

Next Steps

Warren Harrison
Department of
Computer Science
Portland State
University
warren@cs.pdx.edu



Selecting Your Project

- (Some) Reasons for selecting a project
 - It's an easy one
 - It uses the ____ operating system
 - We already have some expertise in the domain or technology so we could do a good job
 - We don't have expertise in the domain or technology and would like to learn about it
 - It sounds like a cool application
 - The sponsor inspired us



Point of Contact

- Teams are large and sponsors are busy - more than one person contacting the sponsor will become confusing.
- Contact the sponsor as soon as possible and introduce yourself as the point of contact .
- Provide a reliable e-mail address that is checked daily and always use that address when contacting them – an .edu address is less likely to get filtered into the junk folder than a hotmail, yahoo or gmail address.



Duties of the POC

- The POC's job is to coordinate information flow and set customer expectations.
 - Organize meetings between the sponsor and the team members
 - Make requests of the sponsors
 - Field questions from the sponsor
- The POC's job is *not* to gather requirements, negotiate deadlines, or deal with the sponsor's ISP.
- The first task is to set up a kick-off meeting.



The Kick-Off Meeting

- The sponsor meets the entire team and the team has an opportunity to meet other members of the sponsor's organization who may have some involvement in the project.
- The goal of a kick off meeting is to make introductions, discuss the process to be followed and establish expectations for both yourselves and the sponsor.
- The goal of the kick-off meeting is *not* to gather detailed requirements



Establishing Expectations

- It is important the sponsor and team agree on how things are going to work. Are you going to provide bi-weekly prototypes? Show up once and come back in three months?
- Will you develop on a server at PSU and port it over to their server at the end, or do your development on their server? Is their server a Server 2003 machine? Or Linux with Apache?
- Discuss issues you can anticipate within your team before you go there so you're all on the same page.



The Agenda

- Prepare an agenda before the meeting – while the kick-off meeting is light and social, it is also important to get whatever business you need to transact covered – *write it down, or you'll forget it!*
- Make one person a note taker so you have a reliable record of what went on at the meeting. When you're done, the POC should e-mail the sponsor and summarize the points that were discussed to confirm that the sponsor is in agreement.
- You don't want a sponsor wondering when they're going to hear from you next or what the next step is



Follow On Meetings

- Trying to coordinate seven (at least) schedules to meet with the sponsor will be tough.
- After the initial kick off meeting, limit meetings with the sponsor to only two or three team members at a time – only those who need to be involved in the meeting.
- The POC should, in general, organize these meetings – but they don't have to attend
- Always have at least two team members attend a meeting – *have an agenda and take notes*



Team Functions

- POC
- Project Manager
- User Needs Analyst (s)
- Computer Nerd
- Designers
- Developers
- Quality Assurance
- Perhaps others, depending on the project

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Project Manager

- Organize the team
- Develop a plan and a schedule with input from team members
- Keep track of progress
- Keep track of commitments
- Arrange for resources
- Serve as Point of Contact to Warren – all communication between the team and Warren goes through the PM

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User Needs Analyst(s)

- Determine what it is the user really wants
- Explain it to the rest of the team
- Verify with the sponsor that what the team is proposing will meet his needs
- Good idea to have at least two – a primary and a secondary

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Computer Nerd

- Each team is responsible for their own hardware and software – start the project off with a collection of Windows XP machines
- One or more team members will have to install and configure the systems
- User accounts will need to be set up on the systems, back-up procedures established
- Access policies need to be designed and remote access configured

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Designer(s)

- Overall architectural design will need to be developed – what parts do you need, what do they do and how do they connect with each other ...
- The architectural design must be explained to the rest of the team
- Each developer will work on implementing a part of the architectural design
- It is important that there is an arbitrator or arbitration process defined and agreed upon *ahead* of time – ad hoc arbitration doesn't work!

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Developer(s)

- Create the pieces of the system as defined in the Architectural design
- Free to do what you want as long as the functions described in the architectural design work and interface with the rest of the system as defined
- Need to coordinate human interface details for consistency of user experience

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Quality Assurance

- Ensure a correctly functioning product gets produced
 - User Needs – did the User Needs Analyst accurately capture what the Sponsor is asking for?
 - Architectural Design – is the Architectural Design consistent and unambiguous?
 - Development – are developers meeting the functional and communication requirements articulated in the architectural design?
 - Endgame – will the product, taken as a whole, satisfy the sponsor?