***Release 2 - Customer Engagement Summary for Development Team 82***

***(Client Team - 81)***

***Revision of User Stories:***

* Clients have been active participants in the review of user stories being completed during Release 2
* Clients were active in collaborating with our development team during the user stories generation stages to ensure that their requirements were being considered and the stories that we were intending to produce would add value to their business
  + Needed to consider all stakeholders involved in the generation of these stories
  + Clients were able to assess the completion of these stories at any time through the development of our website thus far
  + When revising these stories, the client was able to determine if they were appropriately completed for the development project and whether they successfully met their requirements
  + If the clients felt that a story was not completed correctly or did not meet their requirements, they were able to alert us at any point in order for our development team to revise said story and determine how best we were going to alter/improve upon it to meet their needs
* With regards to our partner team’s demonstration of their project, they had failed to complete some of their user stories during Release 2 (Sprint 3 in particular as we have not assessed Sprint 4 at this stage)

***Agreement on User Acceptance Tests:***

* Our development team had agreed to complete a number of acceptance tests in order for us to assess whether or not a story that we had completed met its requirements and acceptance criteria in order for us to clearly identify this to the client to maximise their business value
* The acceptance tests we have conducted for this development project included:
  + Unit Testing
    - Testing of the individual units of programming source code of the system
  + Component Testing
    - Testing of when individual units are combined together to create an overall component of the integrated system
  + System Integration Testing
    - Testing of the system as an integrated whole (up to the current development date)
  + User Acceptance Testing
    - Testing conducted to assess the functionality of a user story completed during a sprint
  + Regression Testing
    - Done for the verification of functionality of the application after the modification of a code, and is completed after a bug is fixed and the entire system is tested to see any adverse effects of the bug fixes
* The development team also aimed to complete a series of tests on potential users in order to gain valuable feedback for the development of the project thus far and utilise this feedback when preparing the user acceptance testing documentation
  + These user tests that were conducted included:
    - *User Testing Questionnaire* - the user was instructed to ‘play around’ with the website, given no specific instructions on what to do or where to go, while under observation. When they had finished, they were asked a series of questions about the design, functionality and features of the website in order to provide their feedback on what they thought of it (i.e. what they liked, what they didn’t like, what could be improved, etc.)
    - *User Test Scripts* - the user was given test scripts that included tasks they were required to complete for the test, and after they had completed these tasks they were asked a series of questions to provide feedback on how they believe they performed during each test script
* Clients also took part in certain acceptance testing methods as with each demo we provided to them, we gave them the opportunity to test the system and provide us with their feedback about what worked, what didn’t and what they thought we could do better on
  + This feedback was received through verbal communication as well as the Peer Reviews to provide us with further feedback regarding our progress

***Customer Decisions in Prioritisation and Release Planning:***

* Clients were actively involved in the final prioritisation of the user stories that were due to be completed in the final stages of the release, as set out at the beginning of the project’s development
* Clients were advised of any adjustments that needed to be made to the prioritisation of the user stories completed during development
  + However, this was minimal during our development stages as we had already finalised the concluded prioritisation early on in the development stage and the client had agreed to this prioritisation

***Re-Negotiation of Release/Sprint Planning:***

* As a development team, we have not had to drastically readjust our Sprint or Release plans for the development stages of the project due to the team being on track and has always completed the majority of the user stories we had intended to achieve
  + Usually a completion rate of approx. 80% or above for each Sprint, with one minor bugs and errors that need to be fixed and some stories needing to be finalised as a result of this
* For Sprint 3, we did have to finalise minor sections of the user stories we were not able to fully complete by the conclusion of this sprint, however this was soon rectified to allow us to move on to complete the remainder of the stories we intended to finish during Sprint 4