

Project Management Plan

JJFresh Online Store Project

Software Processes & Management
SWEN90016

Team Lambda

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Executive Summary

JJFresh is a local fruit and vegetable store who is owned by Jess and James. While the quality of the fruits and vegetables from JJFresh is preferred by customers, the short opening hours of the store push many customers to competitors Coles and Woolworths. If this continues without change, the store will be forced to close (2.1).

In order to stay competitive in the market, the owners of JJFresh have decided to create an **online web store**. The **business value** of this project is to aid the clients' financial success by implementing a new online business model (2.4). However, the estimated cost for hiring a professional company to develop this project would be too expensive for JJFresh. Therefore a student group enrolled in the Software Processes and Management subject (Team Lambda) has been tasked with designing and implementing this project for free, which is expected to be completed in a month.

This system will enable customers to order fruit and vegetable boxes from JJFresh 24/7, and have their orders delivered to them. The key **features** for this system are as follows.

- Customers can purchase a variety selection of fruit and vegetable boxes
- Customers have the option to choose their delivery times between 4-7pm to suit their needs
- JJFresh will be able to access and manage customer's orders and personally deliver the orders to them between 4-7pm
- Interaction with the system will be user-friendly and secure (2.2.1)

Many features are omitted, including payment, keeping inventory, adding or removing box types, and ordering custom or multiple boxes in one order (2.2.2).

Agile methodologies will be used throughout the project to ensure flexibility and feedback from the relatively inexperienced client (2.3). The associated agile roles of Scrum Master, Project Owner and Development team members have also been split up evenly across the team members, with some overlap to ensure tasks are evenly spread across the small team (3.1). The project will be divided into three two-week sprints, each delivering on user stories by order of priority (3.5).

Due to the current COVID-19 crisis, **communication** between team members as well as with the client will be constrained (2.5), and will be maintained mainly through regular Zoom meetings and daily Slack discourse. A kanban board and burndown chart will also be used to keep track of the team's progress (3.2).

With the WordPress implementation of the website (3.4) comes associated **risks**, as the team does not currently have much experience delivering with this technology. Further risks arise from the high likelihood of changing requirements, and the business risk that the limited functionality of the initial system may not actually solve the clients' competition-based problem (3.3).

Table of Contents

Executive Summary	2
1. Introduction	5
1.1 Purpose of Document	5
1.2 Audience of Document	5
1.3 Evolution of Document	6
2. Project Information	7
2.1 Key Stakeholders	7
2.2 Scope	7
2.2.1 What is in-scope?	7
2.2.2 What is out-of-scope?	8
2.3 Delivery Approach	10
2.4 Business Value	11
2.5 Constraints	11
3 Project Governance	12
3.1 Roles and Responsibilities	12
3.2 Communication Plan	13
3.4 Technology	15
3.5 Project Planning	17
3.5.1 User Stories	17
3.5.2 Sprint Breakdown	18
3.5.3 Product Backlog	19
4 Project Execution, Monitoring and Control	22
4.1 Project Status: Sprint 1 (25th April - 8th May)	22
4.1.1 Process Related Artefacts	22
4.1.1.1 Agenda and Minutes	22
4.1.1.2 Timesheets	23
4.1.1.3 Communications	24
4.1.1.4 Kanban Boards	25
4.1.1.5 Burndown Charts	26
Sprint 1 Burndown	26
Overall Project Burndown	26
4.1.1.6 Backlog Update	27
Sprint 1 Backlog	27
Overall Project Backlog	29
4.1.2 Product Related Artefacts	31
Product Completion Overview	31
4.1.3 Risk Monitoring and Control	33
4.2 Project Status: Sprint 2	34

4.2.1 Process Related Artefacts	34
4.2.1.1 Agenda and Minutes	34
4.2.1.2 Timesheets	35
4.2.1.3 Communications	37
4.2.1.4 Sprint planning	38
4.2.1.5 Kanban boards	38
4.2.1.6 Burndown charts	39
Sprint 2 Burndown	39
Overall Project Burndown	39
4.2.1.7 Backlog Update	40
Sprint 2 Backlog	40
Overall Project Backlog	41
4.2.2 Product Related Artefacts	43
4.2.2.1 Original Sprint 2 Tasks	43
4.2.2.2 Frontend User Experience Overhaul	43
4.2.2.3 Implementation in Response to Usability Review	44
4.2.2.4 Original Sprint 3 Tasks	47
User Story 8	47
User Story 9	48
4.3 Project Status: Sprint 3	50
4.3.1 Process Related Artefacts	50
4.3.1.1 Agenda and Minutes	50
4.3.1.2 Timesheets	51
4.3.1.3 Communications	52
4.3.1.4 Sprint planning	53
4.3.1.5 Kanban boards	53
4.3.1.6 Burndown charts	54
Sprint 3 Burndown	54
Overall Project Burndown	54
4.3.1.7 Backlog Update	55
Sprint 3 Backlog	55
Overall Project Backlog	56
4.3.2 Product Related Artefacts	58
Rollover from Sprint 1	58
Sprint 3 "Admin Page"	58
Changes based on Client feedback	62
Appendix	61

1. Introduction

1.1 Purpose of Document

This formal documentation of the JJFresh online store project aims to provide a structure to the project, containing information to reflect and assist in the planning, governance, execution, and later monitoring and control of the project. As a “singular source of truth”, it lays out the direction and set of processes to guide the team to success. It is also an important resource to share with the client, communicating the full process of the project and justification for design decisions.

Throughout each stage of the project, this management plan must be kept up to date to reflect its nature as a “living document”, and to ensure that correct information is accessible by the team and its internal stakeholders.

1.2 Audience of Document

As an important reference point for the projects’ whole process from beginning to end, it is necessary for the whole team to be able to access the management plan, as well as relevant primary stakeholders. This includes:

- Jess & James, as clients of the project.
- Trusted communication proxies to the clients, such as SWEN90016 tutors.
- The project team.

The document includes details about JJFresh’s business and the implementation of the website that - if shared - may impede on the security of the final product, or be used against JJFresh by its competitors. Therefore, the details contained in this document should be considered confidential, and should not be shared externally or with irrelevant stakeholders such as standard end users.

1.3 Evolution of Document

While a standard software development project may expect to see updates only by a specified Project Manager, this document will be made up of updates created by members of the whole team. This is to reflect the training aspect of the project, allowing each team member to gain practical experience creating, updating and utilising this management plan.

Version	Created by	Date created	Comments
1.0	Project Team	2/05/2020	Initial submission
1.1	Project Team	13/05/2020	Added Sprint 2 breakdown in section 3.5.2
1.2	Project Team	23/05/2020	<p>Changes to previous sections according to feedback</p> <ul style="list-style-type: none">● Added initial Product Backlog● Adjusted Delivery Approaches from pure agile to mildly modified agile.● Added more time constraints.● Added two more key shareholders.● Added in business value for two new stakeholders
2.0	Project Team	23/05/2020	2 nd Submission (Section 4.1)
3.0	Project Team	30/05/2020	<p>3rd Submission (Section 4.2)</p> <ul style="list-style-type: none">● Updated Product Sprint 2 Backlog● Updated Risk management● Updated More Process related Artefacts● Updated More Product related Artefacts● Introduced Usability testing section in Product Artefacts● Introduced Unit testing section in Product Artefacts
4.0	Project Team	5/06/2020	4 th Submission (Section 4.3)

2. Project Information

2.1 Key Stakeholders

The following are the important stakeholders of the project. Additional stakeholders such as the accountant and Jess' sister are also mentioned in the case study, but were not identified as key to the project's success.

Name	Position	Internal/External	Project Role
Jess	Co-owner of JJFresh	Internal	Project Client / End-User
James	Co-owner of JJFresh	Internal	Project Client / End-User
Yihan, Lewis, Ryan, Zexi & Andrew	Project team	Internal	Team members
Customers	Customers	External	End-User
Teaching team	Consultants/ Guides	External	Subject matter experts
Farmers	Suppliers	External	Financial Benefactors

2.2 Scope

2.2.1 What is in-scope?

The overarching objective of this project is to create an online delivery store for clients Jess and James to sell organic fruit and vegetables, allowing them to stay competitive with stores that have longer opening hours. The following requirements are listed as a product backlog in order of relative importance, as estimated from the provided case study.

Functional Requirements

1. Customers can **browse the produce boxes** available for purchase, featuring nice pictures of the actual produce box and their contents.
2. Customers can securely **log in** with an email address and a password.
3. Customers can **add and edit client information**, including their name, home address, and up to three contact numbers (eg. mobile, home, work).
4. Customers can **order** produce boxes online. This process involves:
 - a. Selecting a **size** of the box:
 - i. Small (suitable for a couple)
 - ii. Medium (suitable for family of 4)

- iii. Large (suitable for family of 6)
 - b. Choosing a **type** of box:
 - i. Fruit box (S: \$20, M: \$40, L: \$60)
 - ii. Vegetable box (S: \$15, M: \$30, L: \$45)
 - iii. Mixed fruit and vegetable box (S: \$18, M: \$36, L: \$54)
 - c. Customers can choose a **day and time** for delivery
 - i. Only 4-5pm, 5-6pm or 6-7pm
 - ii. Delivery must be within 7 days of ordering
 - iii. Only two bookings are allowed in a particular hour.
 - d. Customers will receive a **confirmation email** once their booking is final, containing the date, time, type, size and price of their box.
5. Owners of JJFresh can log in with an admin login, and **view the list of bookings**.
- a. This should include the order, contact and delivery details for each customer
6. Customers can **cancel** their order, and will receive a confirmation email if they do. Customers can only modify their order by cancelling.
7. Customers and owners of JJFresh can access the website from a **single URL** with different roles.

Non-functional Requirements

1. A high level of **security** for the system's data must be ensured.
2. The system must be available for customers to order **24/7**.
3. The system must be delivered and maintained at a **low cost**.
4. Efficiently allow customers to **quickly order** their fruit and vegetables in a **user friendly** manner.
5. Allow Jess and James to **quickly process** online orders using hours they would regularly be open, in order to maximise efficiency.

2.2.2 What is out-of-scope?

The simple requirements bring a long list of features that other competitors currently offer. As probable expansions of the system, they should be taken into consideration when designing the initial system.

Future Enhancements

1. Adding **multiple delivery bookings** for the same time slot.
2. Using AI, calculating **delivery times** that provide an optimal route for delivery.
3. Allow for **payment** online.

The below enhancements were not explicitly mentioned as out of scope, but can be assumed from the requirements outlined in the specification:

4. Allow **multiple boxes** to be purchased in one transaction.
5. The ability for customers to **customise what kind of produce** is inside each box.
6. The ability for Jess and James to **add or remove** specific products from the store.
7. The ability to keep **inventory** of how many of each product is in stock.

2.3 Delivery Approach

It is decided that a slightly modified model of the **agile software development life cycle** would be most suitable for the case study, in particular, the Scrum model.

Agile features regular **client communication and collaboration** in order to gain valuable feedback on the system's design and implementation, especially at the end of each sprint during iteration reviews and retrospectives. In this case study, it is assumed that the tutor may stand in on behalf of clients Jess and James. As such, the team will be able to obtain consistent feedback from the "client" through each sprint retrospective, guiding the project's progression with refined requirements, up-to-date goals, and a clear direction for the next sprint - all advantages that are not found with waterfall's rigid refusal of client feedback until delivery, when the implementation is costly to change. This is highly important with JJFresh, as it is a small business that is trying out a new online business model for the first time. There is a large chance that there will be teething issues, and thus flexibility in requirements should be expected to help fit the needs of the clients.

Agile focuses on **delivering business value** across through each sprint's delivered software sprint, rather than comprehensive documentation. With JJFresh's current turbulent financial situation, delivery is extremely important to ensure the implementation of a new business model and a stable financial future for the business. Without the initial offset of writing comprehensive documentation found in the waterfall model, each sprint delivers user stories in order of importance, and the client can be sure to receive business value throughout the whole project. Through regular feedback obtained at the end of each sprint, these (and future) deliveries can be tweaked to ensure the system delivers the most business value.

The team has **varying levels of technical ability**, and may require support or delegation to ensure team members are able to deliver specific goals. Agile methodologies allow team members to self allocate tasks on their preferred expertise, enabling them to deliver in areas that they know that they understand. This is in contrast to the "top-down" delegation of tasks found in more formal models. Through kanban boards it can be easily seen which tasks have not been allocated, and scrum masters can direct team members to upskill, making sure the tasks can be completed. This is also assisted by other processes that are not found in formal models, for example the pair study process in Scrum helping to bridge knowledge gaps between members, and stand ups giving team members an opportunity to ask for assistance from other team members in alleviating blockers.

The one caveat to pure agile methodologies is its emphasis on **daily standups** to meet with the team every day. This may function favourably with a full-time development team whose main task is delivering the system, but as a student team, many other subjects may take priority throughout the week. The relative size and complexity of the JJFresh system also does not require work every day, and as such we have decided that standups should take place twice a week.

For these reasons, it was determined that these mildly modified agile methodologies would provide the optimum structure for the project's productivity and success.

2.4 Business Value

This section highlights the business values for each stakeholder^(2.1) that may be benefited from this project.

For Jess and James: This project provides them with an online platform to sell their high quality products. The business value is to bring more profits to JJFresh, allowing them to stay competitive with stores that have longer opening hours during weekdays. (Financial)

For the development team: This project enables the development team to gain practical industry experience by building a typical IT project. As a result, each student in the team will be more prepared and competent towards the next step of their future career. (Non-Financial)

For customers: The customer can enjoy high quality fruits and vegetables without worrying about their work schedules. In addition, the customers can enjoy the convenience of the delivery services. (Financial and Non-Financial)

For the University teachers and tutors: The teaching team could track how much the students master from the lecture and the teaching team could regulate the content of this course based on the feedback. (Non-Financial)

For suppliers: increased revenue due to better demand planning from increased orders. (Financial)

2.5 Constraints

Time	The project must be completed before the 5th of June.
	The owners will only have 4 hours each day (12pm-4pm) to handle online orders and will spend the evening (4pm-7pm) delivering the orders.
Communication	Face-to-face meetings will be prohibited to stop the spread of Covid-19
Budget	The development budget is a fraction of what a professional company would charge, and the store is currently under financial duress from fierce competition.
Development	The system must be web-based and available 24/7. The website must be accessible from a single URL with different roles.

3 Project Governance

3.1 Roles and Responsibilities

As can be seen below, there is a substantial overlap in roles across the team members. This is to ensure each role can be covered by our four members, and that the work is evenly distributed.

Roles		Responsibilities	Name
Scrum Master		Establishing an environment where the team can be effective, & addressing team dynamics. Protecting the team from outside interruptions and distractions & clearing obstacles.	Ryan
Product Owner		Keeping a higher perspective and vision for the team. Communicating with stakeholders and managing the project backlog.	Zexi
Dev Team	Front End	Implementing the user-facing software of the web app.	Ryan Lewis
	Back End	Implementing system-level software deliveries, including the database, user accounts, and booking orders.	Zexi Yihan Andrew
Tester		Reviewing software requirements and preparing test scenarios. Analyzing test results on database impacts, errors or bugs, and usability. Preparing reports on all aspects related to the software testing carried out.	Lewis Andrew
UX Tester		Evaluates the website using either expert methods, or involving users in online testing or surveys.	Ryan Andrew
Designer/ Usability		Make sure the capacity of the system provides a condition for its users to perform the tasks safely, effectively, and efficiently while enjoying the experience.	Yihan
Subject Matter Experts		Assist with the scrum showcase and provide feedback with each sprint. Answer relevant questions about the system requirements and best practices.	Teaching team

3.2 Communication Plan

Below is a communication matrix outlining our methods of communication throughout the project. It outlines our ideal communication standards, and if any of these break down it is the responsibility of the respective owner to rectify and reorganise it through our regular communication channels: Slack and Email. If escalation is required, the University teaching staff will be contacted to assist resolution.

Stakeholder	Communication Objective	Format	Frequency	Owner	Importance
(Proxy) Client	Stand-up to showcase progress and gain feedback	Zoom Meeting Online	At the end of each sprint	Product Owner	High
	To answer individual questions about requirements	Email, Discussion forum	Throughout each sprint	Product Owner	Medium
	Comments and feedback directly on the working documentation	Google Drive	When inviting the tutor, throughout each sprint	Product Owner	Medium
Project Team	Stand-ups	Zoom	Twice a week	Scrum Master	High
	Sprint planning	Zoom	Within the first three days of each sprint	Scrum Master	High
	Sprint showcase	Zoom	Final day of each sprint 1: May 8th 2: May 22nd 3: June 5th	Scrum Master	High
	Sprint retrospective	Zoom		Scrum Master	High
	On-demand discussion meetings	Zoom	Whenever fits best in the sprint	Scrum Master	Medium
	General organisation, Problem resolution	Slack	Daily	Scrum Master	Medium
	Keeping track of team progress & task delegation	Kanban Board (Trello)	Daily	Scrum Master	Medium
	Monitoring past progress and velocity	Burndown Chart (Google Sheets)	At the end of each sprint	Product Owner	Medium
	Mapping progress to	Time Sheet	Daily, when	Scrum	Low

	time & ensuring even delegation		progress is made.	Master	
	Comments and feedback on working documentation	Google Drive	Daily, when working on documentation	Scrum Master	Medium
Customers	Testing and providing feedback	Loop11 testing software	Towards the end of the project	UX Tester	Low

3.3 Risk Management

Key for Impact: (1) no impact; (2) minimal impact; (3) moderate impact; (4) severe impact; (5) catastrophic impact

ID	Risk Type	Description	Probability (0-100%)	Impact (1-5)	Risk Exposure	Justification
1	Project	The team is receiving too many new requirements during a week as compared to the initial requirements.	80%	3	2.4	Due to the small level of functionality of the initial system, especially in comparison to competitors Coles and Woolworths' offerings, there is a high chance that customers' feedback may demand extra features to ensure the business success of the system. This will take extra time and effort to deliver, or may require ease of expandability to be included in the initial system delivery.
2	Project	Clients may not be available to respond to the project team when required.	70%	3	2.1	The project will need clarifications on specific requirements and feedback from clients, especially at the end of each sprint. As the University tutor is our client contact, there is a reasonable chance that he will not be available during this time, causing delays in gaining critical information for continuing development.
3	Business	The outcome of the product may not actually be a solution to the client's root problem, as office worker customers may not be able to make effective use of the delivery system.	40%	5	2	JJFresh's delivery hours do not cover the free time of most customers, and it may not solve the problem that customers prefer to shop in Coles and Woolworths.
4	Project	WordPress plugins may not provide the required functionality, leading to increased time and effort developing these features in code.	60%	3	1.8	There has been minimal research into specific WordPress plugins, and many do not have a high degree of customisability.
5	Business	JJFresh may cease operation before the system is complete.	20%	5	1	JJFresh is on the edge of closing their stores due to strong competition from other supermarkets, and in

						the current COVID-19 crisis there is severe pressure on revenue and supply chains.
6	Project	Our free WordPress plugins may switch to a paid subscription model during or after development.	20%	4	0.8	This is relatively common as WordPress plugins become more popular, and certain features now demand payment. It would require either increasing the budget, or redeveloping the affected functionality of the system.
7	Project	A team member may cease contributing to the project, be it as an avoider/ free rider, or being forced to abandon the project.	20%	4	0.8	Losing one team member would decrease the velocity of our implementation and delivery. With the current health crisis, there is a reasonable chance that a team member may be pulled away. If this were to occur multiple times, the impact would be severe.
8	Project	Team members may not be able to grasp the fundamentals of delivering websites using WordPress.	20%	4	0.8	Only one team member has direct experience delivering projects using WordPress, however the rich documentation and ease of use should make this technology relatively simple to learn.
9	Product	The website may not be reliable or will need regular maintenance for it to run smoothly.	20%	3	0.6	WordPress websites are known to become bloated over time, and the student team will not be available to continue updating the website. Also as there is no current server for the website to run on, it is likely that the website will run on a third party server. The reliability of a third party server is unknown and the website's uptime may be affected.
10	Product	The project may not be flexible for future enhancements.	20%	3	0.6	If the clients decide to hire another project team after the project's initial stage, the project team may not know the details of the project and how to implement enhancements. This is offset with the popularity and easy to use design of WordPress.
11	Project	Tasks may not be completed on time, bringing the team behind schedule for delivery.	30%	2	0.6	As the development team are students and will have other assignments to complete, some tasks may not be completed on schedule.

