MIS 374 – Business Systems Developer

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TEXAS ASSOCIATION OF CHARITABLE CLINICS (TXACC)

Interim Status Report

**SOFTWARE ACCESS**

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SECTION 1: DELIVERY INTRODUCTION

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Executive Summary

Dear Joe Saceric and Umera Khan,

**Overview**

This report is mainly to inform the TXACC leadership team about our status on the Resource Center project. The first section is a comprehensive overview of our current spending on the configuration of the platform, our project status, and our working logistics. The second section discusses our approach to test the configured system with full access to all our test results, and how we build the UAT test script and communicate with TXACC to meet the user acceptance criteria for each user story. The third section (3A and 3B) provides the training and guideline materials our team prepared for the prospective admins and users of the Resource Center. The final section, developer materials, is a quick review of our to-be concept and system architecture diagram, and information on how to access the platform both as an admin and a test user.

**Project Status**

As of May 12, all functional requirements have been fully tested, deployed, and signed off by TXACC. All user and admin guides have also been delivered to TXACC, which can be accessed by navigating to the training module on Mighty Network or Section 3A and 3B of this report. At the time of this delivery, we are at the final phase of the project where the main focus is to ensure the quality and the operation of the Resource Center, as well as the experience of incoming users into the platform. Our tasks and completions in this phase, thus, include (1) building the Onboarding Module (not included in functional requirements) to ease the transition of new users coming to the platform, (2) completing all the training for the prospective admins, and (3) incorporating Mighty Network’s built-in analytic tools to keep track the completion of users on Onboarding Module (not included in functional requirements). We will perform the final tasks: (4) discussing plans for Open Beta on May 13th, which is also the expected last day of the project.

**Next steps**

On May 13th, we will clean the test accounts, withdraw all MAVDEV’s access from the platform, and discuss plans and our recommendations for Open Beta. Preparing for an Open Beta – testing and receiving feedback on real clinic member users – will be the next step that TXACC will take after becoming the sole and single admin of the Resource Center. MAVDEV will provide consultations on the general logistics and tasks for Open Beta, including (1) how to keep track of users’ activity using Mighty Network’s analytic tools, (2) optimal ways to receive feedback from users, and (3) tools and sources of assistance when implementing users’ feedback on the platform. The more detailed planning for Open Beta (i.e. deciding the date, targeting user groups, sending Open Beta announcement, etc.) and executing the plan will be the responsibilities of TXACC. Moving forward, TXACC will take sole initiative in operating, managing, and maintaining the platform. MAVDEV will continue to be available as a source of technical assistance for TXACC.

Best Regards,

Team MAVDEV

Ammar Lokhandwala, Maria Frausto, Michael Gurch, Victoria Sheraden, Vivian Bui

# TXACC Resource Center - Updates

## Updated Budget

Link to UT Box – Budget Calculation and Summary:

<https://utexas.box.com/s/emrz605b6muc4085jwsg36cuein961qv>

## Future Recommendations [OPTIONAL]

Our recommendation to future admins of the Resource Center:

* Reach out directly to Mighty Network’s support center for questions and help
* In the event that we need to add features that go beyond what Mighty Network offers:

(1) Conduct exhaustive research to make sure that the requested features are not offered by Mighty Network. Reaching out to Mighty Network directly to confirm.

(2) Inform the leadership team of TXACC about the limitations of the platform and let TXACC know the chances to add features that are beyond the Mighty Network’s scope are slim; however, we could try by reaching out directly and request service from Mighty Network. Noted that extra costs incurred may be pricey.

