ClientView Project Proposal

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Clients often struggle to track the progress of their software projects due to the complexity of existing project management tools. Technical jargon and the lack of clear visual representations make it challenging for non-technical clients to grasp the current status of a project. Additionally, real-time communication of updates is often inefficient, leading to delays in feedback and decision-making. To address these issues, we propose a simplified, real-time project tracking system that pulls data directly from internal tools like Jira. Our solution provides a user-friendly dashboard that organizes project information into key features, displaying their current status, estimated completion dates, each task's importance, and other relevant updates. This approach offers enhanced transparency, ease of use, and real-time updates, allowing clients to stay informed without needing technical expertise.

1 Introduction

In the software development industry, clients and stakeholders often face significant challenges when tracking project progress [4]. The complexity of existing project management tools, such as Jira, often leads to confusion, especially for clients who lack a technical background. While effective for development teams, these tools present information in a way that is not easily understood by clients. As a result, it is difficult for clients to understand the current status of the project, leading to frustration and a feeling of being disconnected from the development process.

In addition, project updates are often communicated through meetings, emails, or detailed reports filled with technical jargon, which makes it difficult for clients to provide timely feedback. The lack of real-time communication and visibility can lead to delayed decisions, inconsistent expectations, and potential project setbacks. Moreover, the lack of clear visual representations further makes it difficult for clients to monitor key project milestones and identify critical obstacles that may affect the project timeline.

Given these challenges, there is a pressing need for a solution that simplifies project tracking for clients, providing them with a real-time, user-friendly overview of project progress. Our proposed system addresses this need by extracting data directly from internal tools such as Jira and displaying it in an intuitive dashboard. By organizing information into key features, displaying current status, expected completion date, a simpler breakdown of each task's relevance, and

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other relevant updates, our solution enables clients to stay informed and engaged in their projects without the need for technical expertise.

In this way, we want to promote communication between the development team and clients, increase transparency, improve efficiency, and enhance customer satisfaction.

2 Related Works

As stated before, the idea behind creating a progress tracker software engineering projects is not new. Jira is a very commonly used program that allows issue tracking and agile project management [2]. Although our program has a very similar goal, it looks to improve upon this idea and remedy some of the issues that have risen as a result of widespread usage of Jira. Some of those issues include steep learning curves, performance issues, and overwhelming customization. Our program would aim to streamline the information so that clients with no background in software engineering can accurately understand the state of the projects that they support. Additionally, there are other project management programs such as Zoho Projects [3] and Asana [1], though they suffer from similar issues.

3 Software Engineering Process

This project aims to enhance the software engineering process as a whole by helping the clients that are sponsoring a project have better insight into the internals of it, regardless of which specific process is being used by the developers of that project. However, the software engineering process that is planned to be used in the development of this app itself will be Prototyping. This is because the best possible user experience that can be obtained through using our ClientView app will vary, but we can better understand how to reach that point by continuously receiving feedback from our end users, who will be a combination of software developers and clients that are paying for products to be made by them. In other words, while developing our app, we will continuously build prototypes aligning with what we currently see as the best product for the developers and clients to use, maintaining communication with them on the current state of our app to iterate and improve it.

Acknowledgments

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