12	Product	The clients may have little experience using online tools, and through their inexperience are unable to use the system to fulfill orders.	10%	4	0.4	The technological knowledge of the client is unknown, and with inexperience it may be frustrating for them to use the system. They may frustratedly decide that it is simpler to just use the old business model, and ignore the new system altogether.
13	Project	A new team member may be added to the team, requiring project replanning with their role and input.	5%	2	0.2	A new member may demand additional time to be filled in, for roles to be redistributed, and to potentially change the system design. Other students may also be affected by the change of a new member joining in.
14	Project	The low budget may be insufficient for the system's requirements.	5%	2	0.1	The budget paid for this project is only a fraction of what a professional company would pay. There may be a chance where extra budget is needed to continue development and maintain deployment.
15	Project	Team members are busy with other commitments, such other subjects, exam preparation, etc.	30%	2	0.6	As the team members are university students, they likely have other commitments to other subjects, as well as extracurriculars.
16	Project	Team members, or their family, become ill, and are unable to perform.	10%	1-4	0.1-0.4	Depending on the severity of the illness, the team member is likely to not be able to contribute to the project at all for a period. Additionally it is unreasonable to ask them to work if they are taking care of a severely ill family member

3.3.1 Risk Register

ID	Trigger	Owner	Response	Type	Resources Required
1	Requirement changes due to customer feedback	UX Tester	Create surveys and enhance UX testing to gain feedback during earlier stages of development, giving the team more time to adapt.	Mitigate	Time commitment for the UX tester to create customer surveys
		Scrum master	Adjust requirements into the planning of the next sprint.	Accept	Communication within team and toward the client
2	Client does not respond or slowly responds to emails	Project Team	Conduct scheduled meetings on a regular basis with the client. Contact the client as soon as possible, giving them time to respond.	Mitigate	Extra time for communication with the clients.
3	Customer feedback showing they are largely unavailable during the delivery hours.	Client	Change the delivery schedule, or hire staff to increase delivery times.	Mitigate	Money to hire delivery staff
4	No WordPress plugins can be found to deliver a specific functionality	Project Team	The team must use JavaScript to code the functionality from scratch.	Accept	Time and effort from the development team learning how to use JavaScript
5	Store runs out of money and is forced to close	Client	Apply for loans if required, or find external investors.	Transfer	Money or investors.
6	One or more of our WordPress plugins now requires a paid subscription.	Project Team	Find a new plugin to replace the previous, or code the functionality from scratch if required	Accept	Time and effort from the development team
		Client	Accept and pay for the subscription if required.	Accept	Money
7	A team member is no longer communicating and not	Project Team	Try to communicate within the team first and then contact the tutor to see if the team	Accept	Time and effort from the development team picking up the slack and

	completing tasks.		member is still enrolled, and find out if requirements can be decreased. Flag it on the individual reflection.		performing this extra communication.
8	Developers are not able to fulfill requirements using WordPress	Project Team	Team members should be able to spend extra time on learning the fundamentals of WordPress.	Mitigate	Time and effort from the development team learning the functions of WordPress.
9	Website regularly shutting down or losing responsiveness	Project Team	Have an agreement with the third party server and maintenance team (potentially other students) to have a minimum uptime for the website.	Transfer	Negotiation efforts from the development team with the third party server.
10	Future enhancements are unable to be implemented by the future development team.	Project Team	Keep detailed documentation, conventional coding techniques and well designed software architecture.	Avoid	Time and effort from the development team required to keep the communication going.
11	Required user stories are incomplete at the end of a sprint.	Project Team	Roll over user stories to the next sprint and spend more time to catch up	Accept	Time and effort from the development team required to implement the rest of the user stories in the next sprint.
			Keep quality communication within the team to maintain velocity, solidify roles and the product owner should strictly monitor the team's progress throughout each sprint.	Mitigate	Time and effort for the development team, as well as management monitoring the sprint progress.
12	Client does not know how to use the product	Project Team	Creating a simple, user-friendly interface. Documenting a tutorial, or demonstrating how the product is to be used to the client.	Avoid	Time and effort for the development team to create an effective design and teach the client.
13	A new team member is assigned to our project team	Project Team	Having good documentation throughout the entire project will ease the understanding for a new member and in return the new member will be able to start contributing earlier.	Mitigate/Enhance	Time and effort to maintain documentation, and to get the new member up to speed.
14	Equipment or services useful	Project Team	Find alternatives that will be free to use.	Avoid	Time and effort for the development

	for the project require payment.				team to find available alternatives.
15	Team members are busy with other commitments, such other subjects, exam preparation, etc	Project Team	As there are a number of team members, another member should be available to pick up the slack if a team member is unavoidably busy, This should also be avoided reasonably well using time management	Mitigate	Time and effort spent by other team members to cover the parts of the project that the busy member is responsible for.
16	A team member, or a member of their family falls ill and cannot contribute to the project.	Project Team	As there are a number of team members, another member will replace the team member and work on their parts of the project	Mitigate	Time and effort spent by other team members to cover the parts of the project that the ill member is responsible for.

3.4 Technology

To provide a background for our decision to develop JJFresh's website in WordPress, we must first introduce the pros and cons of different choices including full stack development and Wix.

Full Stack Development

Several full-stack development technologies were suggested by the team mates, including LAMP (Linux, Angular, MongoDB, PHP) and MEAN (MongoDB, Express, Angular, Node) stacks.

Advantages	Disadvantages
It provides a practical learning opportunity for the team to develop with a more technically difficult stack, especially when some members can lend an expert helping hand to less experienced team members.	Full stack development is an umbrella term containing many popular stacks, which are difficult for our team to select and learn in a short time. This is magnified by the fact that few team members have overlapping experience in tech stacks.
The cost is reduced, with more code being written in-house and less reliance on external tools and plugins.	There is an increased chance that the team will be unable to maintain the tight schedule of the project, as it is difficult to estimate the duration of tasks that we do not know how to do.
The finished product would be more employer-friendly, and would be more impressive as part of our individual portfolios.	The amount of time required between learning and implementing this time-heavy technology will take away from time dedicated to other subjects and life endeavours.
It provides more flexibility for specific requirements, allowing the development team to customise to the clients' exact wishes.	There is a much higher risk of errors and bugs, as the team has to code the entire solution. This will require more time and effort to resolve.

While full stack development would provide a great opportunity to learn, the learning curve and implementation time required is a very big ask in such a tight turn around. As a result, we will not be implementing a full stack in this project.

Wix

Advantages	Disadvantages
This technology features entirely graphical "drag-and-drop" construction, and requires no coding skills. This simplifies the implementation of features that Wix currently supports.	Wix websites do not allow access to the underlying code, decreasing the flexibility of the site if the built in plugins and features do not satisfy the requirements of the system.
Wix provides a wide range of functionality right out of the box, with many plugins and features.	Free Wix websites must have a "Made with Wix" ad on them, and is completely under control of Wix, leading to future uncertainty.
	With its popularity, most of the highest quality

	themes have been used frequently by other websites and are no longer unique.
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Wix is by far the easiest to learn and implement, but its lack of flexibility does not allow for adequate customizability for the system. It does not make use of the team's skills, who have a background in coding. Therefore, we will not be using Wix to implement this project.

WordPress

Advantages	Disadvantages
WordPress is largely configured through its easy to use GUI, which is so simple it may even be used by the client to customise the website down the track.	Wordpress is based on the dated programming language PHP, which is not exciting for the team to utilise.
Its 5-second installation results in a database and front end set up without requiring any coding.	Many high quality WordPress themes and plugins require payment to use.
Access to the fundamental website code is permitted, providing an opportunity for team members to gain practical experience in more complex coding.	It is not as simple to learn in comparison to Wix.
Due to its popularity, WordPress provides an even larger array of plugins and themes than Wix, allowing for better customizability and assistance when one is not functioning correctly.	

WordPress provides the "best of both worlds" compromise between Wix and a full stack. While it provides a drag-and-drop GUI for pages and themes, it also permits access to the underlying page code for customizability and for team members to gain more complex coding skills. The PHP language can largely be avoided by plugging in JavaScript files instead, and its popularity makes it ideal for finding helpful documentation and a wide selection of high quality plugins. For these reasons, it is determined that WordPress will be utilised to create the JJFresh website.

3.5 Project Planning

3.5.1 User Stories

From the functional requirements of the system, the following user stories have been created and ordered by importance:

1. As a customer, I want to **browse and view** products on the website, so that I can see what I would like to buy.
2. As a customer, I want to **sign up** for a JJFresh account and **edit my personal information**, so that JJFresh knows who and where to deliver my order to.
3. As a customer, I want to **order** a selection of products from the website, so that I can obtain the products and have them directly delivered to my house.
4. As a customer, I want to be able to **choose what kind of box**, so that I can obtain either vegetables, fruit, or a mixture of both.
5. As a customer, I want to be able to **choose the size** of the box, so that I can decide how much I need to spend according to the number of people.
6. As a customer, I want to be able to **choose the day and time** for delivery so that I can plan my schedule.
7. As an owner of JJFresh, I want to be able to securely **see and manage what orders** customers have made, so that I can deliver the orders to them.
8. As a customer, I want to be able to **view and cancel** my orders, so that I can modify my orders or rectify any mistakes.
9. As a customer, I want to receive a **confirmation email** once I have successfully submitted or cancelled an order, so that I am sure that the system did what I wanted.

3.5.2 Sprint Breakdown

The delivery of these user stories have been split up into three 2-week sprints, detailed below. They are flexible in nature, and will be redefined after each sprint.

Sprint	Dates	Sprint plan
1	25th April - 8th May	Creating the PMP Implementation of User Story 1-2 Unit testing
2	9th May - 22nd May	Updating the PMP Implementation of Run-on from Sprint 1 Implementation of User Stories 3-6 Usability review Unit testing
3	23rd May - 5th June	Finalising the PMP Implementation of Run-on from Sprint 2 Implementation of User Stories 7-9 Performance Enhancements Larger scale testing Final deployment

3.5.3 Product Backlog

Each of the user stories have been broken down into tasks, and allocated story points relative to their difficulty and estimated duration. This is an initial estimation, and will be used as a guide throughout the planning of each sprint.

Sprint	User Story	Task	Story Points
1	1	Setting up local WordPress	6
		Wireframing for Home Page / product display layout	1
		Create Home Page / product display front end on WordPress	4
	2	Create Login form on home page	6
		Create Signup form on WordPress	4
		Plug Login and Signup forms into secure back end	4
		Implement sending a confirmation email after customer sign up	3
		Wireframing the Account page	1
		Create Account page front end on WordPress	4
		Create Account page forms to edit account details	7
		Plug Account edit details forms into back end	10
Sprint 1 Total			50
2	3	Wireframe individual product page	1
		Create basic individual product page on WordPress	4
		Wireframe Ordering Details page	1
		Create basic Ordering Details page on WordPress	4
		Wireframe Order Confirmation page	1

		Create basic Order Confirmation page on WordPress	4
		Implement orders database	8
		Implement creating an order, plugging WordPress page into back end	8
4		Edit individual product page front end to include changing type of box	2
		Implement submitting an order with a specific box type	2
5		Edit individual product page front end to include changing size of box	2
		Implement submitting an order with a specific box size	2
6		Edit Ordering Details page front end to include changing delivery time	2
		Implement submitting an order with a specific delivery time	3
		Implement delivery time restrictions	3
1		Polish Home page aesthetics	3
2		Polish Login/ signup page aesthetics	3
		Polish Account page aesthetics	3
3		Polish Individual Item page aesthetics	3
		Polish Ordering page aesthetics	3
		Sprint 2 Total	62
3	7	Wireframe Admin page	1
		Create basic Admin page in WordPress	4
		Plug Admin page into orders database	12
	8	Wireframe My orders page	1

	Create basic My orders page in WordPress	4
	Plug My orders page into the orders database	8
	Implement cancelling and modifying the order	8
9	Implement sending a confirmation email to customers after ordering	3
	Implement sending a confirmation email to customers after cancelling	3
Sprint 3 Total		44
Total		156

4 Project Execution, Monitoring and Control

4.1 Project Status: Sprint 1 (25th April - 8th May)

By the end of Sprint 1, the deliverables for both user stories 1 and 2 were implemented: basic item browsing, and secure account login capabilities. Only non-essential features were not completed, most prominently the feature allowing users to input *multiple* phone numbers.

The burndown chart shows a delay in delivery towards the beginning of the sprint, which is to be expected as the team worked on the PMP documentation and learned to use WordPress/WooCommerce. This period also saw the joining of our new team member, Andrew Harding, who also required time to get up to speed. The team communicated frequently with biweekly meetings, to make sure each team member was on the same page and were progressing effectively.

After the initial delay in delivery, steady implementation of deliverables through the use of WooCommerce allowed the team to deliver much more than was expected in Sprint 1, as WooCommerce has much of the required functionality built in. This included almost all of the deliverables allocated to Sprint 2. Redistribution of tasks will be required in the following sprints to reflect the quick progress.

4.1.1 Process Related Artefacts

4.1.1.1 Agenda and Minutes

In this sprint we began by focusing our team meetings on delegating and completing tasks for the initial submission of this PMP. After completing this initial documentation, we quickly progressed to planning and discussing the progressive implementation of JJFresh's online store. To finish the sprint, we held a sprint review and retrospective with Jesse providing feedback as our stand-in client, as our tutor was unavailable. A meeting with the tutor was arranged for the beginning of Sprint 2, to gain his feedback for sprint planning.

Date	Type	Brief Agenda
25 th April 2020	Team	Team bonding and delegating tasks for initial sections in PMP
28 th April 2020	Team	Review delegated sections and go over section 3
1 st May 2020	Team	Review and fix up any issues on the PMP
2 nd May 2020	Team	Go through the PMP sections, planning JJFresh implementation
4 th May 2020	Team	Learning WordPress and beginning design & implementation together, delegating tasks for implementing JJFresh's online store
9 th May 2020	Team	Sprint review and client feedback

The minutes of each meeting can be found in *Appendices A1 - A6*.

4.1.1.2 Timesheets

Andrew Harding is not included, as he only joined the project team at the end of Sprint 1.

Yihan		
Date	Description	Duration (hrs)
26 April	PMP section: Executive Summary	1.5
27 April	PMP section 2.4	0.5
29 April	PMP section 3.4	1.5
4 May	Learned about the WordPress with teammates	2
5 May	Designed the login form and Registration form using WPForm	1
6 May	Changed the two pages using User Registration Plugin, tested fail	1.5
8 May	Using WooCommerce Plugin to implement the two functions.	2

Lewis		
Date	Description	Duration (hrs)
27 April	PMP Sections 2.1, 2.5	1
30 April	PMP Section 3.3	2
4 May	Learning and implementing layout of My Account Page	2
8 May	Learning and implementing information retrieval from user accounts	4

Ryan		
Date	Description	Duration (hrs)
30 April	Finished individual PMP sections	2
1 May	Rewrote PMP Section 3.4	1.5
2 May	Rewrote Executive Summary	0.5
3 May	Set up and deployed the draft website	2
7 May	Learned WooCommerce, implemented items	2
8 May	Home page, fixed woocommerce, designed logo + front banner	2.5

Zexi		
Date	Description	Duration (hrs)

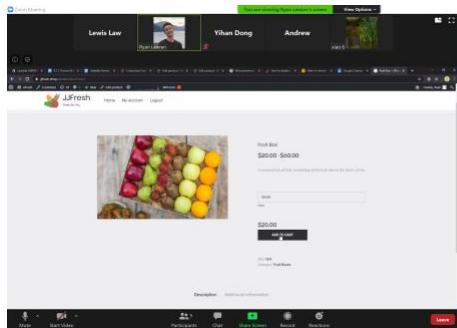
27 April	Finished individual PMP sections	2
30 April	Review others' sections	1
4 May	Discovered Previous implemented User Registration and researched some solutions	1
9 May	Studied MyAccount Page section and got familiar with Woocommerce plugin and PHP snippets	1

4.1.1.3 Communications

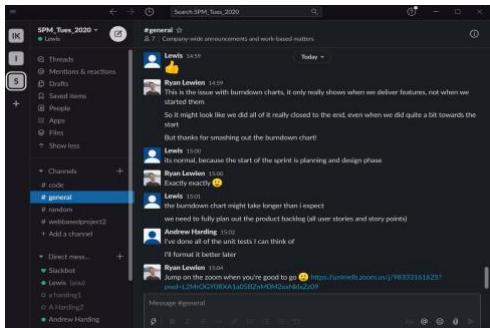
Our main channel of communication is through Zoom where our online team meetings are held, as well as sprint planning, reviews and retrospectives. These often run for several hours, as we present our progress and collaboratively work on issues that other team members have asked for assistance with. To set up these meetings and mediate general communications about project issues, Slack is the communication channel of choice. It also allows for direct communication with individual team members, in order to discuss areas that they have completed or have expertise in.

Communication with the proxy clients (the tutor) has been largely done through Email. This has provided an opportunity to quickly clarify requirements and organise meetings. Even though the tutor is quite busy and often takes several days to respond, this accurately replicates the reality of working with clients in the field; everyone is busy.

We use Google Drive to store and work on project-related documents often simultaneously, allowing for direct feedback on each other's written work. For communicating task delegations and progress, a Trello board for each sprint has been regularly updated to show what has been started, completed, or has yet to be started. This can be seen under Kanban Boards (4.1.1.5).



Zoom



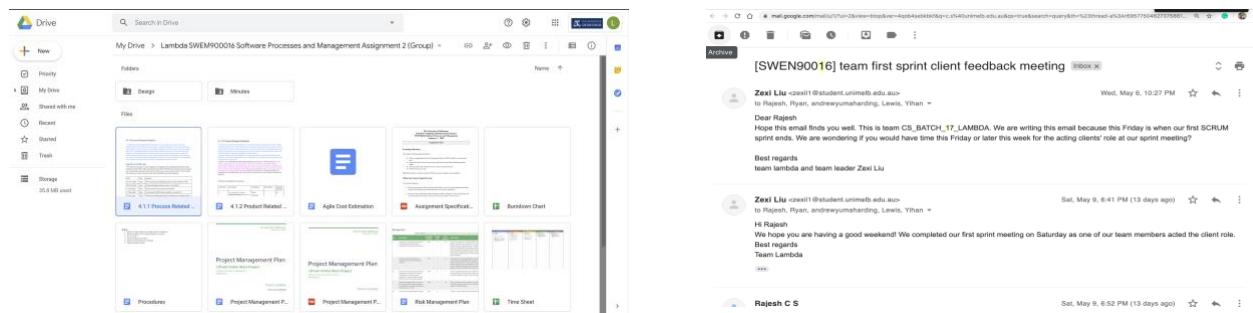
Slack



Google Drive



Email



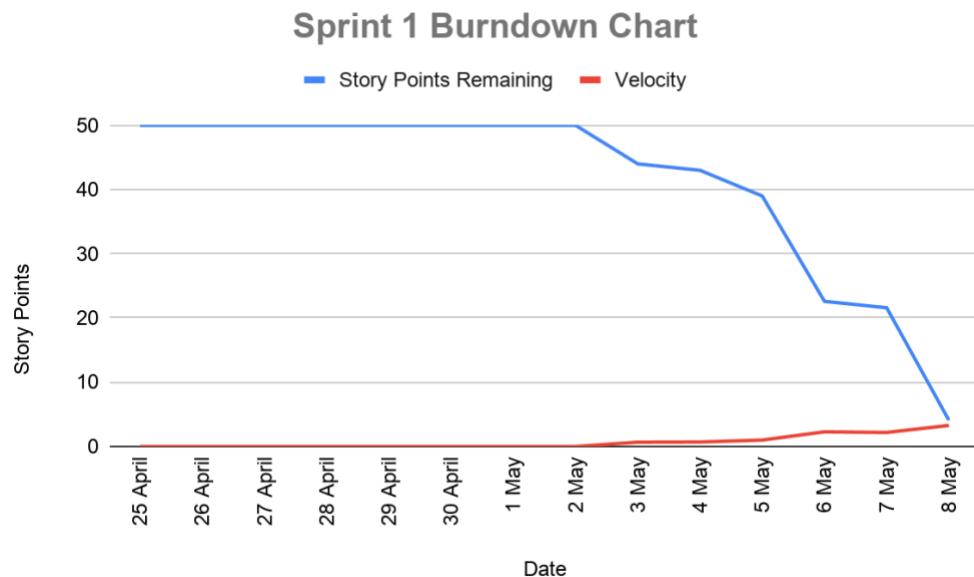
4.1.1.4 Kanban Boards

The online resource Trello has been used to produce and share our Kanban board, in order to keep track of team progress & task delegation. By using the “tagging” functionality, we have been able to get a colourful overview of which tasks are associated with which pages, and who is allocated to which task. Separate Kanban boards have been used for each sprint, in order to reduce clutter. Depicted is the Kanban board at the end of Sprint 1.