(3) Reach out to Mighty Network’s support center to discuss the possibility of customization/ plugins and extra prices that followed

(4) Do not attempt to add/edit/delete Mighty Network’s features by hard-coding yourself

(5) If the need for a change is urgent and evitable, and either one of the following is applied:

5. a. Mighty Network’s developers will not accommodate the requested service or allow customization;

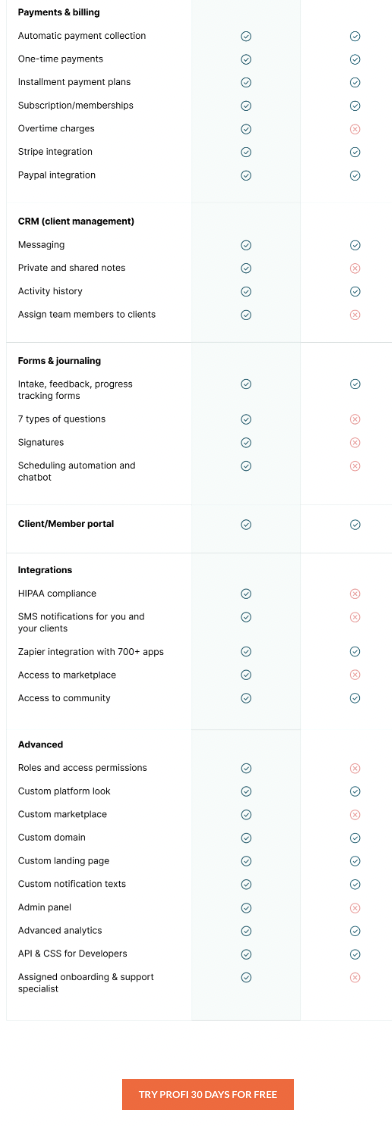
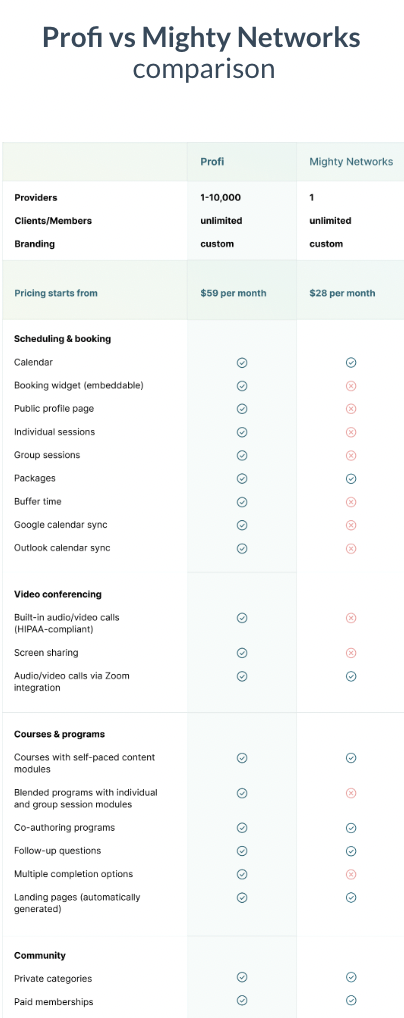
5. b. Mighty Network’s developers agree to provide the requested service; however, we do not agree with the estimated delivery time and/or incurred costs

Then, we can consider switching to another platform. Do not attempt to add/edit/delete Mighty Network’s features by hard-coding due to the possibility of copyright and security violations based on Mighty Network’s user license and agreement.

* Alternatives to Mighty Network: Profi

Website: <https://www.profi.io/>

Below is the comparison between Profi vs. Mighty Network (as of May 12).



## Trello Board – User Stories

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### About work breakdown structure

Each card on the User Stories Trello Board represents a single user story. Tasks will be assigned to team members initially depending on their project role. However, as we move forward in sprints roles may begin to overlap.

### How to mark completed work in Trello

Within the Trello card there are checklists for each step in the ADCRD and a due date on the card for the final user story. Completed work will be evaluated in a team meeting at the end of the week with a checkbox for clients and the other members of the team.

### How to use Trello to manage testing

Trello will be the go-to planner for determining when tests will be and who will be in charge. If a user story card is moved to review, then we will know to begin testing.

### How to manage bug tracking and fixing in Trello

For bug tracking and fixing, we will add additional tasks to cards to notify team members to fix any issues.

### How client sign-off on each feature completed

The client “sign off” feature will be checked off in our Friday meetings with the client. We will go over the user story, have a Q&A session, and if there are no issues, have them sign off.

