**Group 8 Focus Group Interview**

**Interviewer:**

Now that you have told me what is the, what is the team about? I would like to hear about the project a little bit. What, what's the project you are developing?

**Interviewee 1:**

So, our project is to build a administration and a reporting system for Anton Kona, which is basically a cabin rental service for the students at <inaudible>. Okay. And what we're, we're building upon a previous bachelor's degree that made a booking system. So what we're making is the administrative side of this, of this product so that the, the people responsible for the cabins can have statistics on the cabins and make sure to be able to track stuff like where the keys are who's ordered when and where. Like all of this administrative, we want to make it built into this website that they use instead of the current technology that they use, which is loss of Google spreadsheets all over the place and paper and stuff.

**Interviewer:**

So do you have any motivations in participating in this course or is it obligatory for everybody?

**Interviewee 1:**

I think it's obligatory for everyone. But there are like, of course different personal motivations as well on like different levels.

**Interviewer:**

Say what? For instance, somebody else maybe

**Interviewee 2:**

We get to work with an actual customer, for instance, and we working on a product that will be in production very soon after we've finished this course. So it's very fun to be able to make something that we know will be used in the end. Mm-Hmm.

**Interviewer:**

You a little bit more. What, what is the benefit to, to collaborate with a customer?

**Interviewee 2:**

We get a very realistic working environment or work experience. Yeah. Yeah. Okay. I've had several summer internships and this work right here is very much like multiple of my summer internships. And it will be very Right. We're all goanna do.

**Interviewer:**

Yeah. Yeah. We'll discuss that. How about, maybe this is a question for everybody. How about technical skills? Like technical skill challenges? Yeah. Or technical skills. What have you learned or what challenges do you have?

**Interviewee 1:**

That was one of the things I consider mentioning is one of my motivational is to learning the technology because I have less than average experience with like web design and web frameworks. So I got started this project really interested in learning modern web framework, like view the views and DJ for the back end.

**Interviewer:**

Okay.

**Interviewee 1:**

So, yeah.

Interviewer:

So anybody else?

**Interviewee 3:**

I'm the same campus there. I have close to no experience and web development from the world. So it also a chance to learn in like realistic work life, environ i learning by actually doing and having to make something way. But that's how we have to run.

**Interviewer:**

Yeah.

**Interviewee 3:**

It works.

**Interviewer:**

Yeah. okay then soft skills. What do you think team dynamics, soft skills, communication with the customer, Did you improve any of those skills?

**Interviewee 2:**

We, we, the first sprint was very rough. We notice and after having a retrospective, we learned so much <laugh>. The second sprint went way more smoothly than the first sprint. But we also had a retrospective for the second sprint and we still had much to learn. So yes, we did improve there. And then we're continuously improving while we're developing.

**Interviewee 4:**

Yes. And as well as not only communication with the customer, but as well inside a team we mentioned bit last retrospective and we certainly can improve more on internal communication as well.

**Interviewee 5:**

Yeah. We do like the split between meeting here and working remote. That challenging sometimes to like update each other things are and who working what times. Yeah. What needs to, So there's of organizational communication, things that we work on continuously and Yeah. Try to learn how to do. Cause I don't think we have lot of experience working like, in such a various working environment or

**Interviewer:**

No, that's a good point. When it comes to communicating online, that's also important to, to have some skills on how to gather requirements, maybe how to provide present your project or provide feedback. It's not as easy as doing it in person.

**Interviewee 2:**

Sometimes important to not meet too often, both with the customer and us. It has it's own whole, but we're working on solving or keeping as much communication as possible physically or online.

**Interviewer:**

And through online tools. Yeah. Oh, I see. How about project management? Was that a challenge? Did you learn something?

**Interviewee 1:**

For me personally I went into this project wanting to learn more about leadership and taking responsibility and like management in the team, which is why I wanted to be team leader on the project. And what I learned from me personally is that when it comes to leadership the best thing you can do is to not do things. Let the people that are good at stuff do the, the thing they're good at. So like we have a for example, we a great scrum master who helps a lot with the management of keeping up the, the scrum and stuff like that.