4.1.1.5 Burndown Charts

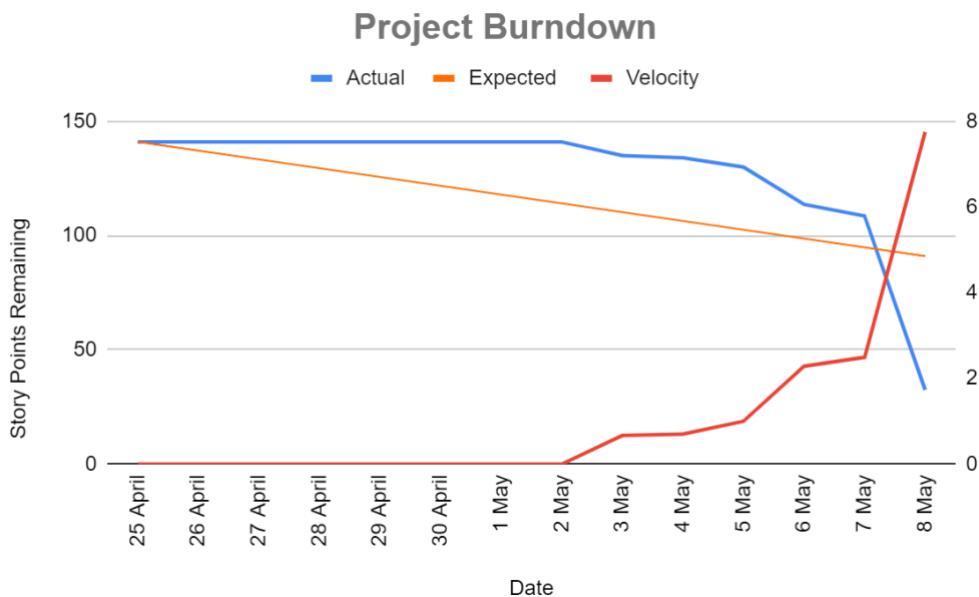
Sprint 1 Burndown

This chart is based on the expected Sprint 1 story points, as produced in the initial planning phase of the sprint. There are several story points remaining as some of the user stories were not fully completed. A full list of tasks and their Sprint 1 completion rates can be found in the Sprint Backlog (4.1.1.7).



Overall Project Burndown

The project burndown chart is based on all the story points of the entire project, estimated at the beginning of the project (3.5.3). Even though we have not completed all the story points expected in Sprint 1, we have inadvertently completed many story points that were allocated for other sprints by utilising WooCommerce.



4.1.1.6 Backlog Update

Sprint 1 Backlog

This outlines only the Sprint 1 tasks outlined in the Product Backlog (3.5.3) that were either started or completed in Sprint 1, along with the percentage of their completion.

Tasks	Story Points	Percentage Completed	Story Points Completed	Date Completed
Setting up local WordPress	6	100%	6	3 May
Wireframing for Home Page / product display layout	1	100%	1	4 May
Create Home Page / product display front end on WordPress	4	100%	4	5 May
Create Login form on home page	6	90%	5.4	6 May
Create Signup form on WordPress	4	100%	4	6 May
Plug Login and Signup forms into secure back end	4	100%	4	6 May
Implement sending a confirmation email after customer sign up	3	100%	3	6 May
Wireframing the Account page	1	100%	1	7 May
Create Account page front end on WordPress	4	80%	3.2	8 May
Create Account page forms to edit account details	7	90%	6.3	8 May
Plug Account edit details forms into back end	10	80%	8	8 May

	Total 50		45.9	
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Overall Project Backlog

This outlines the tasks in the Product Backlog (3.5.3) that have been either started or completed, along with the percentage of their completion. It differs from the above table, as it also includes the tasks that were allocated to Sprint 2 or 3.

Tasks	Story Points	Percentage completed	Story Points Completed
Sprint 1			
Setting up local WordPress and GitHub	6	100%	6
Wireframing for Home Page / product display layout	1	100%	1
Create Home Page / product display front end on WordPress	4	100%	4
Create Login form on home page	6	90%	5.4
Create Signup form on WordPress	4	100%	4
Plug Login and Signup forms into secure back end	4	100%	4
Implement sending a confirmation email after customer sign up	3	100%	3
Wireframing the Account page	1	100%	1
Create Account page front end on WordPress	4	80%	3.2
Create Account page forms to edit account details	7	90%	6.3
Plug Account edit details forms into back end	10	80%	8
Sprint 2			
Wireframe individual product page	1	100%	1
Create basic individual product page on WordPress	4	100%	4
Wireframe Ordering Details page	1	100%	1
Create basic Ordering Details page on WordPress	4	90%	3.6
Wireframe Order Confirmation page	1	100%	1
Create basic Order Confirmation page on WordPress	4	100%	4
Implement orders database	8	100%	8
Implement creating an order, plugging WordPress page into back end	8	100%	8
Edit individual product page front end to include	2	100%	2

changing type of box			
Implement submitting an order with a specific box type	2	100%	2
Edit individual product page front end to include changing size of box	2	100%	2
Implement submitting an order with a specific box size	2	100%	2
Edit Ordering Details page front end to include changing delivery time	2	100%	2
Implement submitting an order with a specific delivery time	3	100%	3
Implement delivery time restrictions	3	100%	3
Sprint 3			
Wireframe Admin page	1	0%	0
Create basic Admin page in WordPress	4	0%	0
Plug Admin page into orders database	12	0%	0
Wireframe My orders page	1	100%	1
Create basic My orders page in WordPress	4	100%	4
Plug My orders page into the orders database	8	100%	8
Implement cancelling and modifying the order	8	0%	0
Implement sending a confirmation email to customers after ordering	3	100%	3
Implement sending a confirmation email to customers after cancelling	3	0%	0
Total	141		108.5

4.1.2 Product Related Artefacts

Sprint 1 saw the implementation of user stories 1 and 2 as planned. Furthermore, the team exceeded expectations by completing tasks assigned to other Sprints, as a majority of the functionality is simply achieved through the WooCommerce plugin.

The step-by-step artefacts for User Stories 1-9 can be found and viewed in Appendices B1, B2, B3

Product Completion Overview

User Story	Description	Completion	Improvement	Artefacts Appendix
1	As a customer, I want to browse and view products on the website, so that I can see what I would like to buy	95%	Make it prettier based on Usability test	B1
2	As a customer, I want to sign up for a JJFresh account and edit my personal information , so that JJFresh knows who and where to deliver my order to.	95%	Make it prettier based on Usability test	B2
3	As a customer, I want to order a selection of products from the website, so that I can obtain the products and have them directly delivered to my house.	80%	Make it prettier based on Usability test	B3
4	As a customer, I want to be able to choose what kind of box , so that I can obtain either vegetables, fruit, or a mixture of both.	100% Full-stack implementation		B1

5	As a customer, I want to be able to choose the size of the box, so that I can decide how much I need to spend according to the number of people.	100% Full-stack implementation		B1
6	As a customer, I want to be able to choose the day and time for delivery so that I can plan my schedule.	100% Full-stack implementation		B3
7	As an owner of JJFresh, I want to be able to securely see and manage what orders customers have made, so that I can deliver the orders to them.	80%	Lewis suggested a separate page instead of using wordpress dashboard	B3
8	As a customer, I want to be able to cancel my orders, so that I can modify my orders or rectify any mistakes.	50%	Can not cancel orders, but can view orders details	B2
9	As a customer, I want to receive a confirmation email once I have successfully submitted or cancelled an order, so that I am sure that the system did what I wanted.	50%	Do not have cancelling email confirmation, but have submit order confirmation email	B3

4.1.3 Risk Monitoring and Control

One risk that occurred was the addition of a new member halfway through this project: in this case Andrew Harding. The measures already in place, such as an “useful links” slack thread dedicated to plugins used, as well as articles and tutorials that were used to build different parts of the website, helped the new member quickly get up to date on the status of the project. Any additional questions were answered in the slack, or the twice-weekly project discussion meetings. This mitigated the effect of adding a new team member and quickly made the addition a new positive. The likelihood of this risk occurring also substantially decreased, which was updated in the risk management plan.

Another risk was not being able to communicate regularly with the client (i.e. the tutor). This was addressed by continuing to contact the client and to re-organise a time for a meeting, which was achieved. We also reported this particular risk to Marion (the subject coordinator) via an email. She then agreed to temporarily act as the client over the discussion board, if required. In the meantime, since our new member was not involved in the development of the website until now, this new member could provide an outsider perspective on how well the user stories have been met, which was used as a substitution to our product owner feedback in terms of planning for a new sprint.

Some of the wordpress plugins that were found did not have all of the required functionality that was desired, or had to be upgraded to a premium paid version. An example of this is retrieval of user information. This was mitigated as planned, with the team member that was assigned that functionality finding a workaround using PHP code.

Although the above risks did occur, these had a low impact and so did not significantly impact the timeline or budget of the project. This shows that our initial risk management plan has been effective.

4.2 Project Status: Sprint 2

As much Sprint 2's allocated tasks - predominantly User Stories 3-6 addressing product ordering - were completed in Sprint 1, a restructuring of the sprint placed an emphasis on polishing the customer-facing user experience. This meant that the sprint delivered much fewer story points than Sprint 1.

The remaining functionality of User Stories 3-6 was implemented, such as automatic email confirmations and customer account fixes, while several Sprint 3 tasks were brought forward, most importantly order cancellation. Usability and unit testing was conducted on the existing deliverables to ensure both ease of use and lack of technical errors. They brought up largely aesthetic issues, which mostly were resolved before the end of the sprint as part of front end "polishing" efforts.

The team has delivered at a consistent pace considering the extra documentation from the large-scale usability and unit testing, seen in the consistent descent of the burn chart after an initial plateau. With the pressures of competing University subjects rising, the team was affected by external stresses and health issues. Slow communication with the proxy client continued to be detrimental, but posting on the discussion board mitigated the impact of this challenge.

4.2.1 Process Related Artefacts

4.2.1.1 Agenda and Minutes

In this sprint, we began by updating the status of our project with our new member (Andrew), incorporating him into the team and bringing him up to speed. We adjusted the roles for our team and started delegating and completing tasks for the second submission of this PMP. Demonstrating our product in a client meeting with our tutor (Rajesh) prompted positive feedback, with several aesthetic improvements recommended. The team kept each other in the loop with their progress and met for regular sprint progress meetings.

Date	Type	Agenda
13 th May 2020	Team	Sprint Planning & Inclusion of new member (Andrew)
16 th May 2020	Client	Sprint 1 demonstration to client for feedback
20 th May 2020	Team	Sprint progress update & modifying agile
22 nd May 2020	Team	Sprint progress update & Work on PMP
23 rd May 2020	Team	Finished PMP together
27 th May 2020	Team	Sprint 2 review & retrospective, Sprint 3 planning

The minutes of each meeting can be found in *Appendices A7 to A12*.

4.2.1.2 Timesheets

This sprint saw the inclusion of Andrew Harding, and as such his time sheet has now been included.

Yihan		
Date	Description	Duration (hrs)
21 May	Fixing signup page bugs and implementing the autofill information function on checkout page.	2.5
22 May	Fix users cannot access to the cart on the home page, need to be improved.	0.5
22 May	Burndown chart: sprint 2	2

Lewis		
Date	Description	Duration (hrs)
11 May	Fixing implementation designs	0.5
20 May	JJFresh menu Items and bug fixing	1
21 May	PMP Section 4.1.1 Initial Draft	1.5
22 May	Project and Sprint 1 Burndown chart	2
22 May	PMP Section 4.1.1 Final Update	3

Ryan		
Date	Description	Duration (hrs)
18 May	Fixed up the PMP with the feedback from the assignment's submission	1
20 May	Burndown chart, fixing up minutes, organisation for meeting	1
22 May	Usability Review	3
22 May	Fixed up My Account page, individual product page, ordering page, home page front end	2
22 May	PMP write up & formatting	2

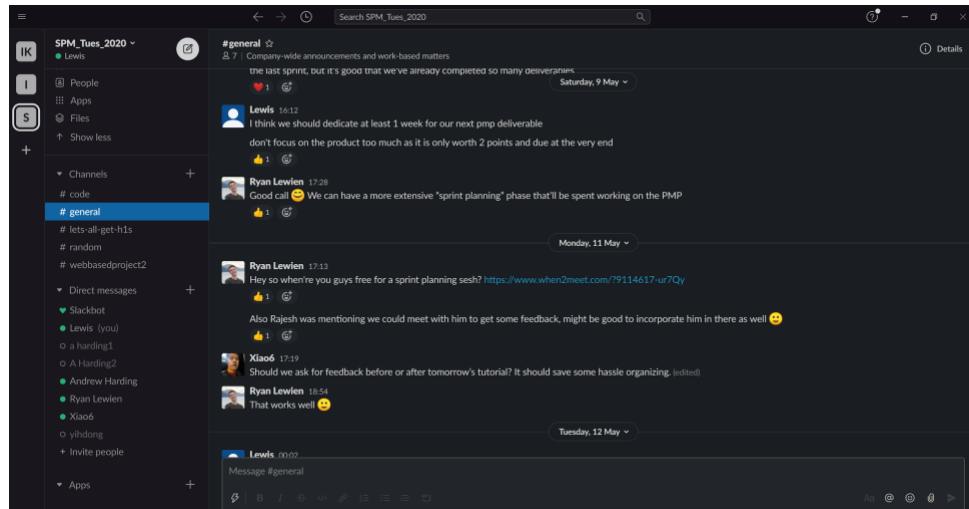
Zexi		
Date	Description	Duration (hrs)
13 May	Write email to follow up Sprint 1 meeting with Rajesh, working on "Cart Page"	0.75
14 May	Write email to Rajesh confirm meeting, prepare the meeting questions in docs	0.25
16 May	Sprint1 Rajesh meeting	0.3
20 May	PMP product updates	1.5
20 May	Product update screenshots	0.25
21 May	Product update tables	0.75
22 May	Sprint2 Stand up	5
22 May	product artefact update completed	3

22 May	cancel orders function implementation/ email submission	0.5
Andrew		
Date	Description	Duration (hrs)
15 May	PMP update	0.3
17 May	PMP update	0.45
20 May	Unit testing: came up with and tested various test cases	2
22 May	Final check over PMP	0.5

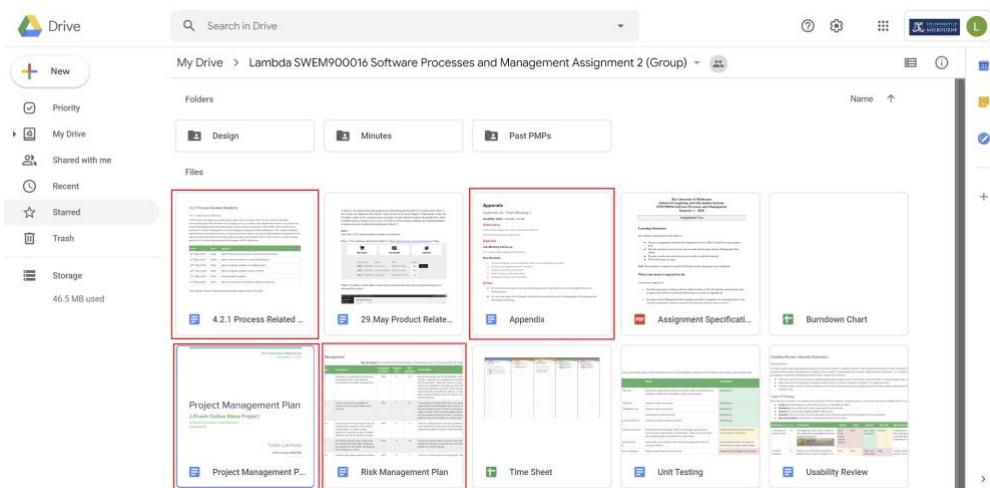
4.2.1.3 Communications

Communication channels have been maintained from the previous sprint, with minor changes. Zoom has remained our most important method of communication with lengthy team meetings, and several client meetings with our tutor Rajesh. Email has been used to organise these meetings with the tutor, and clarify small issues.

An emphasis on Slack "reacts" has allowed the team to efficiently express their acknowledgement and agreement to messages, minimising clutter to make sure team members do not miss important messages. It remains a common feature of our daily communication and organisation.



Google Drive has proven a limitation with the PMP documentation, as it is now too large to load and edit efficiently. It has now been split up into multiple documents, which will be combined for each submission.



4.2.1.4 Sprint planning

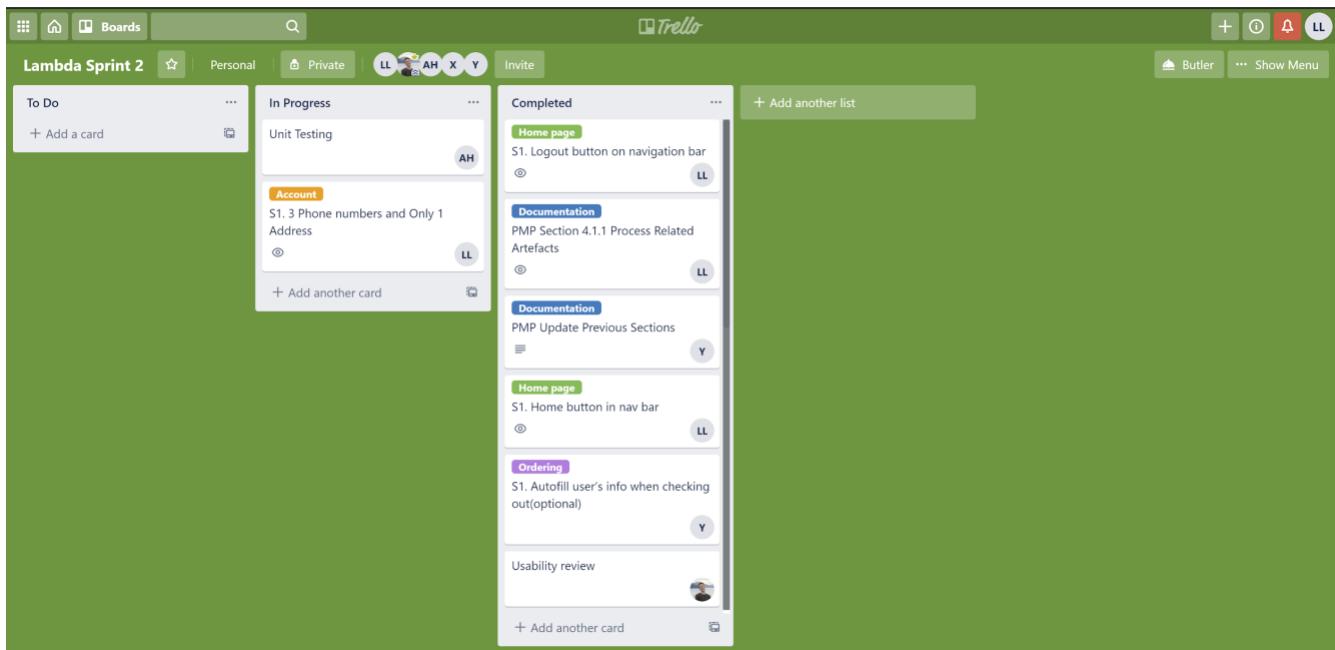
A majority of Sprint 2's tasks were completed in Sprint 1, and as such a restructuring was required. In order to better align with the amount of story points achieved in Sprint 1, several additional tasks were included in the Sprint and discussed in the sprint planning meeting (May 13th, See *Appendix A7*)

It was decided that after completing the required functionality initially allocated to Sprint 2 (ordering products), a set of tasks would provide an emphasis on polishing the front end UX. This was in order to fulfill the non-functional requirement of "navigating in a user friendly manner". Each was allocated three story points, as they are completely open ended and can take a significant portion of time.

Additionally by bringing several Sprint 3 tasks forward into Sprint 2, the system may be completed faster, allowing more time towards the end of the project to tackle unforeseen issues that can occur before delivery. This provides the team with a safeguard against any last minute risks, as well as decreasing pressure on them as other University projects are due in this later time period.

4.2.1.5 Kanban boards

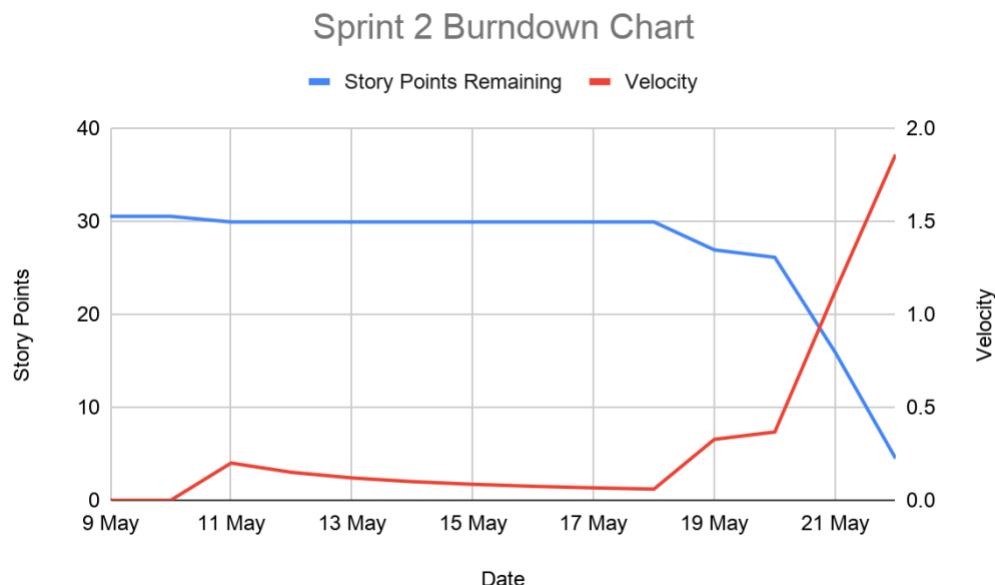
We use Trello for our kanban boards to keep track of team progress & task delegation. It is initialised with the Sprint's tasks in the sprint planning phase, and the tasks are allocated to individual team members to complete. This is the kanban board at the end of Sprint 2.