# Appendices

## Signoff and Distribution of Work

Distribution of Work in Trello:

* Create feature cards per sprint: Maria Frausto, Victoria Sheraden, Vivian Bui
* Analyze, design, and test the system: Maria Frausto, Victoria Sheraden
* Build and configure the platform: Ammar Lokhandwala, Michael Gurch
* Add/edit user story cards: Maria Frausto, Victoria Sheraden, Vivian Bui
* Admins/Developers Guide: Ammar Lokhandwala, Michael Gurch
* User Guide: Ammar Lokhandwala, Vivian Bui
* Check UAT and sign-off user story: TXACC – Umera Khan

Signoff:

* Client will check the sign-off checkbox in the user story
* PM (MAVDEV) will change the status of the signoff card to “COMPLETED” (by editing the card’s name)

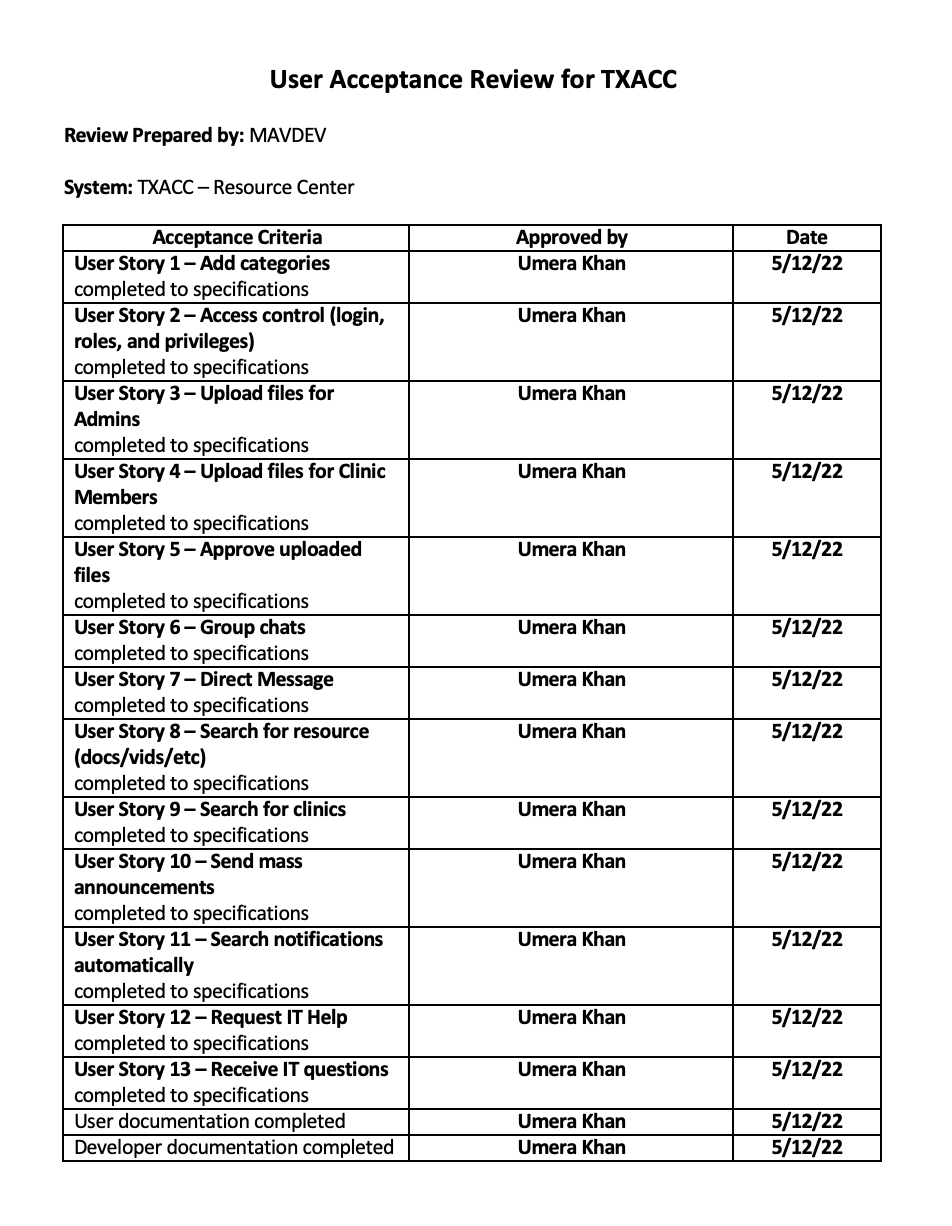
Link to Trello Board: <https://trello.com/b/r8DXAHG0>

