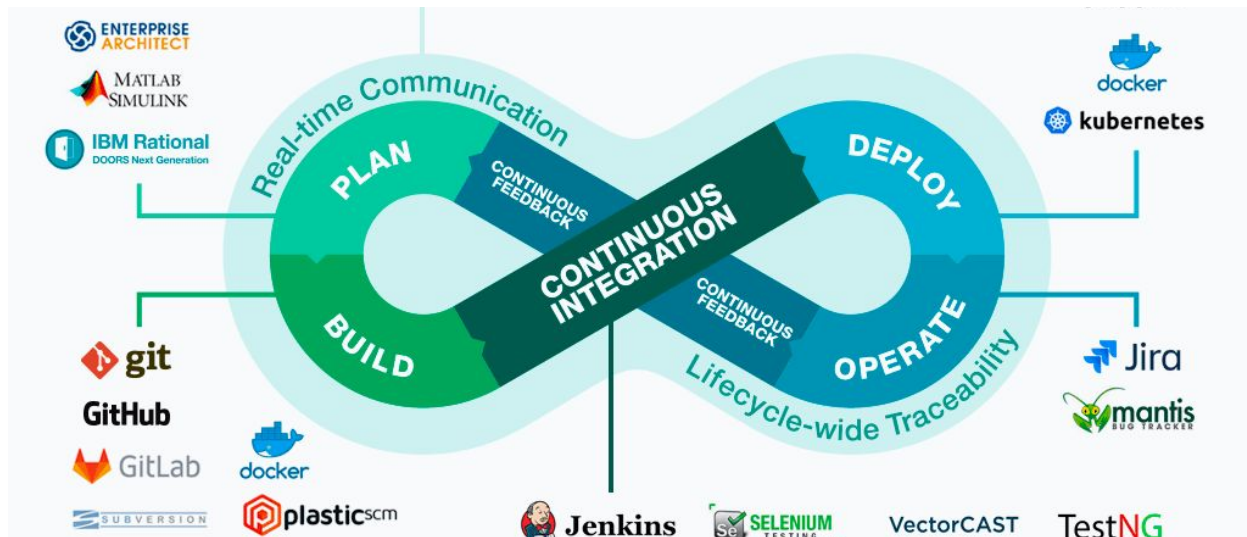


Modelo University

Ingeniery school



Engineering in Technology and Software Development

First Partial

Fundamentals of the Cloud
Teacher: Ing. Alfredo Bolio

Submitted by: Manuel Jesús Canul Uitzil
20/02/2020

SCRUM Process and Tools to Use

Scrum Daily and biweekly:

To carry out this project from Monday to Friday at 3 in the afternoon you must go to the boardroom to be able to corroborate the progress of each department and see what percentage has been advanced of this project, this meeting will have a duration of 30 40 minutes away where the frontend, backend, database and general administrative programmers will attend with their respective representatives.

And every week on Friday, the representatives of each team should go to the boardroom to a meeting to discuss disagreements, problems with the material or team members and things that may affect the delivery of the project.

Tools to use:

Scrum (Trello):

Trello is a project management tool that makes collaboration simple and, I would say, even fun. The reality is that it works for almost everything, whether you are organizing projects at work, housework, travel or anything else.

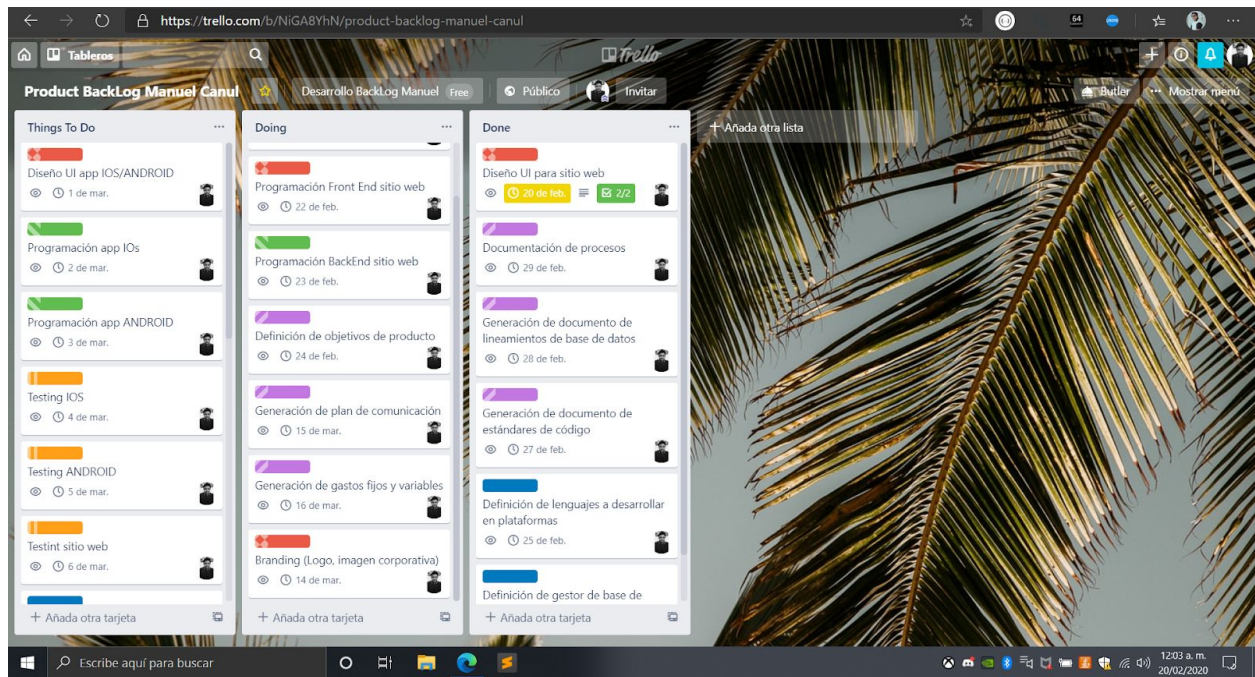
In this way, optimize the deliveries of all the areas that encompass the equipment and reach the best possible delivery.