4.2.1.6 Burndown charts

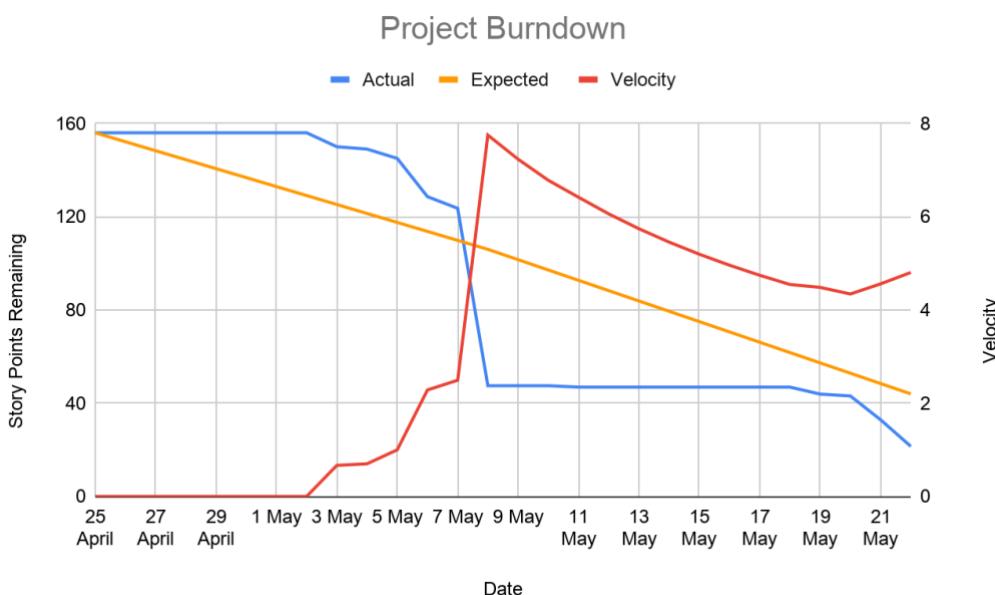
Sprint 2 Burndown

This chart is based on the expected story points to complete during Sprint 2, as estimated in the sprint planning meeting (4.2.1.4).



Overall Project Burndown

The project burndown chart is based on all the story points of the entire project. As there are new story points being added in sprint 2, the total story points for the project is now 156.



4.2.1.7 Backlog Update

Sprint 2 Backlog

This outlines only the Sprint 2 tasks outlined in the Product Backlog (3.5.3) that were either started or completed in Sprint 2, along with the percentage of their completion. It is worth noting that implementing three phone numbers has been extremely difficult, and will continue to be

Task	Story Points	Percentage Completed	Story Points Completed	Date Completed
Fix basic Ordering Details page on WordPress to show the sizing.	0.4	100%	0.4	22 May
Polish Home page aesthetics	3	100%	3	19 May
Polish Login/ signup page aesthetics	3	80%	2.4	21 May
Polish Account page aesthetics	3	80%	2.4	21 May
Polish Individual Item page aesthetics	3	100%	3	21 May
Polish Ordering page aesthetics	3	80%	2.4	21 May
Reallocated tasks from Sprint 3				
Implement cancelling and modifying the order	8	100%	8	22 May
Implement sending a confirmation email to customers after cancelling	3	100%	3	22 May
Rollover from Sprint 1				
Finish Login form on home page to hide when logged in	0.6	100%	0.6	11 May
Rework Account page front end on WordPress to show the correct user information	0.8	100%	0.8	20 May
Allow three phone numbers to be imputed in the Account page	0.7	0%	0	-
Plug Account edit details forms into back end (three phone numbers)	2	0%	0	-
Total	30.5	-	26	-

Overall Project Backlog

Task	Story Points	Percentage completed	Story Points Completed
Sprint 1			
Setting up local WordPress and GitHub	6	100%	6
Wireframing for Home Page/ product display layout	1	100%	1
Create Home Page/ product display front end on WordPress	4	100%	4
Create Login form on home page	6	100%	6
Create Signup form on WordPress	4	100%	4
Plug Login and Signup forms into secure back end	4	100%	4
Implement sending a confirmation email after customer sign up	3	100%	3
Wireframing the Account page	1	100%	1
Create Account page front end on WordPress	4	100%	4
Create Account page forms to edit account details	7	90%	5.6
Plug Account edit details forms into back end	10	80%	9
Sprint 2			
Wireframe individual product page	1	100%	1
Create basic individual product page on WordPress	4	100%	4
Wireframe Ordering Details page	1	100%	1
Create basic Ordering Details page on WordPress	4	100%	4
Wireframe Order Confirmation page	1	100%	1
Create basic Order Confirmation page on WordPress	4	100%	4
Implement orders database	8	100%	8
Implement creating an order, plugging WordPress page into back end	8	100%	8
Edit individual product page front end to include changing type of box	2	100%	2
Implement submitting an order with a specific box type	2	100%	2
Edit individual product page front end to include changing size of box	2	100%	2
Implement submitting an order with a specific box size	2	100%	2

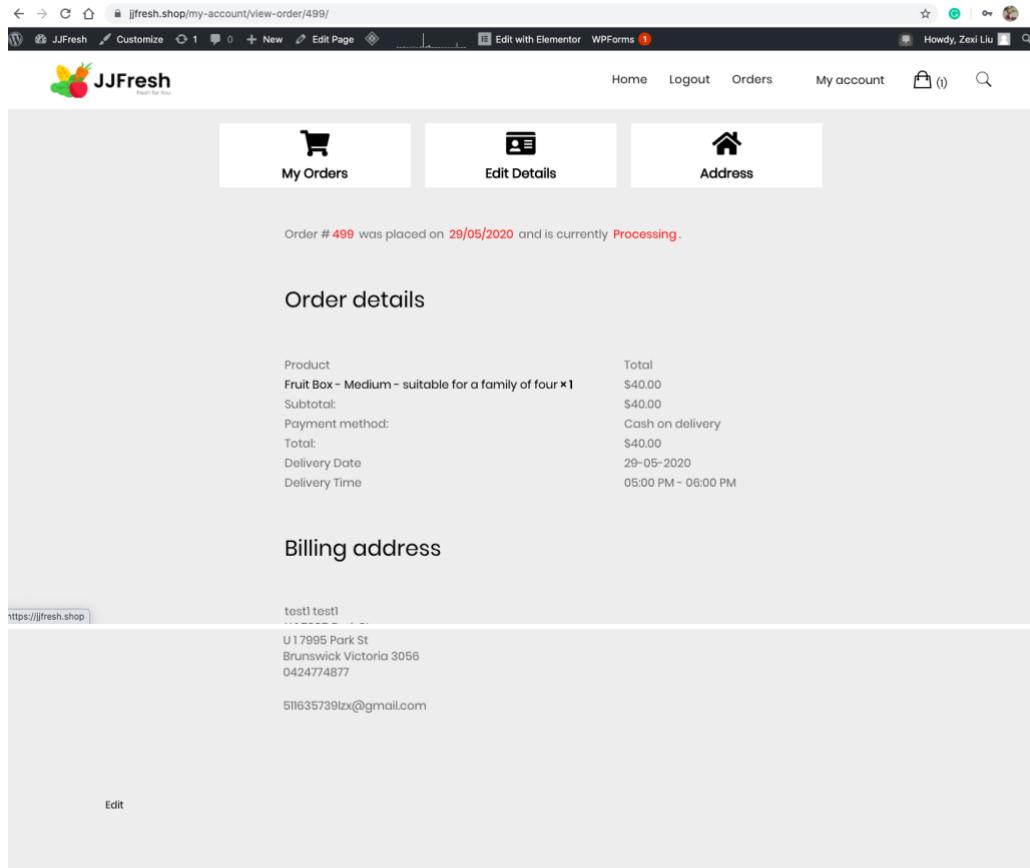
Edit Ordering Details page front end to include changing delivery time	2	100%	2
Implement submitting an order with a specific delivery time	3	100%	3
Implement delivery time restrictions	3	100%	3
Polish Home page aesthetics	3	100%	3
Polish Login/ signup page aesthetics	3	100%	3
Polish Account page aesthetics	3	100%	3
Polish Individual Item page aesthetics	3	100%	3
Polish Ordering page aesthetics	3	100%	3
Sprint 3			
Wireframe Admin page	1	0%	0
Create basic Admin page in WordPress	4	0%	0
Plug Admin page into orders database	12	0%	0
Wireframe My orders page	1	100%	1
Create basic My orders page in WordPress	4	100%	4
Plug My orders page into the orders database	8	100%	8
Implement cancelling and modifying the order	8	100%	8
Implement sending a confirmation email to customers after ordering	3	100%	3
Implement sending a confirmation email to customers after cancelling	3	100%	3
Total	156	87.5%	136.6

4.2.2 Product Related Artefacts

As outlined in the sprint planning and backlogs, Sprint 2 saw a mixture of tasks originally allocated to Sprint 2, tasks originally allocated to Sprint 3, and efforts to polish the UX including a heuristics-based usability review. Unit testing was also performed to ensure stable technical operations.

4.2.2.1 Original Sprint 2 Tasks

The basic implementation of all product ordering can be found in the previous sprint documentation. The only remaining page is the **ordering details page**, which does not have a set URL to link:



4.2.2.2 Frontend User Experience Overhaul

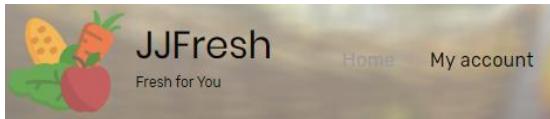
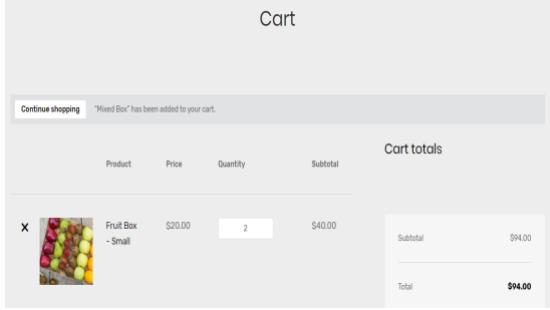
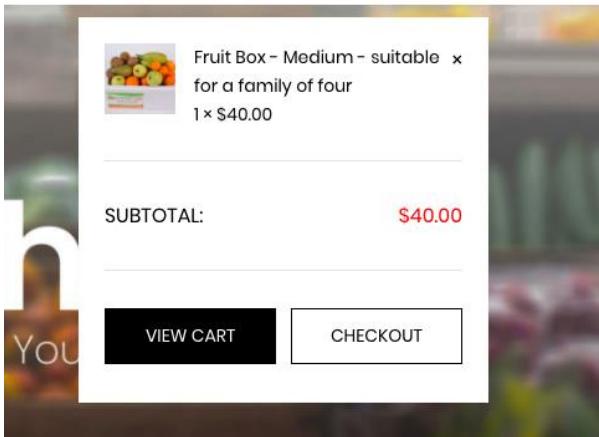
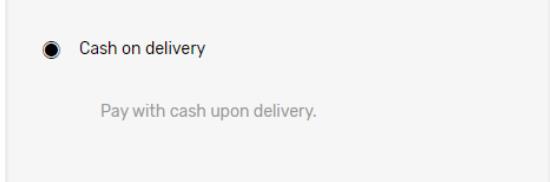
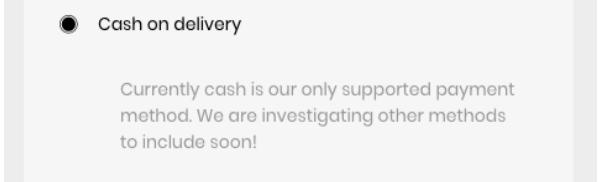
In order to provide a high quality user experience, each page was focused on and polished to promote thoughtful and pleasing interactions. Artefacts for each page can be found in *Appendix B4*, including the following pages:

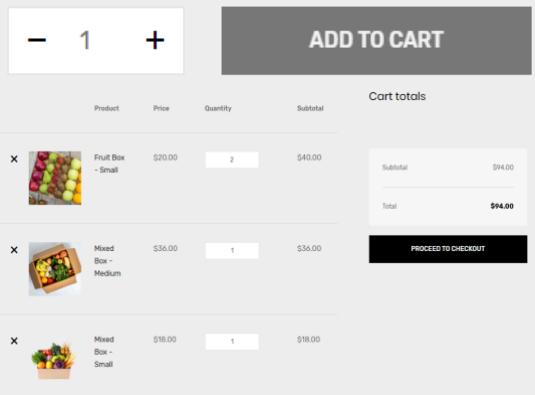
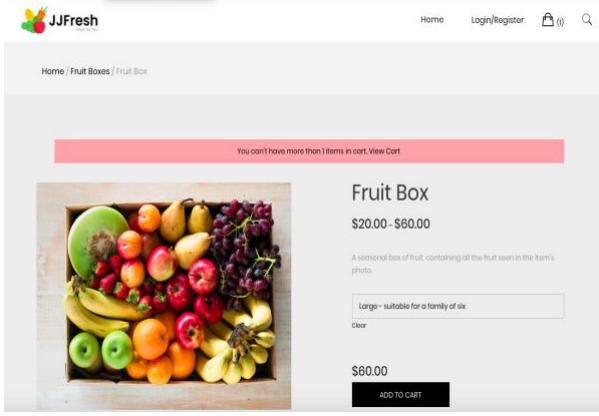
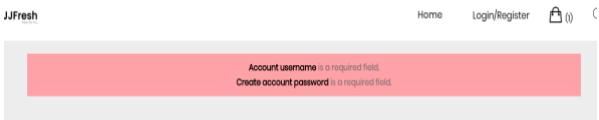
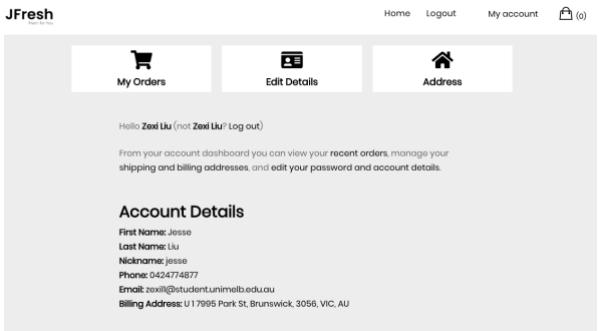
- Home page
- Log in/ Sign Up page

- Edit account details page
- Address details page
- Individual item page
- Ordering page

4.2.2.3 Implementation in Response to Usability Review

The resultant recommendations from the usability review were acted on and implemented in the website, as pictured below.

	Before	After
1.1		
3.2		
3.3		
4.1		

5.1		
6.2	<p>Mixed Box</p> <p>\$18.00 - \$54.00</p> <p>A seasonal box of mixed vegetables and fruit, containing all the vegetables and fruit seen in the item's photo.</p> <p>Medium</p> <p>Clear</p>	<p>Mixed Box</p> <p>\$18.00 - \$54.00</p> <p>A seasonal box of mixed vegetables and fruit, containing all the vegetables and fruit seen in the item's photo.</p> <p>Medium - suitable for a family of four</p> <p>Clear</p>
7.1	<p>Account username *</p> <input type="text" value="Username"/> <p>Create account password *</p> <input type="password" value="Password"/>	
8.2	<p> My Orders  Edit Details  Address</p> <p>Account Details</p> <p>First Name: Jesse Last Name: Liu Nickname: zeliu@student.unimelb.edu.au Phone: 0424774877 Email: zeliu@student.unimelb.edu.au Billing Address:</p> <p>Hello zeliu@student.unimelb.edu.au [not zeliu@student.unimelb.edu.au] Log out</p> <p>From your account dashboard you can view your recent orders, manage your shipping and billing addresses, and edit your password and account details.</p>	
8.3	<p></p> <p>Sku: N/A Category: Mixed Boxes</p> <p>Description Additional information</p> <p>Size: Small, Medium, Large</p>	<p>Fruit Box</p> <p>\$20.00 - \$60.00</p> <p>A seasonal box of fruit, containing all the fruit seen in the item's photo.</p> <p>Small - suitable for a couple</p> <p>Clear</p> <p>\$20.00</p> <p>ADD TO CART</p>

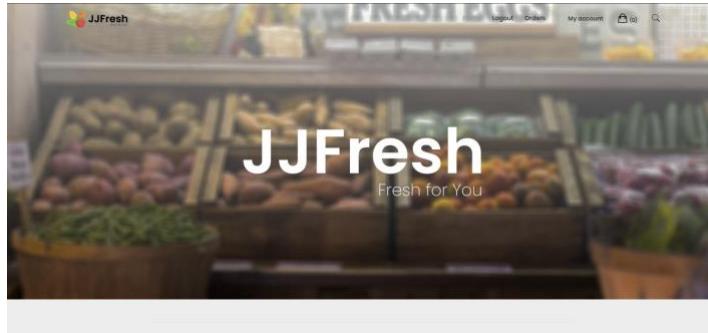
4.2.2.4 Original Sprint 3 Tasks

The following tasks were reallocated from the Sprint 3 project backlog, including User Stories 8 and 9.

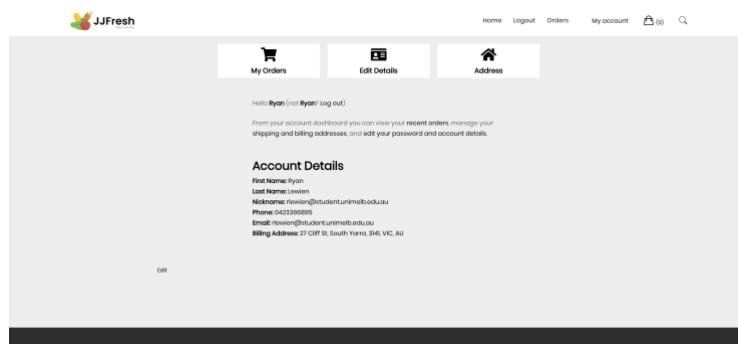
User Story 8

*As a customer, I want to be able to **view and cancel** my orders, so that I can modify my orders or rectify any mistakes.*

Step 1: The customer clicks on the "My account" top menu button.



Step 2: The customer clicks on the "My orders" button..



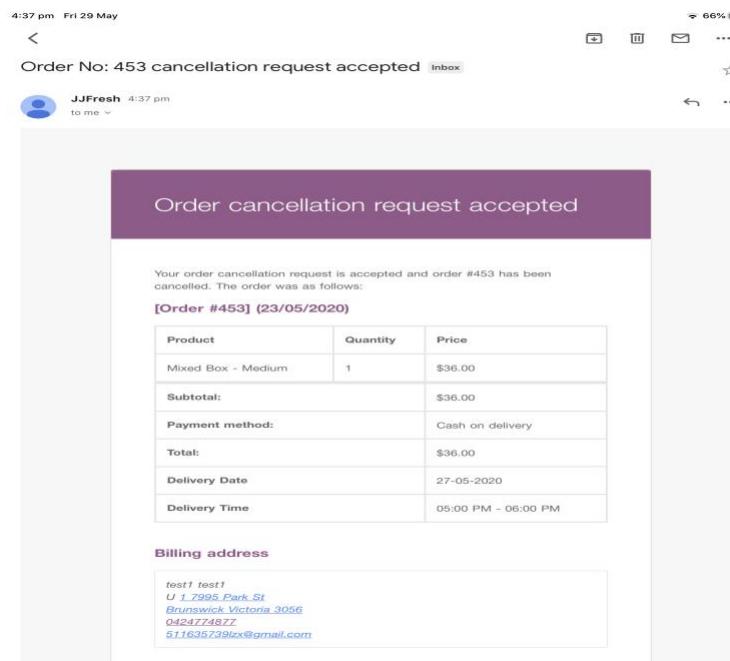
Step 3: The customer clicks the cancel button in the orders page, which cancels their order.

A screenshot of the JJFresh orders page. The page shows a table of recent orders. The first order, #489, is currently being processed. The second order, #483, has a 'Cancel' button next to its 'View' button. The third order, #453, is a 'Cancel Request'. The bottom of the page contains a footer with links for 'Privacy Policy' and 'Powered by WordPress | Theme: Letto by aThemes'.