## Client Meeting Agendas

Link to UT Box – Meeting Agendas:

<https://utexas.box.com/s/uncln81497spzxw4h5ra3055ovtmnosq>

# User Acceptance Signature





SECTION 2: test materials

# TXACC Resource Center – Test Materials

## Test Plan

**Testing Approach**

Our testing approach can be broken down into a strict weekly schedule. After confirming and discussing the next sprint at Friday’s meeting, we start drafting positive and some negative test case scenarios over the weekend to prepare for the upcoming sprint. We come up with this list using the functional components of each user story we created in our charter report. Then, we edit this list based on updates on functionality from our client meeting on Tuesday. Once the development of the functionality is done, we go through the list of test case scenarios when testing the system. We use the user or admin guides when we do our testing. This helps us ensure the usability of the guides. Additionally, we use and create our own test data and files when necessary. If a part of the system is not showing the expected result, we communicate this to our developers and show them the error either through screenshots, an in-person dialogue, or on zoom meetings. Once the developers have fixed the configuration and communicate it to us, we continue our testing and repeat tests if necessary. The testing process lasts from Tuesday to Thursday of each week. Once all the testing is done, we let the rest of the team know. We also start drafting the guides and test script to send it to Umera and Joe. The guides and test script will both be used for the user acceptance criteria that they complete before Friday’s meeting. At Friday’s meeting, we go over the UAT and add any feedback from Umera about the process. Once everything is tested, we pass it off to the developers to begin training. After the sprint is completed, our developers delete and remove all the test files and data that were used to test the system.

**Functions Tested**

The following shows the functionality that we have tested so far:

* Registration of new users and admins
* Login of users and admins
* Admin editing/adding/removing users from roles
* Admin adding/editing/deleting categories
* Admin uploading files
* Clinic members requesting to upload files
* Approval system of uploaded files
* Admin creating group chat
* Admin adding users to group chat
* Search feature in group chat and direct message
* Clinic members being able to direct message other members
* Attaching files in group chat(s) and direct message
* Search engine for resources/files and clinic members
* Filter option for resources/files and clinic members
* Send mass announcements to clinic members
* Notification of announcements, direct messages, and group messages
* Send IT question to TXACC admin
* Admin is able to respond to IT questions

**Bugs Found**

There was one bug we found when testing our system. This bug is adding a category with an existing category’s name. The expected result for this was to not allow the admin to add a category with an existing name through an error message, but this was not the actual result. Our developers could not configure the system to prevent this, so they have made a note on the admin guide that deals with adding categories.

**Test Results Summary**

We have completed all of our testing and 100% passed and the remaining 0% failed, according to our Test Tracker. We had one test that failed, which is adding a category with an existing name. As it was mentioned in the previous section, our developers made a note on the admin guide of adding categories. Our user acceptance testing is all complete and passed, which can be noted in our Trello Board.

## Test Specifications

Link to UT Box – Testing:

<https://utexas.box.com/s/9dozh5evjji5o3f9hdgxjh9x041thykc>

Reasons for including negative test cases:

Although this is a pre-packaged software solution, we tested for a small number of negative test cases. These cases were made to ensure that a “bad user” would not be able to use the system properly. We recognized the importance of testing for negative cases after the completion of all sprints. For this, we have placed our execution proof under the folder “Project Wrap-Up: Negative Cases” and the scenarios can be found at the bottom (starting in line 937) of our Test Tracker.

