



Licenciatura: Ingeniería en desarrollo de tecnología y software.

Asignatura: Fundamentos de la nube

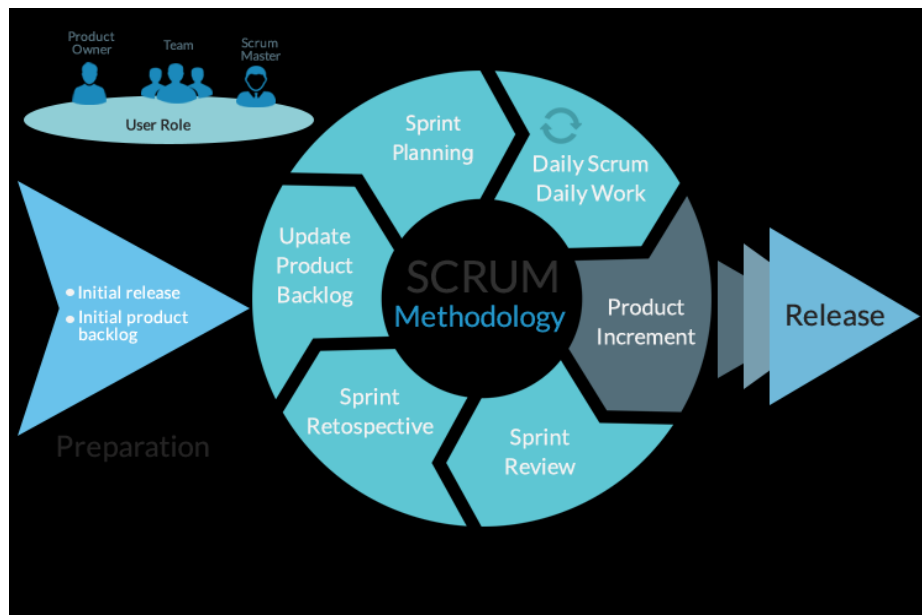
Semestre: 4

Trabajo: Examen Parcial 1

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## Scrum



Scrum is a process in which a regular form is applied to a set of good practices in order to work collaboratively, in a group, and obtain the best result possible in a project. These practices are helped by one another and their election of origin is a study about the way to work groups that are highly productive.

### Scrum Daily:

The daily in scrum is a reunion of 15 minutes of duration, of the group of development scrum, in which the synchronization of the activities that are happening in the sprint, and the planning of the activities of the next 24 hours. It is realized with the intention of inspecting the work realized from the previous daily and to be able to predict the work that will be before the next.

During the reunion, every member of the development group will explain the following:

- What have I done from the last daily scrum to help the development group to comply the objective of the sprint?
- What will I do during the day of today to help the group to comply the objective of the sprint?
- Have I seen or found any impediment that prevents me, or the group, to comply the objective of sprint?

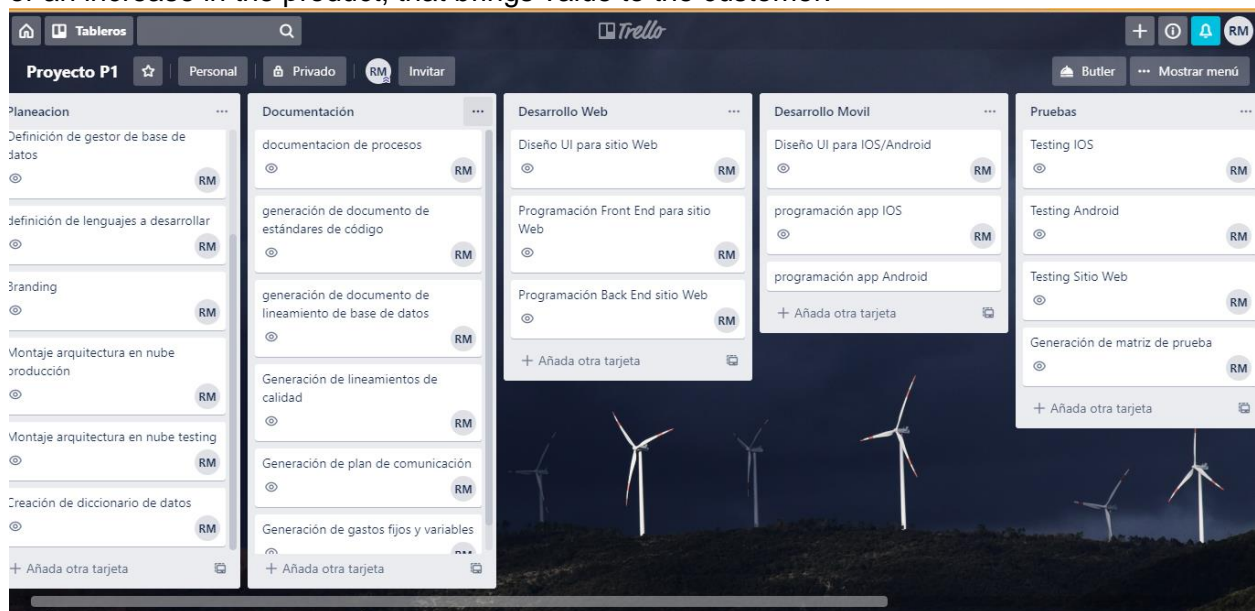
This optimizes the possibilities of the development group scrum to comply the objective marked for this spring

## SPRINT:

The central core of the methodology of the work SCRUM is the sprint. It is about a mini-project of no more than a month (short cycles of execution - between one or four weeks) with the objective of getting an increase in the value of the product that we are building. Every 'sprint' counts with a definition and a planning that will help to achieve the marked goals.