User Story 9

*As a customer, I want to receive a **confirmation email** once I have successfully submitted or cancelled an order, so that I am sure that the system did what I wanted.*

...Step 4: The customer will receive an email confirmation once their cancellation is approved.



4.2.3 Risk Monitoring and Control

Two generic risks occurred during the sprint that were not specifically addressed in the current risk registry; the team was reasonably busy with other subjects, and family or personal illness prevented several team members from dedicating time toward the project. While there was a potential impact that this would delay the deliverables worked on by these members, this was mitigated with reasonable time management and work distribution. With only a small amount of deliverables aimed to be completed, this raised very little issue. As all desired functionality was delivered to a reasonable quality, this mitigation was successful. Both of these risks, as well as the related triggers and management methods, were discussed in the retrospective and then added to the risk management plan as Risks 15 and 16.

Similarly to the previous sprint, it was difficult to contact the client. Having an unresponsive client is one of the causes of failure for an agile methodology, as frequent client feedback is required to steer product direction in an agile, flexible manner. Although the mitigation methods of early and frequent communication - as planned in the risk management plan - were implemented, decisions still had to be made by the team which may conflict with the client's image of the product. However, this was addressed in later client meetings and is largely unavoidable as the team cannot control the client's actions.

4.3 Project Status: Sprint 3

This was the final sprint in the project. Although the team experienced rising pressure due to other subjects and personal issues, the remaining user stories 6-9 were completed on schedule. This may be partly due to the team pulling parts of the product backlog planned for sprint 3 into sprint two to prepare for any unforeseen circumstances. The main deliverable created in this sprint was an admin page that is solely accessible by the owner of the site. Defects in the site identified in the user /unit testing and client review in sprint 2 were also fixed (can be found in product artifacts). The burndown reflects the progress of these stories. In combination with the previous sprints, all of our story points in the product backlog were completed. This project was completed within budget and timeline, with all desired functionality. The client also seemed satisfied with the product. Therefore this was a successful project.

4.3.1 Process Related Artefacts

4.3.1.1 Agenda and Minutes

In sprint 3, we had a team meeting to finalise the product and a client meeting to receive feedback before the assessment. At the end of the sprint we had a Sprint review and finalized this PMP.

Date	Type	Agenda
29 th May 2020	Team	Sprint progress update & Work on PMP
30 th May 2020	Client	Sprint 2 demonstration to client for feedback
2 nd June 2020	Client	Final Product demonstration for assessment
5 th June 2020	Team	Sprint 3 Review and finish PMP

The minutes of each meeting can be found in *Appendices A13* to *A16*.

4.3.1.2 Timesheets

Yihan		
Date	Description	Duration (hrs)
29 May	Fixed the state and country not being asked for/ Add 2 more numbers in the registration page/ Create admin page on the front end	3
1 Jun	Make the "orders management" menu only visible to the admins	2
5 Jun	PMP update	1

Lewis		
Date	Description	Duration (hrs)
27 May	PMP 4.2.1	1.5
28 May	PMP 4.2.1	1
29 May	PMP 4.2.1	5
1 Jun	Fix Customer login Checkout and My Account page design changes	1
3 Jun	Display 3 phone numbers on My Account page	1
3 Jun	PMP 4.3.1	2
5 Jun	PMP 4.3.1	2

Ryan		
Date	Description	Duration (hrs)
29 May	Reworked "About Us" section on the home page, fixed logout button and nav bar alignment	1
1 Jun	Fixed the disappearing product page, went through each page implementing the text size and making sure functionality is ready for presentation	2
4 Jun	Fixed the product prices not updating when changing the size and quantity	0.5
5 Jun	PMP update and final submission	2

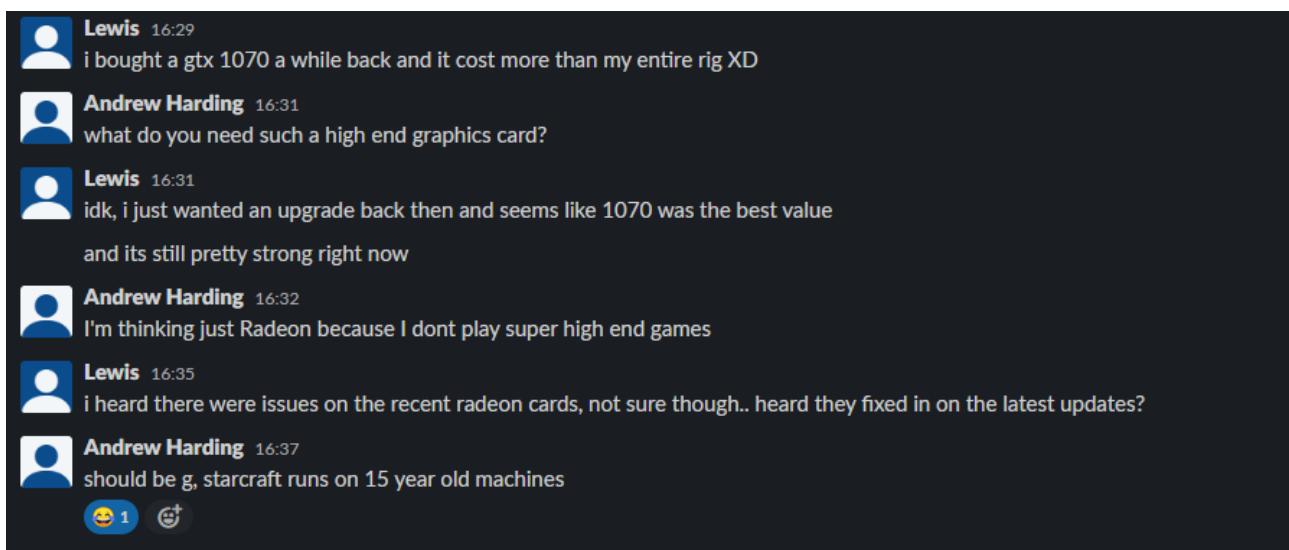
Zexi		
Date	Description	Duration (hrs)
29 May	Product related Artefact	4.5
1 Jun	Product related Artefact	1.5

Andrew		
Date	Description	Duration (hrs)
26 May	PMP 4.2 (Summary)	0.5
26 May	PMP 4.2.3 Risk management	0.5
26 May	General proofread of other members parts	0.5
28 May	Fixed image sizing, changed product descriptions to be more descriptive	1.5
2 Jun	Final unit testing	1.5
5 Jun	PMP 4.3 (Summary)	0.5
5 Jun	PMP 4.3.3	0.5

4.3.1.3 Communications

As in the previous sprints, the primary channels of communication between the team members was slack and zoom. Multiple lengthy meetings were held to ensure the project stayed on track and everyone both knew what they had to do and were staying accountable. The smoothness of the meetings was also noticeably higher than in sprint 1. This is likely due to the experience gained working as a team. Some communication occurred in Slack to help re-distribute work from members who were under especially high levels of academic workload. This effective communication helped ensure all our story points were achieved.

An interesting point of note was the increase in activity in the off-topic/watercooler slack thread. This shows a productive environment as team members help keep each other's morale high even during a stressful time of the semester. All of the previous initiatives, such as the emphasis on reacts to reduce clutter were also maintained.

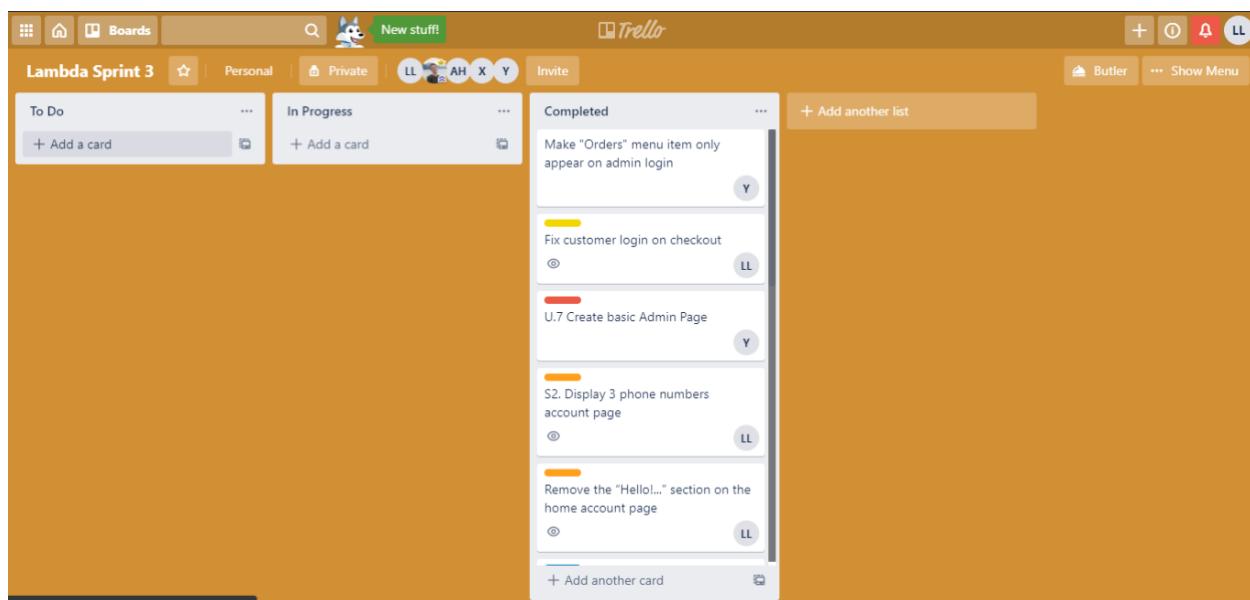


4.3.1.4 Sprint planning

There aren't too many story points left over in sprint 3. The main implementations were the admin page to manage orders and a few leftover story points from previous sprints. As we have already done 2 sprints, each member is familiar with their previous tasks in the PMP and are delegated to do the same sections for sprint 3. The members who did the unit and usability testing also added fixing the defects in the product as a task for them to do on the Trello board.

4.3.1.5 Kanban boards

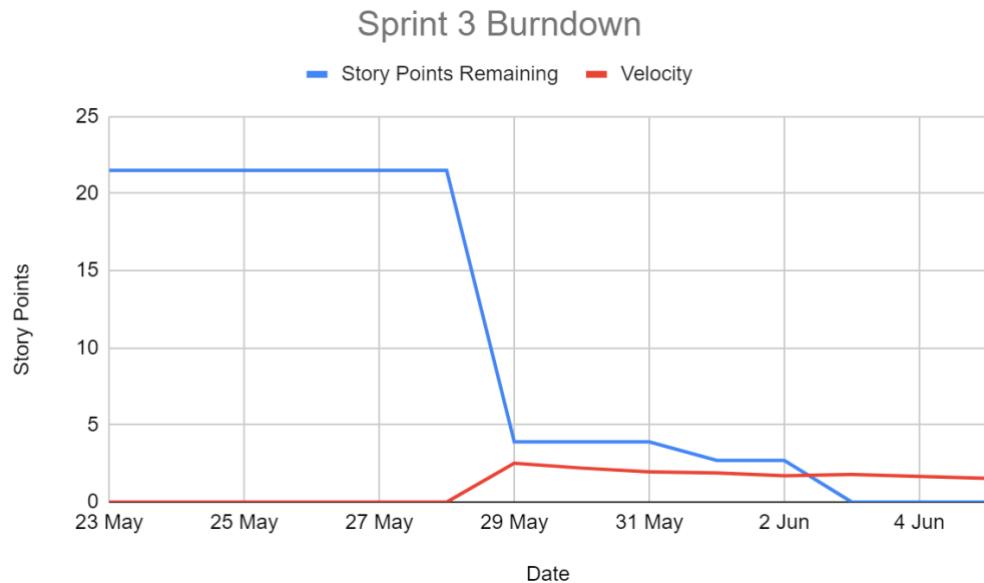
We use Trello for our kanban boards to keep track of team progress & task delegation. It is initialised with the Sprint's tasks in the sprint planning phase, and the tasks are allocated to individual team members to complete. This is the kanban board at the end of Sprint 3.



4.3.1.6 Burndown charts

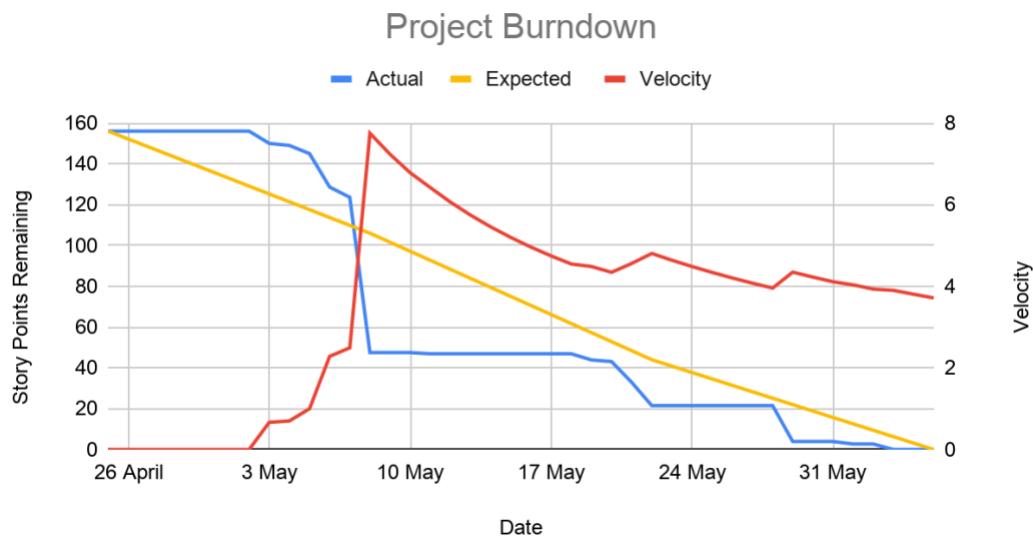
Sprint 3 Burndown

This chart is based on the expected story points to complete during Sprint 3, as estimated in the sprint planning meeting (4.3.1.4).



Overall Project Burndown

The project burndown chart is based on all the story points of the entire project.



4.3.1.7 Backlog Update

Sprint 3 Backlog

This outlines only the Sprint 3 tasks outlined in the Product Backlog (3.5.3) that were either started or completed in Sprint 3, along with the percentage of their completion.

Tasks	Story Points	Percentage Completed	Story Points Completed	Date Completed
Wireframe Admin page	1	100%	1	29 May
Create basic Admin page in WordPress	4	100%	4	29 May
Plug Admin page into orders database	12	100%	12	29 May
Polish Login/ signup page aesthetics	0.6	100%	0.6	29 May
Polish Account page aesthetics	0.6	100%	0.6	1 June
Polish Ordering page aesthetics	0.6	100%	0.6	1 June
Create Account page forms to edit account details	0.7	100%	0.7	3 June
Plug Account edit details forms into back end	2	100%	2	3 June
Total	21.5		21.5	

Overall Project Backlog

Tasks	Story Points	Percentage completed	Story Points Completed
Sprint 1			
Setting up local WordPress and GitHub	6	100%	6
Wireframing for Home Page/ product display layout	1	100%	1
Create Home Page/ product display front end on WordPress	4	100%	4
Create Login form on home page	6	100%	6
Create Signup form on WordPress	4	100%	4
Plug Login and Signup forms into secure back end	4	100%	4
Implement sending a confirmation email after customer sign up	3	100%	3
Wireframing the Account page	1	100%	1
Create Account page front end on WordPress	4	100%	4
Create Account page forms to edit account details	7	100%	7
Plug Account edit details forms into back end	10	100%	10
Sprint 2			
Wireframe individual product page	1	100%	1
Create basic individual product page on WordPress	4	100%	4
Wireframe Ordering Details page	1	100%	1
Create basic Ordering Details page on WordPress	4	100%	4
Wireframe Order Confirmation page	1	100%	1
Create basic Order Confirmation page on WordPress	4	100%	4
Implement orders database	8	100%	8
Implement creating an order, plugging WordPress page into back end	8	100%	8
Edit individual product page front end to include changing type of box	2	100%	2
Implement submitting an order with a specific box type	2	100%	2

Edit individual product page front end to include changing size of box	2	100%	2
Implement submitting an order with a specific box size	2	100%	2
Edit Ordering Details page front end to include changing delivery time	2	100%	2
Implement submitting an order with a specific delivery time	3	100%	3
Implement delivery time restrictions	3	100%	3
Polish Home page aesthetics	3	100%	3
Polish Login/ signup page aesthetics	3	100%	3
Polish Account page aesthetics	3	100%	3
Polish Individual Item page aesthetics	3	100%	3
Polish Ordering page aesthetics	3	100%	3

Sprint 3

Wireframe Admin page	1	100%	1
Create basic Admin page in WordPress	4	100%	4
Plug Admin page into orders database	12	100%	12
Wireframe My orders page	1	100%	1
Create basic My orders page in WordPress	4	100%	4
Plug My orders page into the orders database	8	100%	8
Implement cancelling and modifying the order	8	100%	8
Implement sending a confirmation email to customers after ordering	3	100%	3
Implement sending a confirmation email to customers after cancelling	3	100%	3
Total	156		156

4.3.2 Product Related Artefacts

As outlined in the sprint planning and backlogs, Sprint 3 mainly focused on the uncompleted story points from the whole project backlog, which covers Rollover tasks from Sprint 1 and uncompleted Sprint 3 tasks. In addition, small functionality tweaks and more polished User interfaces were put into the agenda based from the second client feedback meeting, which was scheduled after our Sprint 2 review with tutor Rajesh.

Rollover from Sprint 1

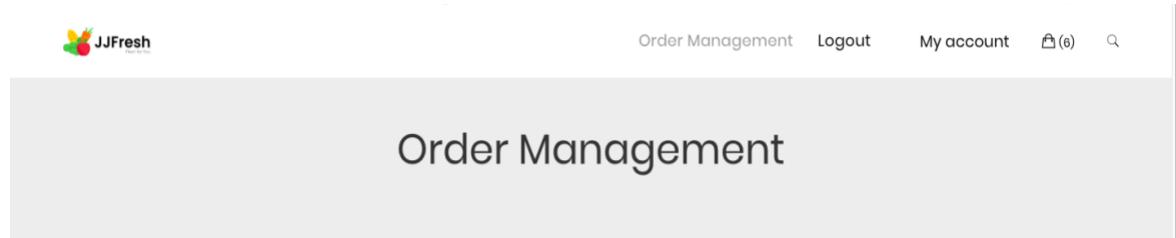
1. Allow three phone numbers to be imputed in the **Account** page

The screenshot shows a web browser window with the URL jjfresh.shop/my-account/. The page title is "Register". It contains five input fields: "First name*" (empty), "Last name*" (empty), "Phone" (empty), "Work Number" (empty), and "Landline" (empty). The page header includes the JJFresh logo, navigation icons, and links for "Login/Register" and "Logout".

Sprint 3 “Admin Page”

Successfully transfer the DashBoard all admin operation functionality into a single Page [“https://jjfresh.shop/admin-orders/”](https://jjfresh.shop/admin-orders/). The page can be redirected after clicking button, “Order Management”, the button will only be shown if the user is an admin, otherwise it won’t show for user as a customer

Step1: login as an admin and see the “Order Management” Button at the top in the navigation bar



While logged-in as an customer, there is no Order Management option in the navigation bar

The screenshot shows the JJFresh customer dashboard. At the top right, there are links for 'Logout', 'My account', and a notification badge '(6)'. Below these are three main navigation buttons: 'My Orders' (with a shopping cart icon), 'Edit Details' (with a person icon), and 'Address' (with a house icon). A message at the bottom says 'Hello 511635739lzx@gmail.com (not 511635739lzx@gmail.com? Log out)'.

Step 2:

Click the button and View Orders as Admin

The screenshot shows the 'Order Management' page. At the top, there's a search bar and a 'Search orders' button. Below that is a table with columns: 'Order' (checkbox), 'Date', 'Status', and 'Total'. The table contains two rows of order data:

Order	Date	Status	Total
#603 Anthony Isaac	13 hours ago	Cancel Request	Delivery Date: 05-06-2020 Delivery Time: 04:00 PM - 05:00 PM \$45.00
#602 Anthony Isaac	13 hours ago	Processing	Delivery Date: 04-06-2020 Delivery Time: 04:00 PM - 05:00 PM \$40.00

Step 3:

Click individual order and view the details of the order:

Order #603 details
Payment via Cash on delivery. Customer IP: 2001:8003:4442:3a00:5c20:8408:7cef:6c6d

General	Billing	Shipping
Date created: <input type="text" value="2020-06-02"/>	Address: No shipping address set.	Customer provided note: Notes!
Status: <input type="text" value="Cancel Request"/>	Delivery Date: 05-06-2020	Delivery Time: 04:00 PM - 05:00 PM
Customer: <input type="text" value="anthonyssac (#18 - ausiyer@gmail.com)"/>	Profile → View other orders	
Delivery Date & Time		Order notes
05-06-2020		Order status changed from Processing to Cancel Request. 02/06/2020 at 12:22 am Delete note
04:00 PM - 05:00 PM		Payment to be made upon delivery. Order status changed from Pending payment to Processing. 02/06/2020 at 12:20 am Delete note
		Add note <input type="text"/> Private note <input type="checkbox"/> Add

- Update delivery time or Refundr:

Delivery Date & Time	Update			
05-06-2020				
04:00 PM - 05:00 PM				
Item				
	Vegetable Box	\$15.00	× 3	\$45.00
Variation ID: 164				
Size: Small (for a Couple)				
		Items Subtotal:	\$45.00	
		Order Total:	\$45.00	
Refund		? This order is no longer editable.		

- Cancelled Orders or add notes to an order

Order actions

Choose an action... [Move to Trash](#) [Update](#)

Order notes

Order status changed from Processing to Cancel Request.
02/06/2020 at 12:22 am [Delete note](#)

Payment to be made upon delivery. Order status changed from Pending payment to Processing.
02/06/2020 at 12:20 am [Delete note](#)

Add note [?](#)

Private note [Add](#)

- Status update; Order created date and Billing address edits

Order #603 details
Payment via Cash on delivery. Customer IP: 2001:8003:4442:3a00:5c20:8408:7cef:6c6d

General

Date created: 2020-06-02 @ 00 : 20

Status: Cancel Request

Customer: [Profile →](#) [View other orders →](#)
anthonyissac (#18 – ausiyer@gmail.com)

Billing

Anthony Issac
400 Fifth Avenue
Parkville Victoria 3010

Email address: ausiyer@gmail.com

Phone: [0423366895](tel:0423366895)

Shipping

Address: No shipping address set.

Customer provided note:
Notes!!

Delivery Date: 05-06-2020

Delivery Time: 04:00 PM - 05:00 PM

Delivery Date & Time

Changes based on Client feedback

1. Home Page advertisement front photo "Who is JJFresh?"

The screenshot shows the JJFresh website's home page. At the top, there is a navigation bar with links for 'Order Management', 'Logout', 'My account', a shopping cart icon with '(0)', and a search icon. Below the navigation bar is a large banner image of a smiling man (James) standing behind a display of fresh produce. To the left of the banner, there is a text box with the heading 'Who is JJFresh?' and a descriptive paragraph about the company's history and online presence. Below the banner, there is a caption that reads 'One half of the dynamic duo: James!'

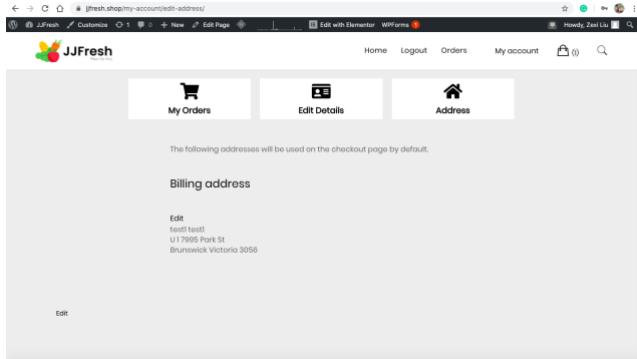
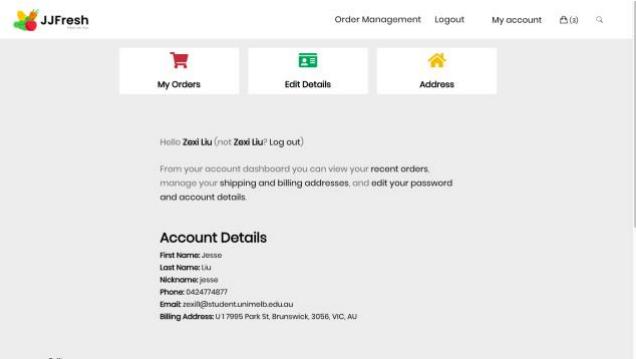
2. New Design Navigation Bar in the Home Page (added Order Management)

The screenshot shows the JJFresh website's home page with a new navigation bar. The bar includes the 'JJFresh' logo, a shopping cart icon with '(0)', and a search icon. The 'Order Management' link has been moved from the top bar to this new navigation bar.

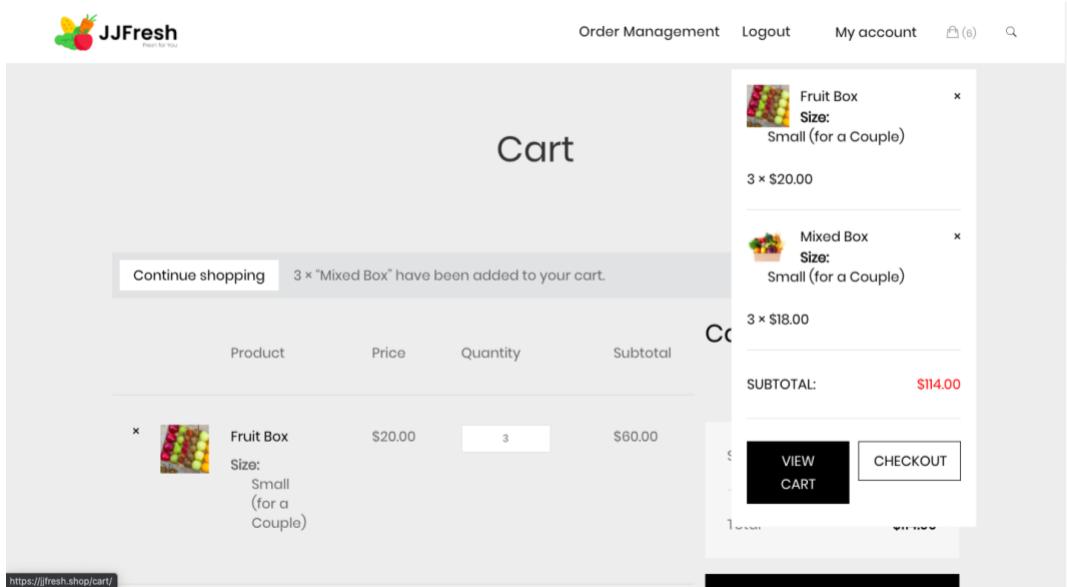
3. Coloured "My Order", "Edit Details" and "Address" Logos

The screenshot shows the JJFresh website's home page with the new navigation bar. Below the navigation bar are three colored icons: a red shopping cart for 'My Orders', a green document for 'Edit Details', and a yellow house for 'Address'. Each icon is accompanied by its respective label.

4. Every fonts are adjusted up to one size

<p>Before</p> 	<p>After</p> 
--	--

5. According to the Client feedback meeting, enable ordering multiple boxes again.



The screenshot shows the JJFresh shopping cart page. At the top, there is a header with the JJFresh logo, 'Order Management', 'Logout', 'My account', and a search bar. Below the header, a large 'Cart' heading is centered. A message below it says '3 × "Mixed Box" have been added to your cart.' The main content area displays a table with columns: Product, Price, Quantity, and Subtotal. There are two items listed:

- Fruit Box**: \$20.00, Quantity: 3, Subtotal: \$60.00. Details: Size: Small (for a Couple).
- Mixed Box**: \$18.00, Quantity: 3, Subtotal: \$54.00. Details: Size: Small (for a Couple).

At the bottom right of the cart area, there are 'VIEW CART' and 'CHECKOUT' buttons. The URL at the bottom of the page is <https://jjfresh.shop/cart/>.

4.3.3 Risk Monitoring and Control

A continuing risk from sprint two was the team members having an increased university workload from other subjects. This had a greater impact than in sprint two, since all members of the team were experiencing higher workloads. This made it more difficult to redistribute work. The same mitigation plans in sprint 2, good time management and work distribution, was still sufficient for all deliverables to be completed. In sprint 2, to mitigate the risk of running out of time due to unforeseen circumstances, story points originally planned for sprint 3 were brought into spring 2. This also alleviated the high workload on the team. No other risks had a significant effect on our project during this sprint.

Appendix

Appendix A1: Team Meeting 1

25 APRIL 2020 / 1:00 PM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien and Zexi Liu.

Andrew Harding was not present.

Agenda

Last Meeting Follow-up

This is the initial meeting of the group.

New Business

1. Group formation, discussing each other's backgrounds and goals
2. Discuss our additional team member
3. Looking over the assignment
4. Start writing up the framework
5. Delegate sections for first drafts

Notes

- All members are keen to do well in the assignment, but don't have the strongest technical backgrounds
- No one has heard from Andrew, and we're assuming he won't be taking part in the assignment. Will keep monitoring.
- Copied over the structure from the assignment spec and started discussing and writing up simple sections
 - Delegation can be found under "action items"
- Either Agile or a Hybrid approach would be best, but we'll decide when we go over the next section in the next meeting

Action Items

By Tuesday 28th

1. First drafts of Sections 0-2 completed
 - Yihan to complete the executive summary and business value
 - Ryan to complete the introduction, in-scope and out-of-scope sections
 - Jesse to complete the delivery approach (SDLC)
 - Lewis to complete the constraints and risk management

Appendix A2: Team Meeting 2

28 APRIL 2020 / 1:00 PM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien and Zexi Liu.

Andrew Harding was not present.

Agenda

Last Meeting Follow-up

Since the last meeting, the following tasks have been started or completed:

1. First drafts of Sections 0-2 completed
 - o Yihan to complete the executive summary and business value
 - o Ryan to complete the introduction, in-scope and out-of-scope sections
 - o Jesse to complete the delivery approach (SDLC)
 - o Lewis to complete the constraints and risk management

New Business

1. Go over Section 3 and write up dot points
2. Delegate parts to write up in full

Notes

- All the first drafts were completed, besides the risk registry
- Wrote up Roles & Responsibilities, Communication Plan, Technology draft, User Stories and the Sprint Plan draft.
- Ryan created the Trello board for Kanban and time sheet for keeping track of how much work we've completed

Action Items

By Friday 1st of May

1. Ask the tutor if we have to include the Business Value to Coles and Woolworths as competitors
2. Ask the tutor when they'd be available each week for our sprints
3. Technology section to be written up by Yihan
4. Sprint Breakdown to be completed by Ryan
5. Risk register to be completed by Lewis

Appendix A3: Team Meeting 3

23 APRIL 2020 / 2:00 PM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien and Zexi Liu.

Andrew Harding was not present.

Agenda

Last Meeting Follow-up

Since the last meeting, the following tasks have been started or completed:

1. Ask the tutor if we have to include the Business Value to Coles and Woolworths as competitors
2. Ask the tutor when they'd be available each week for our sprints
3. Technology section to be written up by Yihan
4. Sprint Breakdown to be completed by Ryan
5. Risk register to be completed by Lewis

New Business

1. Go over the current document
2. Fix up any issues that individual team members have been having (editing)

Notes

- The tutor has agreed to act as our client for each sprint
- All the individual sections have been completed successfully, with some issues to bring to the group:
- Discussed executive summary template, what should be included
- Completed and finished off the risk management matrix together

Action Items

By Saturday the 2nd

1. Go over risk register sections together
2. All go over executive summary (mainly cutting)
3. Do individual sections!

Appendix A4: Team Meeting 4

2 MAY 2020 / 2:30 PM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien and Zexi Liu.

Andrew Harding was not present

Agenda

Last Meeting Follow-up

Since the last meeting, the following tasks have been started or completed:

1. Go over risk register sections together
2. All go over executive summary (mainly cutting)
3. Do individual sections!

New Business

1. Go through each section together one last time

Notes

- Submitted the assignment part a
- Decided to deploy the website in an unfinished state, and all just work on the live site.
 - Only link it up with the correct address at the end

Action Items

By Monday 4th

1. Research how to use WordPress
2. Deploy working website

Appendix A5: Team Meeting 5

4 May 2020 / 1:00 PM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien and Zexi Liu.

Andrew Harding was not present.

Agenda

Last Meeting Follow-up

Since the last meeting, the following tasks have been started or completed:

1. Research how to use WordPress
2. Deploy working website

New Business

1. Planning and delegating tasks for implementing JJFresh's online store

Notes

- Working website is currently deployed and hosted on Ryan's hosting plan
 - It is also secured by Cloudflare, and can be found at jjfresh.shop
- Decided it's best to keep the URL, but make sure all pages are private when team members are not working on them
- Ran over wordpress and made sure everyone could log in and access it
- Decided on the framework and theme of the website
- Started implementing

Action Items

By Friday the 8th (end of sprint 1)

1. Complete User Stories 1 and 2
 - See Trello board for in depth tasks and delegations

Appendix A6: Team Meeting 6 (Sprint Review)

9 MAY 2020 / 3:00 PM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien, Zexi Liu and Andrew Harding.

Agenda

Last Meeting Follow-up

Since the last meeting, the following tasks have been started or completed:

1. Finish Sprint 1 user stories 1 & 2

New Business

1. Sprint review
 - a. Go through each of the user stories/ things on trello, making sure they all work
2. Client feedback
3. Retrospective
 - a. What we should change
 - b. How comms worked

Notes

- Tutor was not available, Jesse took the role of the client instead
- Add in:
 - Home button in nav bar (next to the icon)
 - Autofill user's info when checking out
 - My Account changing design
 - Hiding the "my orders, edit details, address" when not logged in
 - Can't change the phone number, need multiple phone numbers
- Client feedback
 - "Quite like it"
- Retrospective
 - Timesheets
 - Trello
 - Code snippets
 - Talk with Andrew

Action Items

By next meeting

1. Complete the above deliverables
2. Organise a sprint planning session

Appendix A7: Team Meeting 7

13 MAY 2020 / 3:00 PM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien, Zexi Liu, and Andrew Harding

Agenda

Last Meeting Follow-up

Since the last meeting, the following tasks have been started or completed:

1. Organise next sprint meeting

New Business

1. Sprint planning
2. Updating PMP to reflect the new sprint plan

Notes

- Revised shared sections of the PMP to include Andrew
- Updated Time sheet to include Andrew
- Planned the next sprint in the PMP
- Filled out a new trello board for the sprint

Action Items

By next meeting

1. Ask tutor if we can change the section 4 dates to fit the end of our sprints
2. Ask tutor how we're supposed to take photos, what is in each box

Appendix A8: Client Meeting 1

16TH MAY 2020 / 11:00AM / ZOOM

Attendees

Rajesh, Zexi, Lewis and Yihan

Agenda

New Business

1. Report and demonstrate sprint 1 user story
2. We have two specific questions towards the clients
 - 2.1 In the <https://jjfresh.shop/shop/> page, we have designed spaces to put up pictures of boxes, are there specific requirements for the look of boxes(pictures)?
 - 2.2 This is to follow up on the first questions, what fruits might be included in boxes?
3. Change of Date on 4.1
4. Confirm next sprint meeting date with client (Rajesh)

Notes

- Q1. The client is happy with the progress wrt functional requirements
- Q1. But he suggests to focus on more usability aspects, for example, makes the font looks better in the order page, bold "We Have Received Your Order!"
- Q1. he stressed the emphasis on process for the later development
- Q2. The fruit is already inside of the pictures, assume customer knows what is in the product
- Q3. Yes we could
- Q4. 30th May 1 p.m. next meeting

Action Items

By next meeting

1. Make fonts look better on ordering page
2. Bold "We have received your order"
3. Focus on usability, do a review through the website

Appendix A9: Team Meeting 8

20 MAY 2020 / 1:00 PM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien, Zexi Liu and Andrew Harding.

Agenda

Last Meeting Follow-up

Since the last meeting, the following tasks have been started or completed:

1. Ask tutor if we can change the section 4 dates to fit the end of our sprints
2. Ask tutor how we're supposed to take photos, what is in each box
3. Complete assigned Sprint 2 tasks on the Kanban board

New Business

1. Discuss current progress
2. Discuss modifying agile
3. Work on the PMP
 - a. Go over risk table
4. Delegate work for the sprint

Notes

- Modifying agile to make daily standups only twice a week

Action Items

By 23rd May

1. Fix showing account details after clicking the "reset password" button
2. Ask tutor to double check our 4.1, making sure we're providing the correct amount of detail
3. Use hyperlinks to show product
4. Use table and appendix to show updates.
5. Put screenshot in the document.
6. Remove PMP from burndown chart
7. Meetings Wednesday and Friday

Appendix A10: Team Meeting 9

22 MAY 2020 / 3:00 PM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien, Zexi Liu and Andrew Harding.

Agenda

Last Meeting Follow-up

Since the last meeting, the following tasks have been started or completed:

1. Fix showing account details after clicking the "reset password" button
2. Ask tutor to double check our 4.1, making sure we're providing the correct amount of detail
3. Use hyperlinks to show product
4. Use table and appendix to show updates.
5. Put screenshot in the document.
6. Remove PMP from burndown chart
7. Meetings Wednesday and Friday

New Business

1. Discuss progress
2. Work on PMP together
3. Finalise sprint 2 for tomorrow's review

Notes

- Went over and wrote up burndown chart
- Discussed PMP requirements, went over 4.1 together
- Reallocated tasks on trello board so Ryan would do more implementation, now that the UX review is done
- Above tasks were completed :)

Action Items

By tomorrow

1. Implement final Sprint 2 Tasks
2. Finish PMP

Prepare for sprint review

Appendix A11: Team Meeting 10

23 MAY 2020 / 11:00 AM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien, Zexi Liu and Andrew Harding.

Agenda

Last Meeting Follow-up

Since the last meeting, the following tasks have been started or completed:

1. Implement final Sprint 2 Tasks
2. Finish PMP

New Business

1. Finishing PMP together

Notes

- Still some non-critical Sprint 2 tasks to complete, will complete in Sprint 3
- Worked on PMP together

Action Items

By next sprint planning session

1. Finish off PMP
2. Organise another meeting for sprint review & retrospective

Appendix A12: Team Meeting 11

27 MAY 2020 / 5:00 PM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien, Zexi Liu and Andrew Harding.

Agenda

New Business

1. Sprint 2 Review
2. Sprint 2 Retrospective
3. Sprint 3 Planning

Notes

- Client Feedback
 - Client was not present, Jesse stood in for client feedback
 - Make product description darker
 - Remove the "clear" option under the product size selector
 - Do user-based testing to make sure the customers actually like it
 - Client enjoyed the current system, very pleased
- Retrospective
 - Submit the PMP earlier, increase communication when submitting
- Sprint Planning

Action Items

For the rest of the sprint

1. Account page: remove the "Hello!..." section on the home account page
2. Registration: Fix the state and country not being asked for
3. Three phone numbers :/
4. Add in action items from usability review and unit testing
5. Take the appendix out of the main document, to be PDF merged in at the end
6. Standardise the product image sizes
7. Ask discussion board what should be included in the communication PMP section, as tutor would take too long to respond

For Friday

1. Start PMP updates

Appendix A13: Team Meeting 12

29 MAY 2020 / 4:00 PM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien, Zexi Liu and Andrew Harding.

Agenda

Last Meeting Follow-up

Since the last meeting, the following tasks have been started or completed:

1. Start PMP Updates

New Business

1. Work on the PMP together

Notes

- Ryan will not be performing a user-based usability study, as the usability review provided a large amount of insights for the basic functionality that the system provides
 - A user-based study would also take extensive time to collect and collate participants' data
- Admin page may be ok with the current orders website, but double checking with the tutor

Action Items

N/A

Appendix A14: Client Meeting 2

30 MAY 2020 / 4:00 PM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien, Zexi Liu

Agenda

New Business

1. Basic run-down of the website for presentation, for client feedback
2. Ask basic information about the final presentation

Notes

- Client product related feedback
 - 1. Change the cart to allow multiple items
 - 2. Increase all fonts to one bigger size ?
 - 3. The current order page is suitable
- PMP related feedback
 - We can chuck discussions that we had in the communication section to prove we actually used Zoom/Slack/etc
 - We definitely need to fix up the cost estimation

Action

1. Fix product and change PMP according to above client feedback

Appendix A15: Client Meeting 3 (Final Product Demonstration)

2 JUNE 2020 / 10:13 AM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien, Zexi and Andrew Harding.

Agenda

New Business

1. Go over the functionality of the system with the client
2. Showcase the system's abilities
3. Receive client feedback on the system

Notes

- Client remarked that the system was aesthetically pleasing, and the functionality worked well
- Was very happy with the result
- The product prices were however not updating when changing the size or quantity

Action Items

1. Fix the product price changing

Appendix A16: Team Meeting 13

05 JUNE 2020 / 11:30 AM / ZOOM

Attendees

Yihan Dong, Lewis Law, Ryan Lewien and Andrew Harding. Zexi was unavailable to meet, due to a family emergency.

Agenda

Last Meeting Follow-up

1. Finishing off the final touches on the system implementation, based on presentation feedback

New Business

2. Sprint Review
3. Sprint Retrospective
4. Final PMP submission delegation and discussion

Notes

- Sprint Review
 - Each task and functionality was delivered by the system
 - Delivery of the PMP is progressing productively
- Sprint Retrospective
 - Andrew remarked that this is the most productive group he has worked on at University
 - Agreed that the level of communication and regular work has gone well for our productivity and level of success in delivery
- PMP delegation outlined in action items.
 - Jesse previously completed the Product update section.

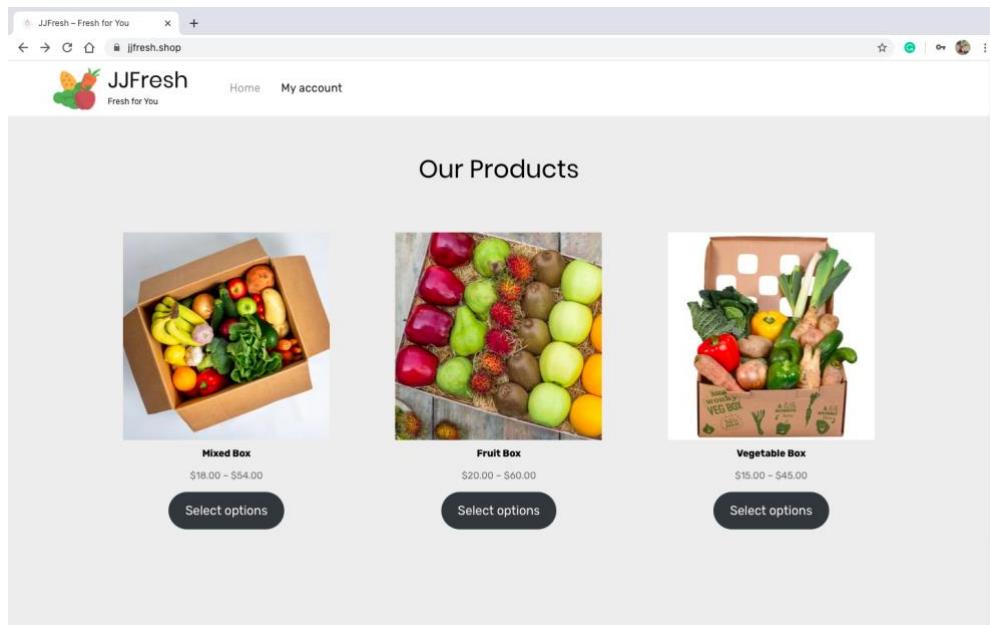
Action Items

1. Andrew to do Risk Management and update the Unit Testing
2. Lewis to complete the Process section, with Yihan assisting for the burndown chart
3. Ryan to finish the product update section, and summarise the Sprint's update.

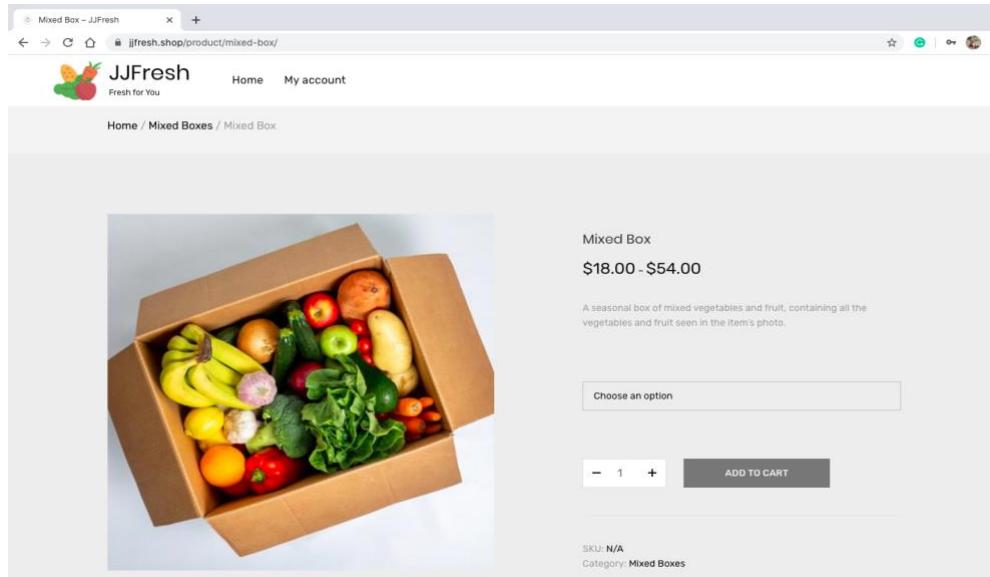
Appendix B1: Fruit/vegetables boxes related

Design 1:

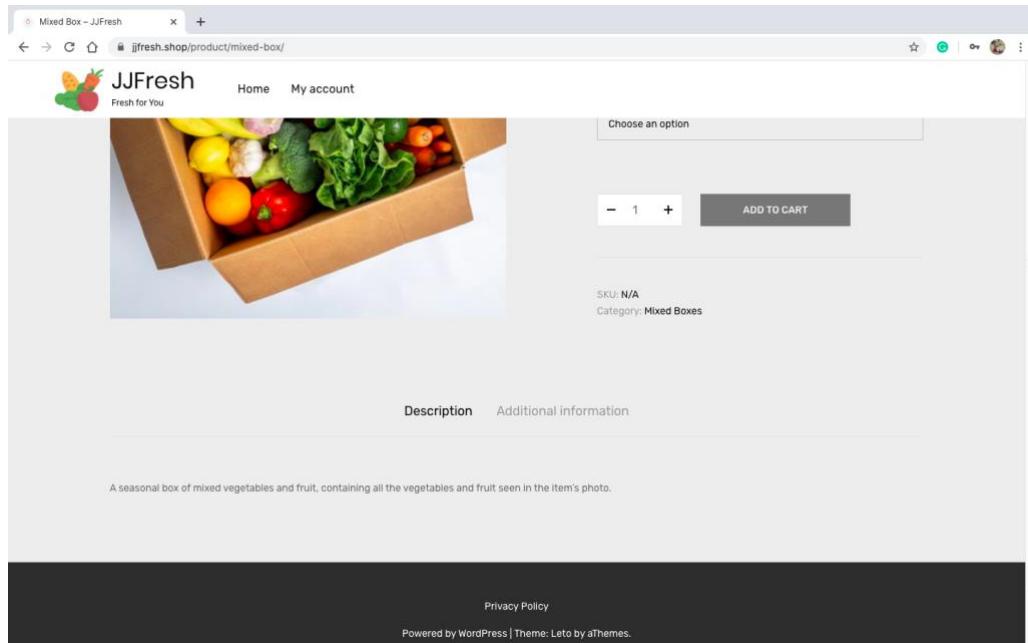
- Under the home page <https://jjfresh.shop>. There's a big proportion that's dedicated to displaying product (**User story 1**)



- The customer will be able to click the "select option" button and then they will be redirected into a corresponding detailed "Product Page". On the "Product Page" <https://jjfresh.shop/product/fruit-box/>, the customer can select size of boxes, quantity of boxes (**User story 3, User story 4**)



- On the "Product page" <https://jjfresh.shop/product/fruit-box/> the customer can further browse description and additional information about the products. (**User story 1**)

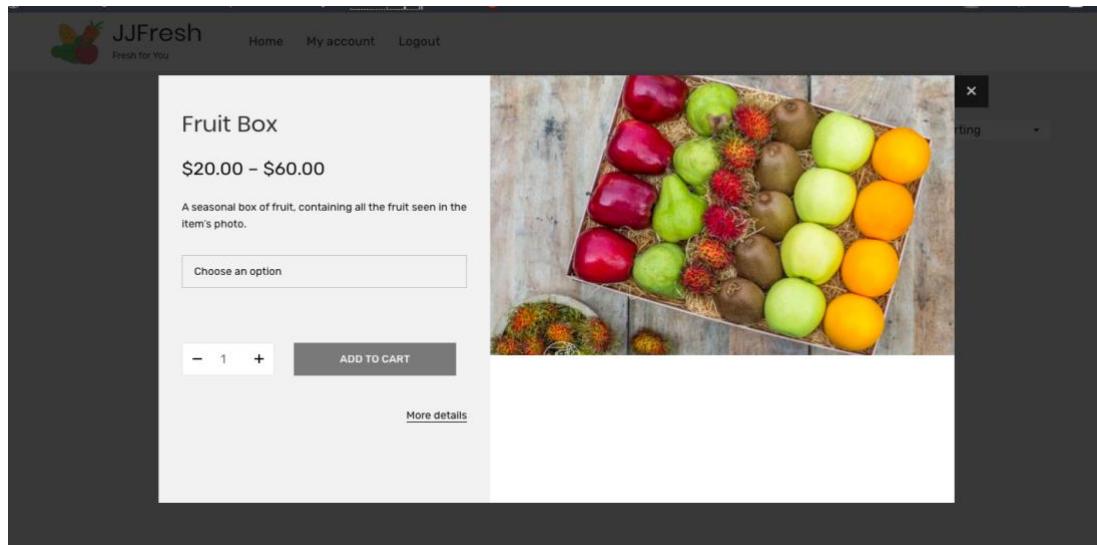


Design 2:

1. The customer can directly go to a more neat product display page, "Shop Page". <https://jjfresh.shop/shop/>. (**User Story 1**). The shop page display all products with a sorting functionality (**optional functionality**)

A screenshot of the "Shop" page from the JJFresh website. The page has a header with the logo and navigation links for Home, My account, and Logout. Below the header is a breadcrumb navigation showing "Home / Shop". The main title is "Shop". A message "Showing all 3 results" is displayed above three product cards. The first card is for a "Fruit Box" containing various fruits like apples and oranges, with a price range of \$20.00 - \$60.00. The second card is for a "Mixed Box" containing a variety of fruits and vegetables, with a link to "Show more". The third card is for a "Vegetable Box" containing leafy greens and other vegetables, with a price range of \$15.00 - \$45.00. A dropdown menu labeled "Default sorting" is visible on the right side of the page.

2. The “show more” button in the above picture triggers a window pop-up. But when the cruiser is not directly on top. It displays the price of the products. After clicking the “show more” button. A pop-up window will show up. It plays the same role as “Product page”, but in a more simple and different format (**User story 1**). The customer can also view product description, choose box size and quantity then add selection to cart (**User story 3, 4**). Detailed “Product Page” can still be redirected via the “more details” button in the pop up (**optional functionality**).



Appendix B2: Customer/administrator related

1. **Sign up** from <https://jjfresh.shop/my-account/>. This page can be redirected from the “My account” button from the navigation bar on the top. (**User story 2**)

Field	Description
First name*	Input box for first name
Last name*	Input box for last name
Phone	Input box for phone number
Address	Input box for address
Username*	Input box for username
Email address*	Input box for email address

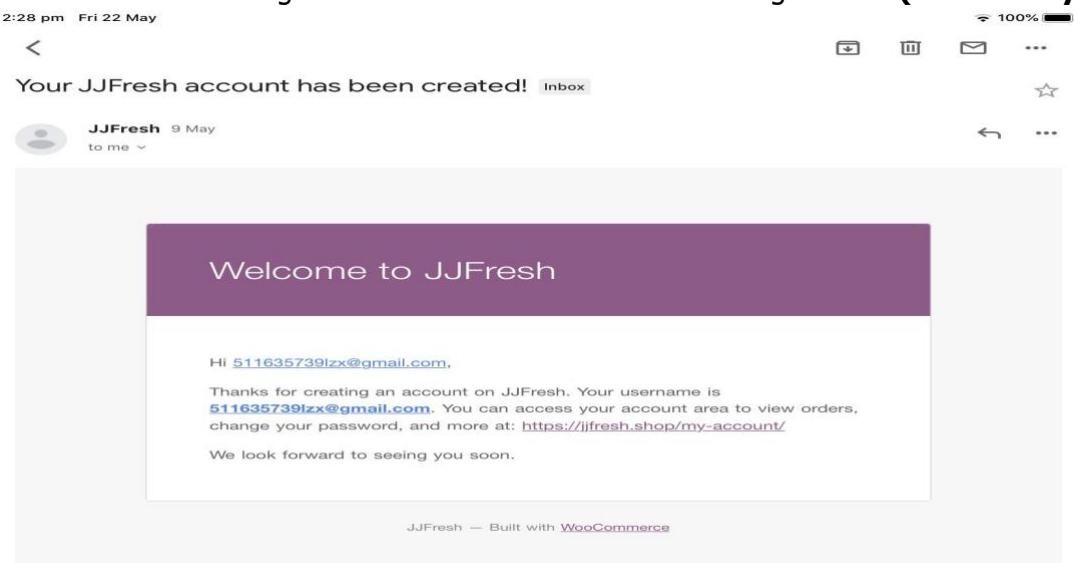
2. More details are required to fill in to register, "UserName", "Email", "Password" (**User story 2**)

The screenshot shows the JJFresh registration form. It includes fields for Phone, Address, Username, Email address, and Password. Below the fields is a note about personal data usage and a link to the privacy policy. A 'REGISTER' button is at the bottom.

3. Register is not allowed because the weak password choices (**optional functionality**)

The screenshot shows the same registration form. The password field contains 'zexll1@student.unimelb.edu.au'. A message below the field states 'Very weak - Please enter a stronger password.' and provides a hint: 'Hint: The password should be at least twelve characters long. To make it stronger, use upper and lower case letters, numbers, and symbols like ! * ? \$ % ^ &).' A note about personal data usage and a link to the privacy policy are also present.

4. The customer will get a confirmation email once registered (**User story 2**)



5. Login functionality (**User story 2**)

Login

Username or email address *

Password *

Remember me

LOG IN

[Lost your password?](#)

Register

6. Lost your password(Forgot your password?), by clicking “Lost your password?” blue link in the above picture, the following interface will be redirected. Password will be reset via email (**optional**)

My account - JJFresh

Home My account

JJFresh Fresh for You

My Orders Edit Details Address

Lost your password? Please enter your username or email address. You will receive a link to create a new password via email.

Username or email

zexin@student.unimelb.edu.au

RESET PASSWORD

Privacy Policy

Powered by WordPress | Theme: Leto by aThemes.

My account - JJFresh

Home My account

JJFresh Fresh for You

My Orders Edit Details Address

Password reset email has been sent.

A password reset email has been sent to the email address on file for your account, but may take several minutes to show up in your inbox. Please wait at least 10 minutes before attempting another reset.

Privacy Policy

Powered by WordPress | Theme: Leto by aThemes.

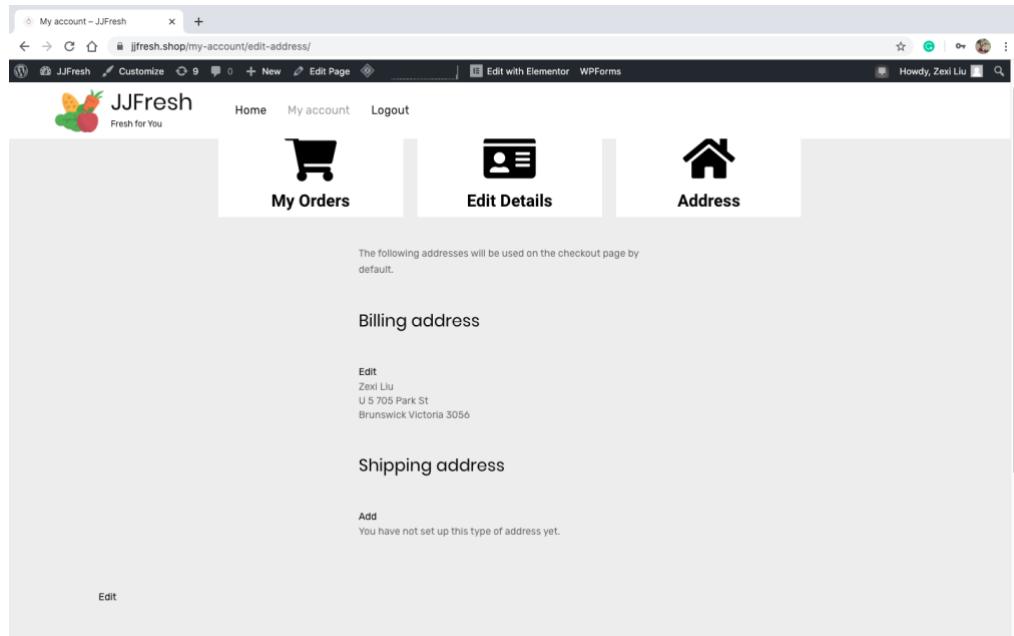
7. Customer can view the personal details after **correct log-in verification** on “MyAccount” page (**User story 2**)
<https://jjfresh.shop/my-account/>

The screenshot shows the JJFresh account dashboard. At the top, there's a navigation bar with links for Home, My account, and Logout. Below the navigation is a row of three buttons: "My Orders" (with a shopping cart icon), "Edit Details" (with a person icon), and "Address" (with a house icon). The main content area is titled "Account Details". It displays the user's information: First Name: Jesse, Last Name: Liu, Nickname: jesse, Phone: 0424774868, Email: zexil@student.unimelb.edu.au, and Billing Address: U 5 705 Park St, Brunswick, 3056, VIC, AU. Below this, a message says "Hello Zexi Liu (not Zexi Liu? Log out)". A note states: "From your account dashboard you can view your recent orders, manage your shipping and billing addresses, and edit your password and account details." There's also an "Edit" link at the bottom.

8. Edit detail by clicking "Edit Details" Logo above." The details include Name, Last Name, Display Name, Password Changes, Emails. (**User story 2**) <https://jjfresh.shop/my-account/>

The screenshot shows the "Edit Account" page. The top navigation and buttons are identical to the dashboard. The main area contains form fields for editing account details. The fields are: First name * (Jesse), Last name * (Liu), Display name * (Zexi Liu), and Email address * (zexil@student.unimelb.edu.au). Below these, there's a "Password change" section with a "Current password (leave blank to leave unchanged)" field containing several dots. A note next to the display name field says: "This will be how your name will be displayed in the account section and in reviews".

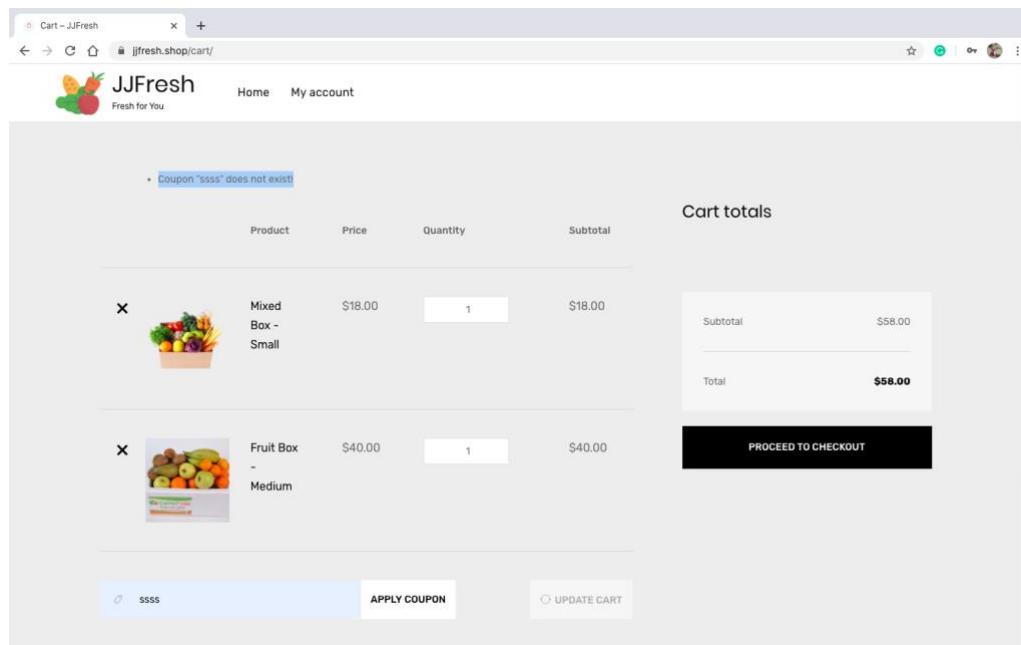
9. Edit Address by clicking "Address" Logo above. You can edit "Billing address" and add "Shipping address" (**User story 2**) <https://jjfresh.shop/my-account/>



Appendix B3: Order related artefacts

After the customer has finished product selections on "Product Page", they are able to click the "Add to Cart" button on "Product page" and then be redirected to "Cart page".
<https://jjfresh.shop/cart/>

1. On the "Cart page", the customer can make final modifications for their orders, they can change the quantity of boxes, delete boxes and apply coupons. (**User story 3,4)**



2. After clicking "Proceed To Checkout", The customers are redirected to "Checkout Page" and can enter their delivery details <https://jjfresh.shop/checkout/> (**User story 6**)

Checkout - JJFresh

jjfresh.shop/checkout/

 JJFresh Fresh for You

Home My account

Checkout

Returning customer? [Click here to login](#)

Have a coupon? [Click here to enter your code](#)

Billing details

First name *

Last name *

Company name (optional)

Your order

PRODUCT	SUBTOTAL
Mixed Box - Small × 1	\$18.00
Subtotal	\$18.00
Total	\$18.00

Checkout - JJFresh

jjfresh.shop/checkout/

 JJFresh Fresh for You

Home My account

Suburb *

State *

Victoria

Postcode *

Phone *

Email address *

Delivery Date *

Delivery Date

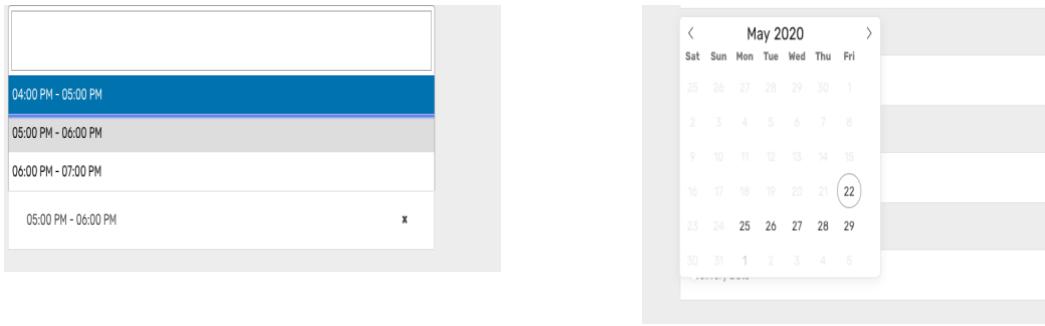
Delivery Time *

Delivery Time

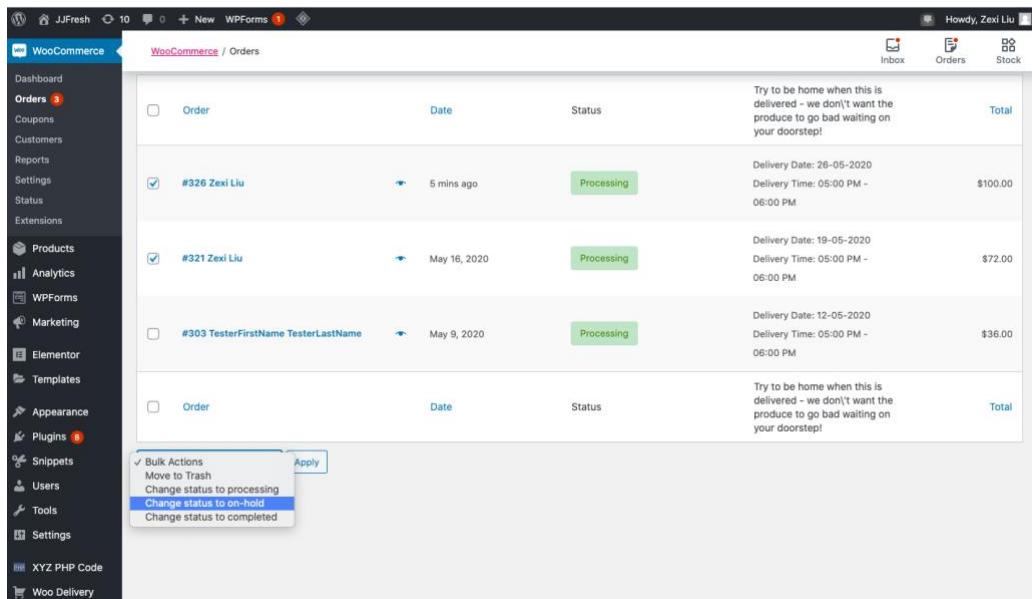
Account username *

PLACE ORDER

3. Customer can enter deliver time and date on "Checkout Page"(User story 6)

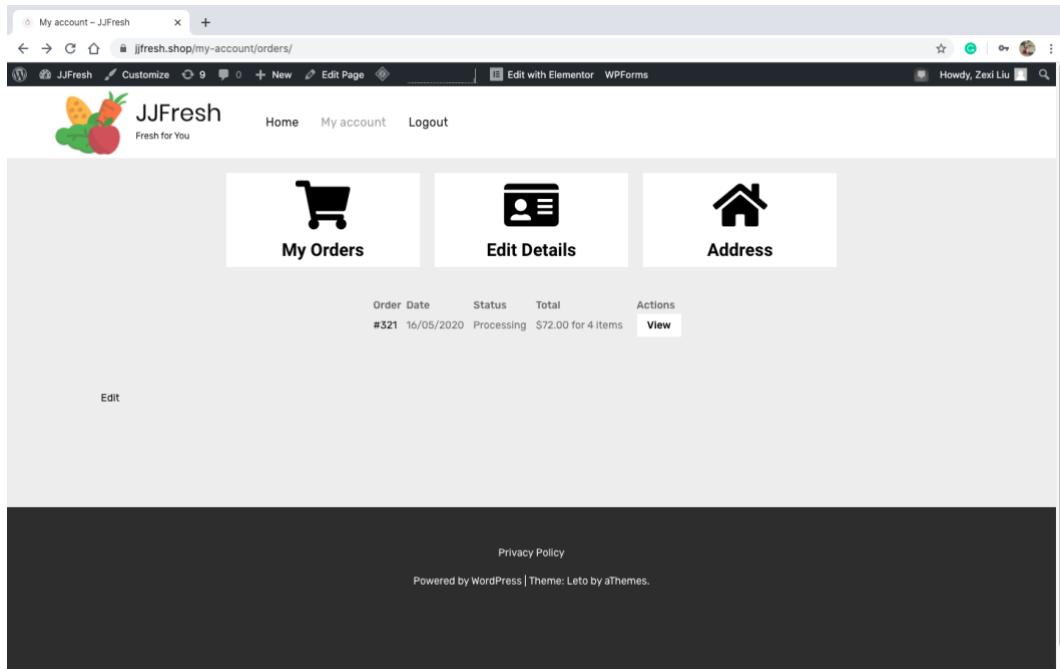


4. The administrator can view the customers' order details in WordPress Dashboard (User Story 7). In the bottom left, the administrator can change status for orders.



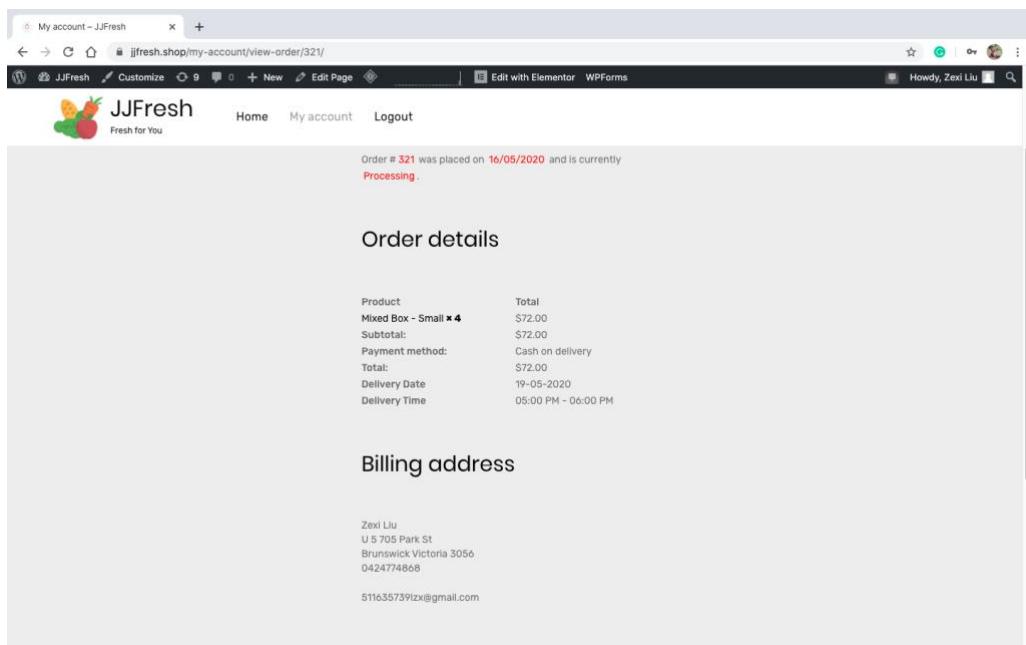
Order	Date	Status	Total
#326 Zexi Liu	5 mins ago	Processing	\$100.00
#321 Zexi Liu	May 16, 2020	Processing	\$72.00
#303 TesterFirstName TesterLastName	May 9, 2020	Processing	\$36.00

5. The customer is able to view their existing placed orders on "My Account Page), under "My Orders" logo (**User story 8**)



The screenshot shows the JJFresh My Account page. At the top, there's a navigation bar with links for Home, My account, and Logout. Below the navigation is a header featuring the JJFresh logo (a cartoon vegetable character) and the text "JJFresh Fresh for You". Underneath the header are three large buttons: "My Orders" (with a shopping cart icon), "Edit Details" (with a user profile icon), and "Address" (with a house icon). Below these buttons, a table displays order information: Order #321, Date 16/05/2020, Status Processing, Total \$72.00 for 4 items. A "View" button is located next to the total. At the bottom of the page, there's a footer with links for Privacy Policy and a note that the site is powered by WordPress and the theme is Leto by aThemes.

6. More details on the specific order after click "View" button under "Action" (**User story 8**)



The screenshot shows the JJFresh My Account page with the "View" button for Order #321 clicked. The page title is "My account – JJFresh" and the URL is "jjfresh.shop/my-account/view-order/321/". The page content starts with a message: "Order # 321 was placed on 16/05/2020 and is currently Processing.". Below this, the "Order details" section lists the following information:

Product	Total
Mixed Box - Small x 4	\$72.00
Subtotal:	\$72.00
Payment method:	Cash on delivery
Total:	\$72.00
Delivery Date	19-05-2020
Delivery Time	05:00 PM - 06:00 PM

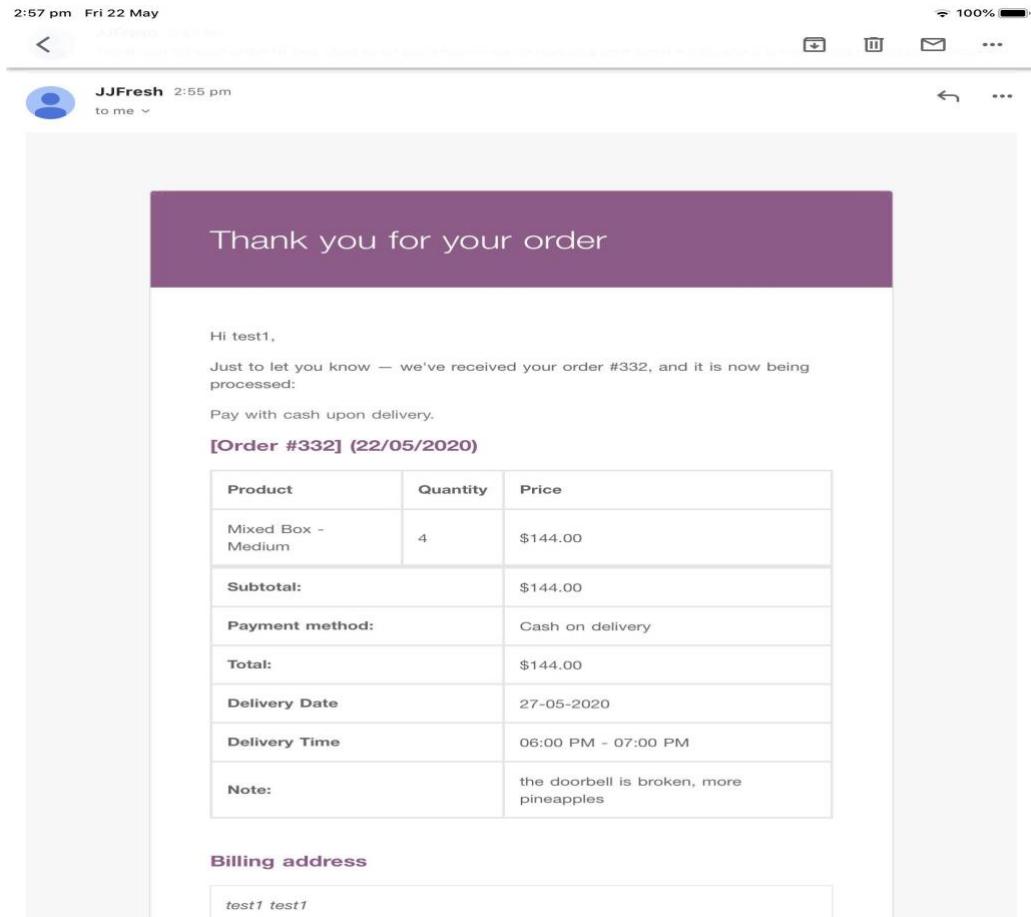
Below the order details is the "Billing address" section, which contains the following address:

Zexi Liu
U 5 705 Park St
Brunswick Victoria 3056
0424774868

And the email address:

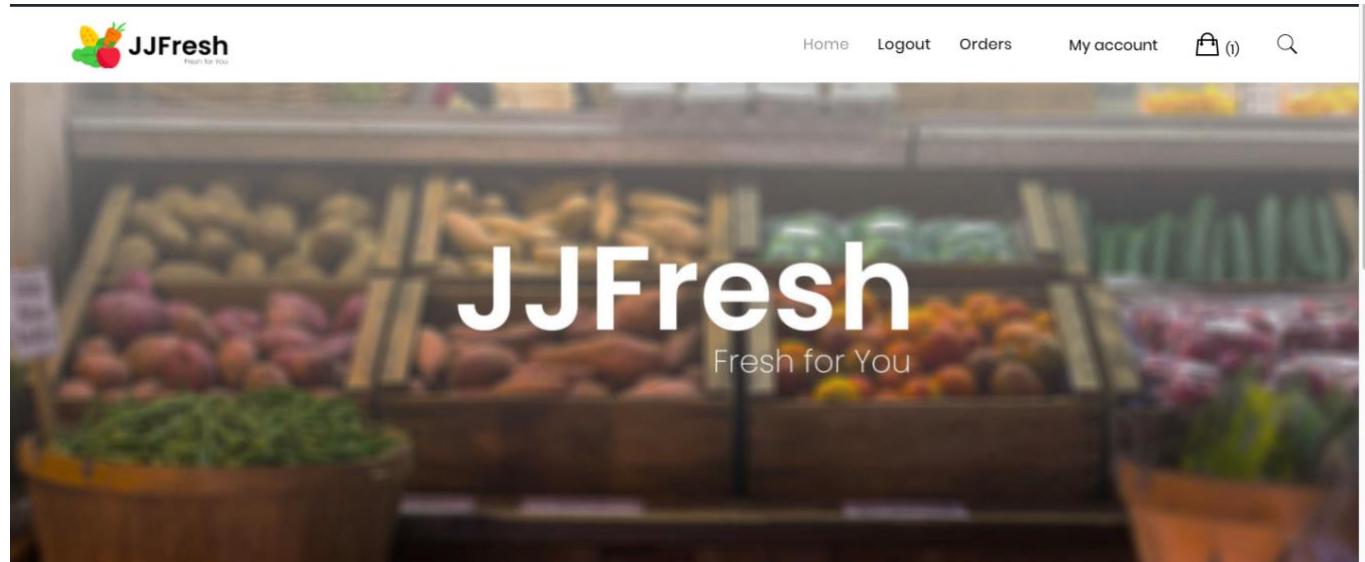
511635739izx@gmail.com

7. The customer will get an confirmation email once they placed their order on "CheckOut Page" **(User Story 9)**



Appendix B4: Page Polishing Artefacts

1. Polished Home Page



The homepage features a large, blurred photograph of various fruits and vegetables in wooden crates. Overlaid on the center is the company's logo, "JJFresh", in a large, bold, white sans-serif font, with the tagline "Fresh for You" in a smaller, white, sans-serif font below it.

Who is JJFresh?

JJFresh is a family-owned fruit and vegetable store based in Melbourne. We're proud of the quality of our produce, and are excited to start selling it online!

Our Products

A top-down view of an open cardboard box filled with a variety of fresh fruits and vegetables, including apples, bananas, carrots, and leafy greens.

Mixed Box

A top-down view of an open cardboard box filled with various fruits like apples, pears, kiwi, and citrus, along with some small red fruits.

Fruit Box

A top-down view of an open cardboard box filled with a variety of vegetables, including bell peppers, onions, carrots, and leafy greens.

Vegetable Box

\$18.00 – \$54.00 \$20.00 – \$60.00 \$15.00 – \$45.00

[Select options](#) [Select options](#) [Select options](#)

[Edit](#)

2. Polished Login/Sign-up Page

[Home](#)[Orders](#)[Login/Register](#)

Login

Username or email address *

jesse

Password *

 Remember me[Lost your password?](#)

Register

First name*

Last name*

Phone

Work Number

Landline

Address Line 1

Address Line 2

City

State

Postcode

Username *

Email address *

Password *

Your personal data will be used to support your experience throughout this website, to manage access to your account, and for other purposes described in our [privacy policy](#).

REGISTER

[Privacy Policy](#)

Powered by WordPress | Theme: Leto by aThemes.

3. Polished Account Page

The screenshot shows a polished account page for JJFresh. At the top, there's a navigation bar with links for Home, Logout, Orders, and My account. Below that is a header with the JJFresh logo and a search bar. The main content area features three buttons: 'My Orders' (with a shopping cart icon), 'Edit Details' (with a clipboard icon), and 'Address' (with a house icon). Below these buttons, a greeting says 'Hello Zexi Liu (not Zexi Liu? Log out)'. A message encourages users to view recent orders, manage addresses, and edit password/account details. The 'Account Details' section lists the user's information: First Name: Jesse, Last Name: Liu, Nickname: jesse, Phone: 0424774877, Email: zexil@student.unimelb.edu.au, and Billing Address: U17995 Park St, Brunswick, 3056, VIC, AU. At the bottom left, there's an 'Edit' link.

Hello Zexi Liu (not Zexi Liu? Log out)

From your account dashboard you can view your **recent orders**, manage your shipping and billing addresses, and **edit your password and account details**.

Account Details

First Name: Jesse
Last Name: Liu
Nickname: jesse
Phone: 0424774877
Email: zexil@student.unimelb.edu.au
Billing Address: U17995 Park St, Brunswick, 3056, VIC, AU

Edit

3.1 Polished Edit detail Page by clicking “Edit Details” button

The screenshot shows a polished edit detail page for a user account. At the top, there's a navigation bar with links for Home, Logout, Orders, My account, a shopping bag icon, and a search icon. Below the navigation, there are three main tabs: "My Orders" (with a shopping cart icon), "Edit Details" (with a person icon), and "Address" (with a house icon). The "Edit Details" tab is currently selected.

The main content area contains several input fields:

- First name ***: Input field containing "Jesse".
- Last name ***: Input field containing "Liu".
- Display name ***: Input field containing "Zexi Liu".

This will be how your name will be displayed in the account section and in reviews
- Email address ***: Input field containing "zexill@student.unimelb.edu.au".

Below these fields, there's a section titled "Password change" with three input fields:

- Current password (leave blank to leave unchanged)**: Input field containing ".....".
- New password (leave blank to leave unchanged)**: Empty input field.
- Confirm new password**: Empty input field.

At the bottom of the form is a "SAVE CHANGES" button. In the bottom left corner of the page content, there's a small "Edit" link.

3.2 Polished Address Page by clicking “Address” button

The screenshot shows the JJFresh website's account management section. At the top, there are links for Home, Logout, Orders, My account, a shopping cart icon, and a search bar. Below this, three main navigation buttons are displayed: "My Orders" (with a shopping cart icon), "Edit Details" (with a person icon), and "Address" (with a house icon). A message below the buttons states, "The following addresses will be used on the checkout page by default." Under the "Address" section, there is a preview of an address entry: "Edit test1 test1 U17995 Park St Brunswick Victoria 3056". An "Edit" link is located at the bottom left of this preview area.

4. Polished Individual Item Page

The screenshot displays a product page for a "Fruit Box". On the left, there is a large image of a wooden box filled with various fruits, including apples, oranges, bananas, and grapes. To the right of the image, the product title "Fruit Box" is shown in bold, followed by the price range "\$20.00 - \$60.00". A descriptive text below the price reads, "A seasonal box of fruit, containing all the fruit seen in the item's photo." A callout box contains the text "Large - suitable for a family of six". Below this, a larger price of "\$60.00" is displayed next to a prominent "ADD TO CART" button. At the bottom of the page, a dark footer bar contains links for "Privacy Policy" and "Powered by WordPress | Theme: Leto by aThemes".

5. Polished Ordering Page