**Interviewer:**

Yeah. Thanks. Anybody else wants to add to this? Project management? Because maybe there was one person in charge from master that's doing it and

**Interviewee 5:**

But like, I'm like how, what, what was expected from the due course and kind of what could we, we didn't like a lot of planning since we were working much some kind way doing it. Felt large there between like the customer driven requirements and the, our own way of doing it.

**Interviewer:**

Okay.

**Interviewee 5:**

Sense like yeah. How much, how much like waterfall top down planning should we do, how much it was really. So, but I think yeah, did a good mix of both and didn't do too much planning in the beginning, but we had to basically come up with our entire project back work in the beginning. Cause that was previous to the project from the, the customer or the product.

Interviewer:

Yeah.

**Interviewee 5:**

That took, took of time and to yeah. Learn a lot of the technologies and the system we were going to develop.

**Interviewer:**

What kind of activities are the customers participating when it comes to this project management and technologies. And

**Interviewee 1:**

So we're building upon a already created system. Okay. So we have the next to no say in what technologies are used. Since the customer has had a previous, like the customers sprint antenna have a certain, like certain languages that they use. And then we build upon a bachelor's project that's used this. So they have the most of the control of like what we should do techno, like use usage of technology and quite a lot on what we can implement. Really that changes the technology and already set structure.

**Interviewee 5:**

Yeah. We have a slack workspace will continue our sprint and also the end users. So we have free flowing continues communication with them. Yeah. So we can just send them a message like, Hey, you this prefer doing this.

**Interviewee 3:**

Our project is that way. Almost a broker between customer is the cabin people and we are, we are just, or the,

**Interviewee 1:**

Our customers is the IT team. Yeah. That is responsible customers,

**Interviewee 3:**

The cabin people. So it's two process. So we end up like yeah, we can organize the team as we want, but we have to do exactly work that Yeah.

**Interviewee 2:**

I customer also helps us with some technological difficulties we are having or, so I see that they've even held a testing, backend testing course for us to show us how they want us to write tests for the backend. Cause they want us follow their standards so that it's easier for them to continue working on the project we are working on.

**Interviewer:**

Yeah. Is there any startup mindset, and maybe this is a question for everybody. Do you foresee like a startup formation based on this project? And all the team that you presently have or Yeah. Let's say, let's say you are doing a project, right? You have a prototype. The prototypes works very well at the end of the course and it becomes a product. So do you feel this product can become a future startup for you guys?

**Interviewee 1:**

Selling, like if we own the, the rights to it, it would not be impossible. I could imagine that. But at the same time we're working for like a student organization that owns this solution.

**Interviewee 5:**

Yeah.

**Interviewee 1:**

We can't really,

**Interviewee 5:**

It's all run by all years. Yeah. Run by students for students. Yeah. It's a no nonprofit.

**Interviewer:**

Yeah. So the project type, it's not really start

**Interviewee 5:**

No, it's not ideal, but like the, the thing we're implementing could, could like be a product that you could sell, I think. But yeah, that's not the intent or the purpose of this. So I think also that this is like an course and we feel like maybe, I don't know, like doing a startup afterwards would be maybe not like what do you say natural way of continuing this.

**Interviewee 1:**

I mean it's far project, this project in particular is not very well fit for a startup.

**Interviewee 5:**

I would say the course in specific is not

**Interviewee 1:**

Very, I mean, some project may

**Interviewee 5:**

Is sort of go in with a customer who has clear definitions of what they want and then you develop it for that customer specifically. Yeah. So I'm very surprised to hear a question about startups in this course at all. It would be possible to like if, if we really enjoy this project, we want to work on something similar, but we would to start basically from scratch new project if you wanted. We don't have a lot of ownership to the product we like develop for the customer.

**Interviewer:**

Maybe you don't also have the freedom to choose how to do to yeah. To go along with the project. Right.

**Interviewee 5:**

Ourselves, we choose technologies.

**Interviewer:**

Glad's fine, I think. But yeah. But just to go back to this not having the context. If we had, if you had a bootcamp activity or like a hackathon at the very beginning of the course mm-hmm. <Affirmative> where you could have a discussion with the customers like this things that you say now, what technologies to use, how to get the features done fast. An innovation bootcamp could bring more perspective maybe to how to put this in the market. For instance, if you build a lean canvas model, business model and stuff like that. So this could be like more innovation oriented, product oriented and startup oriented activities. Yeah. Would you have preferred this kind of innovation boot camp at the very beginning, three days intensive with the customer?

**Interviewee 1:**

I think I would definitely, since I was not at a hackathon recently and I had a lot of fun with it and the product, like you talked about startups with the simple, like with ideas and the product that we made in the hackathon. Something that we've considered trying to make a startup out. So like stuff like that would definitely like have that startup mindset if that's something I was looking for.

**Interviewer:**

Yeah. But would it beneficial for all you, this is the question. Would you feel that you are benefiting for such a, from such activity introduced to the courts?

**Interviewee 4:**

Yeah, I think so. And especially, especially as well as with the, you know, the whole development of the product because, you know, we had no clear guidelines in the beginning of what we were supposed to make. So if we had like a hack with customer where we actually got to decide what to make and, you know, make it more specific. I think the whole process,

**Interviewee 3:**

I think all the customers actually have with the groups make most groups get started much quicker because we wasted almost the two first weeks because we didn't have enough information from our

**Interviewee 1:**

Customers. And we were lucky. I've been on team meeting, like team leader meetings and some groups are still like in trouble with their getting documentation and planning with their customer.

**Interviewer:**

Okay. Yeah. So you mean this then this external activities might really be useful. Yeah. Especially

**Interviewee 1:**

For those that have spent many weeks on getting everything sorted with their customer.

**Interviewer:**

Yeah. Okay. And if you want to involve, this is a bit awkward question. If you want to make a startup in the future, would you involve each other, like the team members that you have now? <Laugh>, I know it's not

**Interviewee 1:**

Unlikely if if it had to do with web, which I probably would not be doing a startup and considering how little experience I have with it but if I did, it would not be off the table course.

**Interviewee 3:**

It's the only project I worked on of this time. So if I were to make a, that would like in some form resembles this, these are people I,

**Interviewee 5:**

It's be to know each other personally, that kind progression and become better. And that's part of, cause we know each other better now and know each other's strength and weaknesses. So we collaborate and make better.

**Interviewee 2:**

And we, we also have very much the same goals for this course. And we all want to meet them and try our best. So we felt like a group dynamic has been great. Really.

**Interviewer:**

Yeah. That tells a lot about group dynamics. That's correct. If you want to

**Interviewee 5:**

Up there just for the sake of science and say that most likely I would not approach my group for startup. And that's not because they're not very good. I think they're very skilled, but I think for start I'd probably go with close friends. Yeah. Since I'm a year older or a year ahead of the rest of the group probably would've gone to the people I've been studying with the whole way.

**Interviewee 1:**

My approach for like starting, like I've done some startup stuff already. Okay. And my approach is generally that I start the project with the people I discuss it in, in the beginning, like the people I like brainstorm with. And then these people are like the core that I start with. And then once we start to need more people, that's when I reach out to close people. Like the group I've worked with that I feel like have skilled members cetera.

**Interviewer:**

Yeah. You got my daughter on the background. Yeah. But I'm I'm mainly done. I need from you guys from the team leader or somebody from Sandra maybe I need you to tell me well location, date, and what pizza preferences you have and I hope you can share as being agile team

**Interviewer:**

So please do so the soonest. And also if you can sign the form I sent you, unless you feel it's yeah, it's not for you, but it's very simple form stating that I use this for research that's, Yeah. Yeah, I need those signed and maybe you send them back by email and also please tell me location date and what visa you want so I can order

**Interviewee 1:**

Time probably.

**Interviewer:**

Yeah, daytime. <Laugh>. Yeah, daytime. Yeah. Time. Time stamp. Yeah,

**Interviewee 1:**

Time. Okay.