Sprints de BackLogs

In order to carry out this project on time and efficiently, we will divide the tasks into 3 sections: Things to do, Doing, Done.

The color label for the Sprints would be:

- Red: Frontend and Design Team
- Green: Programming Team
- Azul: Administrative and Management
- Purple: Linking Team (Project Manager)
- Orange: Testing Equipment



Link to access Product BackLog Manuel Canul =>

<https://trello.com/invite/b/NiGA8YhN/33a1d265bb4ed5582811c7315a6c590f/product-backlog-manuel-canul>

Assigned Team, Responsible for Team Tasks and Roles:

The team responsible for carrying out this project will be named: "Manuel BackLog Development" with currently 1 member and 1 Project Manager.

- BackEnd Programmer: Manuel Canul
- Database Designer: Manuel Canul
- Frontend Programmer: Manuel Canul
- Documenter: Manuel Canul
- Project Manager: Alfredo Bolio

Creation of Tickets and Tools to Use

Ticket Creation:

For the creation of Tickets we will use FreshDesk an optimal and very effective tool to fix users' bugs and provide effective and fundamental support in the problem that

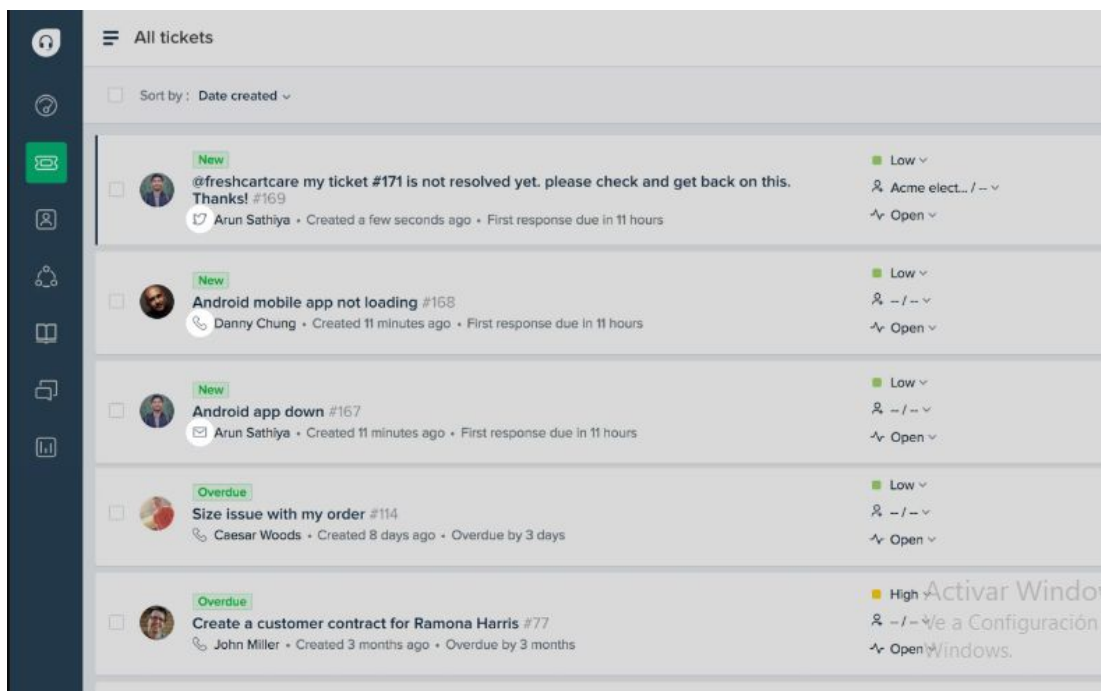
arises. Users will be served in order of arrival on Mondays, Wednesdays and Fridays and more requests will be processed until the current one in the queue is resolved.

The advantage of this tool is that I can give the user a wide range of apis to support problems, from personalized emails and so on.

Tools to use:

Ticket Manager (FreshDesk):

Freshdesk is the cloud-based customer support software from Freshworks. ... Key features and competitive advantages of **Freshdesk**: Multichannel support: collaborate properly in all support channels (email, self-service portal, telephone, chat) from a single window.



Version Control and Tools to Use

Git:

In this project, the Git tool will be used to control the versioning and control of the most optimal and efficient advancement of software programming, in addition to having a

very good tool to control the work of programmers and see that it is really fulfilling his work predisposed in the SCRUM.

Tools to use:

Repositories (GIT):

GitHub is a collaborative software development platform to host projects using the **Git** version control system. The code is stored publicly, although it can also be done privately, creating a payment account.

Fork screenshots:

