



Deliverable 4.1

Feedback Integration Plan

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Abstract

MyLiveMyWay deliverable 4.1 describes the feedback integration into the development cycles in the MyLiveMyWay project. Step by step it guides you through the different phases.

What's new since MTR review November 2017

MyLiveMyWay deliverable 4.1 is a new deliverable that describes how we assure that all feedback from the end users, carers, project members and other stakeholders flow into the further product development.

It describes the way how from writing the last line of code of the developer to the final rollout to the end users the SW is stabilized and the project consortium is also involved in the testing phase too.

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1 Executive Summary

This Deliverable describes which activities are taken by the project consortium to receive feedback and to integrate that feedback into the further development of Anne.

It contains the development roadmap and feedback cycle of the project.



2 Introduction

The AAL JP as a funding activity of the European Commission aims to force the development of innovative solutions for ageing well at home. A key concept of the programme is to generate solutions with a short time-to-market perspective. This should be achieved by proactive end-user involvement throughout the project. Another important part of the project plan for achieving a short time-to-market is the effective integration of the feedback from the end-users into the development cycle. The feedback integration plan gives a high-level overview of the structure that is given to the implementation of the feedback in the development cycle of the project.

The following chapters contain a summarization of the methods and structure that are used for the integration and development of Anne in the project.



3 Development cycle

For the registration and resolving issues, Virtask has designed processes for the adoption, registration and resolution of application issues during the execution of the project. These processes are integrated with the software development process. Due to this, it is clear which issues have been found during pre-testing and when executing end-users testing.

3.1 Overall development cycle

The overall development cycle looks like figure 1.

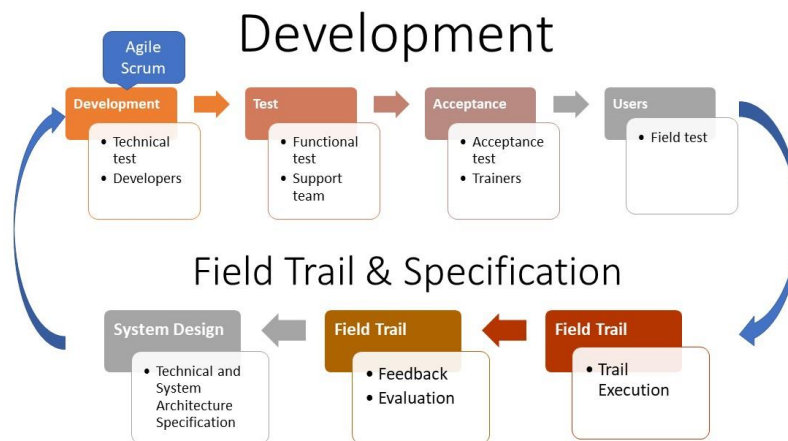


Figure 1: Development cycle.

3.1.1 Explanation of the overall development process

Development

The software developers develop new functionalities and solve issues.

Technical test

The developers perform the technical tests.

Functional testing

The functional tests are performed by the Virtask staff (Dennis, Theo, Annemarie) and supporters (Monique, Roelof, etc.) (10 persons in total).

This version is also tested by iHomeLab developers and testers.

Acceptance testing

Acceptance of new functionalities has been performed by Virtask so far.

Virtask believes that end-user organizations can determine whether the software is functional and stable enough to deliver to end-users.

That's why Virtask has made appointments with the trainers/coaches of end-user organizations as acceptance testers.

As soon as they give the green light, the new functionality can be rolled out to the end-users and testing can be started.



The stability test performed by stakeholders at the beginning of the year can also be considered as acceptance test.

Field testing

We ask the end-users to participate in the testing and give feedback. These tests last at least 6 till 8 weeks.

The opinions and test data of all users is the most important part of the project.

All the feedback from individual end-users/testers will be collected and analysed by the Hoge school Arnhem Nijmegen and iHomeLab this will result in a new development plan.

3.2 Development Phases:

3.2.1 General Roadmap

The overall development is divided into 3 development phases. Shown in the graph below are the phases 1 and 2. The phase 0 development was closed in spring 2017 already.

General Project Roadmap

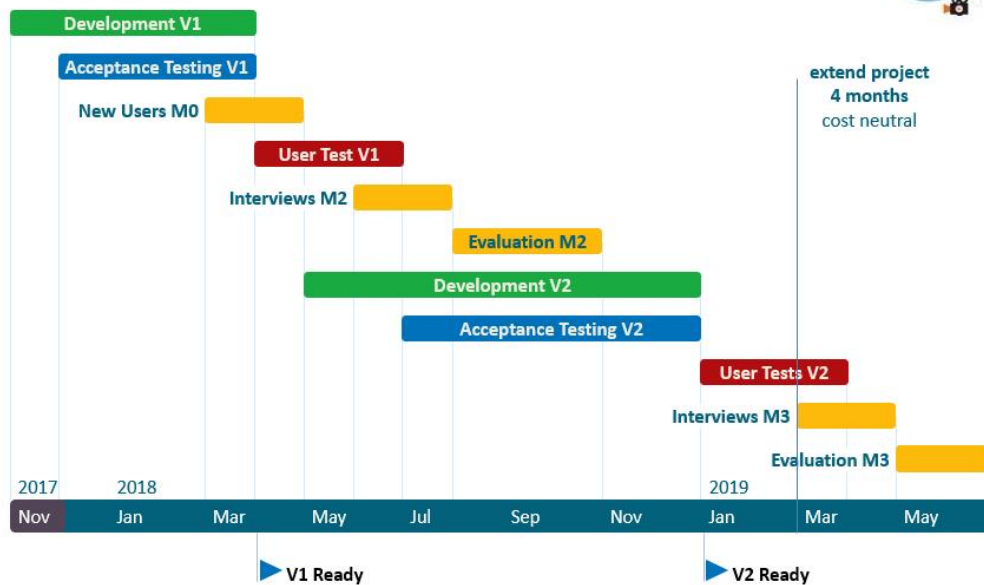


Figure 2: General development roadmap.

Figure 2 also shows that the development and acceptance tests are always happening at the same time. That way the developers receive immediate feedback on the fixes that they do and can respond quickly to eventual bugs that appear during the development process.





3.2.2 A development phase

In figure 3 you can find an overview of one of the development phases. Phase 2. Figure 3 shows that the development of Anne is divided into the development of different features:

- Usability I and II
- Video Call
- Radio
- Game
- Bug Fixes

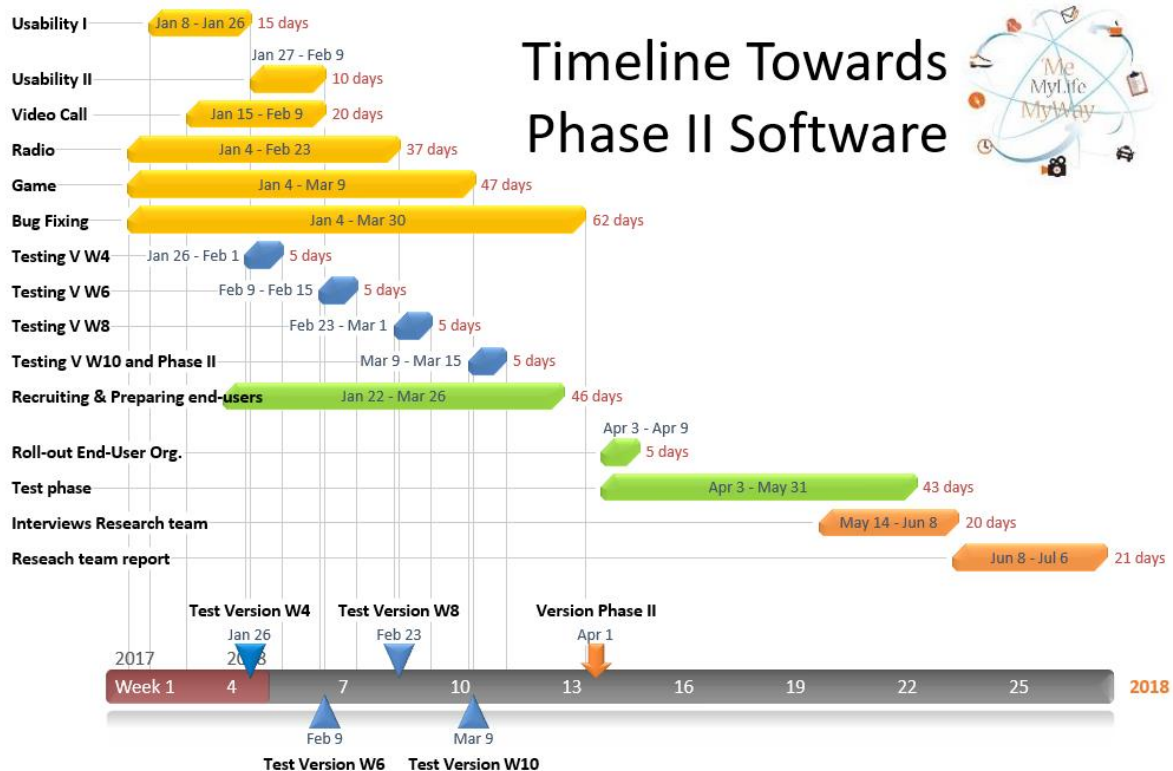


Figure 3: Development phase II.

The development of a functionality is followed by an acceptance test.



3.2.3 Acceptance testing

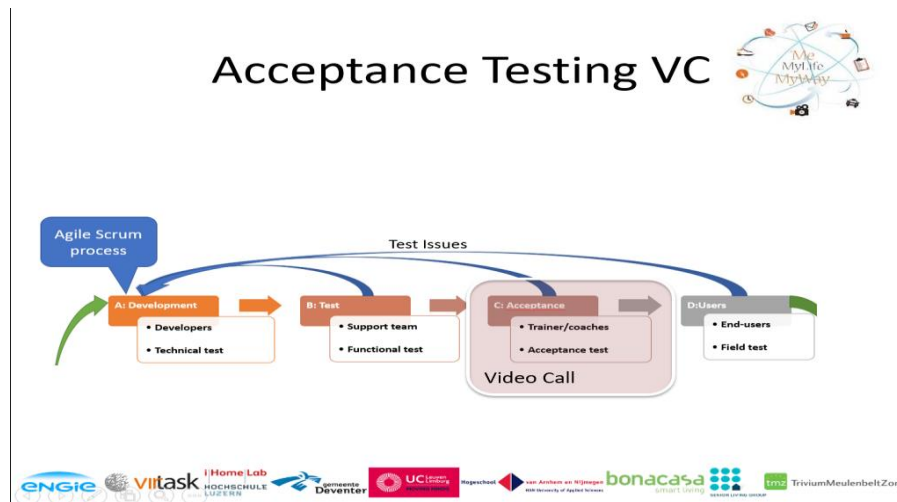


Figure 4: Acceptance test phase.

Figure 4 gives a clear picture of the feedback integration cycle that the software goes through before the end-user test begins. The project partners strive for a product that is stable before it reaches the end-users. This means that the development process is divided in different stages of development, testing and acceptance testing before the end-user test begin.

- The development happens in short iterations with a test build made available every 2 weeks. This test build always contains a new functionality as can be seen above.
- After the development of a feature the first test will be done by the developers. After they tested the feature it is send to the testers of Virtask.
- If the testers off Virtask tested the software they will send it to the test group, one or more test users from each consortium partner organization.
- The test group has a week to test the new features with a test plan that is supplied by Virtask.
- After the test week, the test group sends the results back to Virtask. The results get bundled and Virtask divides them into two categories:
 - o Enhancements
 - o Bugs
- The bugs will be put in the overall bug fixing development round.
- The enhancements will be kept for the next phase.
- After the 4 test rounds and 5 development phases there will be a version that is stable for the end-users.



3.2.4 End-user test

In the previous chapter is explained how the developers will get to a version that is ready for the end-users to test.

If the version of Anne is ready for the end-user tests the following steps will be taken:

- The end-users will receive new documentation and the latest version of Anne and will start a test period of 6 to 8 weeks.
- In this period the end users will keep a diary wherein they write down their experiences with Anne.
- After the test period the research team will interview the end-users.
- The research team will bundle the results of the interviews in a report.
- The report clarifies the feedback from the end-users and will be used to extract new features and enhancements for the software.



4 Conclusions

Each development cycle starts with end-user feedback and ends with end-user feedback. Because of this the consortium partners are secured that they are developing a product that is in line with end-user expectations. And because of the three cycles wherein the feedback from the end-users is a constant the consortium partners are ensured that they are working towards a product that has real end-user value and