## User Acceptance Criteria (UAT)

**Plan Summary**

* **Initial confirmation of UAT**: At the start of each sprint (which is on Friday), the PM confirms the priorities of the user stories and the user story’s UAT with our client. UAT for each user story has been created and approved by our clients during the Inception phase. As a result, when confirming the user stories with our clients, we also confirm again if the UAT designed during the Inception phase is still applicable to our client's current requirements for the prospective features.
* **Team Testing to UAT**: On the following Monday and Tuesday after the initial confirmation of the user stories and UAT with our client, we meet as a team, configure the platform (Developers – Ammar and Michael), create test scenarios (BAs – Maria and Victoria), and test the features based on our created test script (BAs – Maria and Victoria). We then create the test script for our clients to perform UAT. This UAT test script is created by (1) reflecting upon the UAT criteria, and (2) is a subset and shorter version of our test script.
* **Sending UAT test script:** Upon completion, our BA will email TXACC (1) our full test script and test results for the clients’ revision, and (2) the UAT test script (to Umera Khan) so that they can perform UAT. The email is usually sent out by Wednesday.
* **Clients perform UAT:** Upon receiving the email, our clients will (1) review our test results and give feedback, and (2) test the system using the steps we indicated in the clients’ test script. Our clients will take note of their feedback, and check the Trello Board – UAT section of the user story for each feature tested successfully. The client usually completes this task before our recurring client meeting on Friday at 2 PM.
* **UAT Feedback:** Clients’ UAT feedback is provided in two stages. The first feedback is provided when the client is reviewing our test results and testing the system using our clients’ test script. For any issue the clients have in this stage, they will message us on GroupMe. We will then make adjustments to the test scripts where necessary. The second feedback is provided during our meeting on Friday. On Friday, we will confirm with our clients their testing experience using our provided test script, and understand if there is a need for any adjustment either on the test script or on the system. If no further adjustment needs to be made, Umera will sign off the Trello board and we will move on with the next user stories.

**UAT Test Scripts**

Link to UT Box – UAT Test Scripts:

<https://utexas.box.com/s/1pspza13ozi8rt4sdwhmevnju0q5sy5t>

**UAT Feedback**

* **Sprint 1:** The feedback for this sprint consisted of being unable to add a category with an existing category name. This was something that we were unable to change within the system and would be a failed task. During our Friday meeting, we came to the conclusion to make a note on the admin guides when adding categories. Other than that, Umera and Joe were able to complete the UAT for sprint 1.
* **Sprint 2:** The feedback for this sprint consisted of the fact that the functionality of uploading files for both admins and clinic members was easy to follow with the admin and user guides. Additionally, the client wanted to see if they could upload files into subsections of the main categories already created. We were able to show the client how to do this during our training session hosted on Friday’s meeting. It was not a part of the original UAT, but was included later for the client’s sake.
* **Sprint 3:** The feedback for this sprint consisted of the client liking the search engine. Additionally, they were happy about the ease of adding users and finding users to add them to chats. Joe and Umera also wanted to see if they could make certain groups not accessible to some members, which we were able to show on Friday’s meeting through a live demo.
* **Sprint 4:** The feedback for this sprint consisted of the client using the filtering aspect of the search engine. The clients were happy with the general display of the homepage and the various filtering functions. There were initially some difficulties filtering the resources, but through training, we were able to solve any issues.
* **Sprint 5:** The feedback for this sprint consisted of the client sending mass announcements to clinic members and receiving notifications through Mighty Networks. At the beginning, our clients were more interested in a mobile-friendly option, but are now happy with the browser. The mobile option exists, but is no longer the main focus for our client.
* **Sprint 6:** The feedback for this sprint consisted of the clients’ responses to the IT process. Originally, the main IT lead would be Karolina, but after consistently having meetings with Umera, we decided that she will take over those responsibilities. Instead of creating a separate chat, we create a Virtual Service Desk where people can post their questions. The clients were happy with this development and approved of this change.