**Interviewer:**

I'm hear myself. So I talk like that. So, Okay. So thank you very much for the meeting. Unless somebody has to speak up or has any questions.

**Interviewee 1:**

I have one question that was Sure. So for you know, we're supposed to have everything in sprints for this project during this whole thing, but the final two weeks are outside of the customer, like the report writing.

**Interviewer:**

Yep.

**Interviewee 1:**

So there like from like tech, technically for sprints, you need to have a customer to like do your conversations with and like build towards. But when you've done the actual project and we're only working on the report and presentation

**Interviewer:**

Yeah.

**Interviewee 1:**

It doesn't fulfill the requirements.

**Interviewee 5:**

We feel like there shouldn’t be like a planning and retrospective for don't have any customer enrollment, then it's kind of hollow to go in.

**Interviewer:**

I understand the question and I think it's wrong that you don't have, because the report's for the customer for the project, and if you ask my perspective, I think it's wrong that he is not involved in last part where you write the report and you discuss this report with him. Maybe it doesn't evaluate anything, but he gives important feedback on how this, if I understood. Well the question that you're making, so it seems like the customer is not participating in the last two weeks and this doesn't really make a sprint context to what you're doing. Is that correct?

**Interviewee 5:**

It's going to be like a lot of just internal group meetings and work and not like related to the, to the product, not going to have user stories, et cetera. So

**Interviewer:**

Yeah. But user stories is for development. So what, what do you mean by user stories? In this case?

**Interviewee 5:**

Yeah, like development user stories that, that are feature oriented.

**Interviewer:**

Yeah. But you are writing a report. So, writing a report is part of the whole project, right? Yes. Or do you take it out of the context of the project? You just write a report for the project and that's,

**Interviewee 5:**

Yeah, I think it's part of the course. Like yes, in that kind of context, that's then it's a part of the project. But I don't feel like our customer needs to be like heavily involved in the,

**Interviewer:**

But then I feel, I feel like when you say the writing the report, it's part of the course and this means it's also part of the project. I don't think it's like that. It's if it is part of the course, it cannot be, it might not be strictly part of the project delivery. Right? So you deliver a software solution and this software solution is being used and if the customer doesn't ask for documentation or for a report, then the report is not part of the project. It's mainly part for you to report to the course. Right. Okay.

**Interviewee 5:**

Yeah. So yeah, our supervisor told us that we should maybe called the last part when we worked in the reporting presentation a sprint. And that was kind of our question. Like, should, should we, should we call it the sprint? Like a report sprint? Or,

**Interviewer:**

I understand your point that the customer, but why can't you involve the customer? Is it like this? You don't, don't

**Interviewee 5:**

Really thought that they aren't really interested in our report for a project, but if you suggest that

**Interviewer:**

Yeah,

**Interviewee 5:**

They should be involved, then we can involve

**Interviewer:**

Them. I, I would say you can involve them in an easy way by making a presentation of the report. I think this is interesting approach. Instead of telling them, read 50 pages and they'll be like, Oh, I don't have time for this. But you can make 15 slides and from out of those 15 slides you can present the whole thing, how the report is built, what is the main things that you have put in the report and how the software functions. And it's sort of yeah, it's sort of a sprint review, but with about the report itself, it can be made as a sprint review. So this is my suggestion, make a short presentation for the customers and try to involve them and stated this this activity into the final report. And Megan, we did after writing, Yeah. Let's say this was the sprint and we involved the customer by presenting to them what their report is about and how we have structured their software so they can reuse it by also reading their report. And so before a Yeah. Say,

**Interviewee 5:**

Does that make in like a report

**Interviewer:**

Sprint planning?

**Interviewee 5:**

Yeah.

**Interviewer:**

Why, why sprint planning?

**Interviewee 5:**

No, I was just Cause there's like some defined like Scrum activities,

**Interviewer:**

But sprint planning is before, at the beginning of the sprint when you state what kind of backlog activities you are goanna implement.

**Interviewee 5:**

Yes, yes. Correctly. So now we're development and then we're goanna start.