It permits us to have a rhythm of work with a prefixed time, being the habitual duration of a sprint to be about four weeks, although what the methodology says is that it should be between two weeks and maximum of two months.

In every Sprint or every cycle of work what we will obtain is what is denominated as a deliverable or an increase in the product, that brings value to the customer.



## ROLES of work:

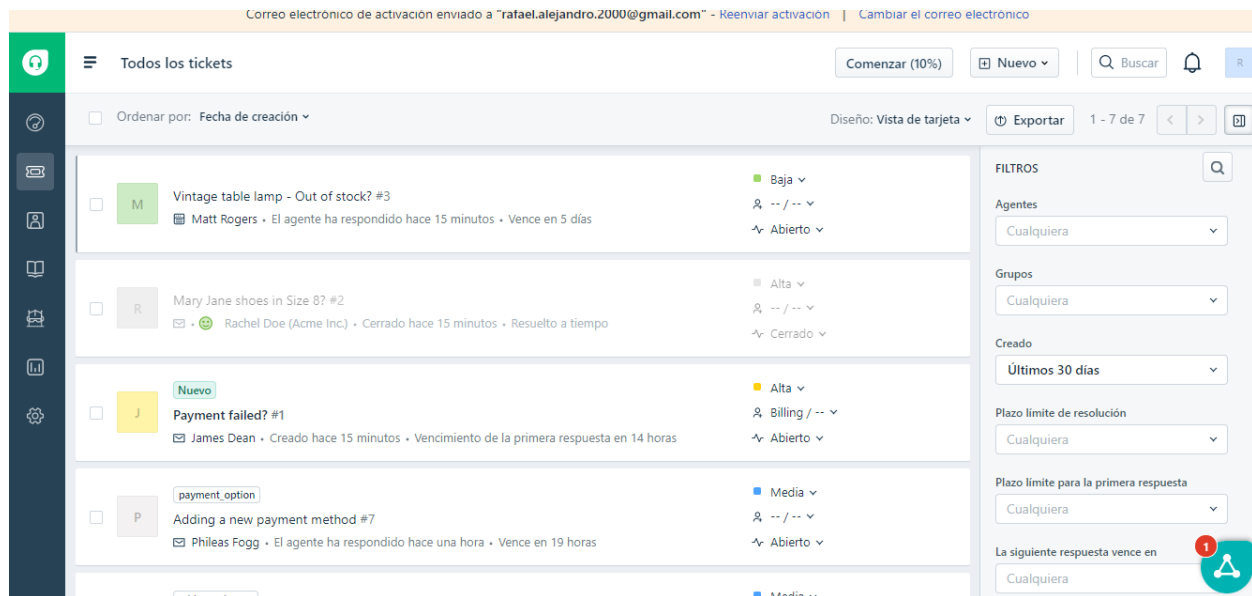
- Planning: Rafael Raygosa Mena
- Documentation: Rafael Raygosa Mena
- Development of the web: Rafael Raygosa Mena
- Development movil: Rafael Raygosa Mena
- Tests: Rafael Raygosa Mena
- Quality: Rafael Raygosa Mena

## Creation of tickets:

FreshDesk offers the tools that permits from having a global vision of the petitions received to the possibilities of adding or eliminating agents to a determined ticker, making it a possibility to see even the history of a client to see all the petitions received in different channels over time. Another capacity of this platform permit converting calls and tweets to tickets and giving answers.

Key characteristics and competitive advantages of Freshdesk:

- **Multichannel support:** Collaborating in all the channels of support (via email, portal of auto service, telephone, chat) from one only window. This powerful Sinenergy makes Freshdesk the service of assistance easier and in position to serve the clients without effort.
- **Easy to use and set up:** the interface of the modern user and intuitive of Freshdesk, it practically doesn't require training and can be personalized for any necessity towards the client's attention.
- **Social Helpdesk-** Be proactive in social media through the automatic conversion of relevant tweets or Facebook publications in tickets.
- **Auto service:** train the clients so they can find the answers by themselves and reduce the volume of entries with a base of thorough knowledge, community forums and bot support.



## Control of versions:

Github is a website and a service in the cloud that helps the developers to stock and administrate their code, as well as having a register and control of any change of the code.

The system of control of versions helps register the changes realized to the code. Even more, registers who realizes all the changes and can restore the deleted archive or modified.

There is no code overwritten because Git saves the copies in the repository.

