

Company	Feedback from user	New requirement	QA	documents	organization	coordination	challenges
TIA	<ul style="list-style-type: none"> - Through use system - user groups seminars 100/200 persons 1/year - new functionality - regional seminar 4/year - user community - sales team input 	<ul style="list-style-type: none"> New customers - gap analysis existing customer - change requirement case management system + prioritization release 1-2 year + on going 4 time/year 	<ul style="list-style-type: none"> - Code inspection - Test team - Acceptance test (1 week/ 2 days) - validating of func. Spec. by customers - Pilot customers 	<ul style="list-style-type: none"> Case management + funct. Spec. (business) + tech. spec. + Source code + Roadmap (updated twice a year) 	<ul style="list-style-type: none"> 3 teams - support - enhancements - strategy CIO strategy 	CIO	<ul style="list-style-type: none"> Co-ordination between different team (not conflict) Resources - short term high prioritize
Top Denmark - half product	<ul style="list-style-type: none"> 100 people (accenture 40h/week + topdemark 25h/week) - A lot of meeting - seminars around dif. Themes 	<ul style="list-style-type: none"> Existing system users / management Equal req. Spreadsheet 1600 	<ul style="list-style-type: none"> Formal process model but ... Reviewing of docs sometimes by user feedback (iterative) 	<ul style="list-style-type: none"> Conceptual document - overall ... - detailed design workflows (user) - change analysis 	<ul style="list-style-type: none"> Product manager, 4 sub proj. manager: 3 business areas, 1 change management (users/software) 1 technical designs 3 levels 2 development tracks (bug fix, enhancement, new release) 3 people doing merge 	<ul style="list-style-type: none"> Meetings, status meeting 	<ul style="list-style-type: none"> Requirement handling Consultance / culture resources
Commentor PDA software based on MS Windows Mobile	<ul style="list-style-type: none"> Pilot project User feedback through online form 	<ul style="list-style-type: none"> Whoever has a very good idea - idea - share point server - no real version - vary from once a month – 1 year 	<ul style="list-style-type: none"> - everybody uses it - feedback to the share point but not everybody tests when it's an internal project 	<ul style="list-style-type: none"> No doc for internal project Roadmap has 4 release/year Ext. client announcement - > commitment 	<ul style="list-style-type: none"> Company environment, flat org., lacking in project management 	<ul style="list-style-type: none"> Lacking process, lacking no official deadlines 	<ul style="list-style-type: none"> 2 dif. Process: internal proj., external proj
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Microsoft Business Division (product: MS Dynamics)	<p>Usability test</p> <ul style="list-style-type: none"> - users invited to usability center - sessions at conferences <p>User surveys</p> <p>Focus groups</p> <p>Existing and new features</p>	<p>Channel feedback</p> <ul style="list-style-type: none"> - meetings - formal surveys - informal contacts <p>Marketing feedback</p> <p>Analysis of competitive products</p> <p>Developer ideas</p> <p>Ideas from MS research</p>	<p>Official process on</p> <ul style="list-style-type: none"> - security reviews - code reviews - code validation tools <p>Automated tests based on test framework</p> <p>Product studio for design change requests and bug prioritization</p> <p>Performance metrics validated in performance lab</p> <p>TAP program</p>	<p>Overall vision doc: Themes</p> <p>User experience vision docs and design docs</p> <p>Sketches/wire frames/prototypes</p> <p>Req. docs used for scoping</p> <p>Specs</p> <p>.....</p> <p>White papers</p> <p>End user docs</p>	<p>User experience team</p> <p>Product management team</p> <p>Developer team (split into feature teams)</p> <p>Test team</p> <p>Architecture team (client, server, database, tools)</p> <p>Sustained engineering team (delivers service packs)</p> <p>New releases every 1.5 – 3 years</p> <p>Service packs every 3-6 months</p>		<p>Features VS. time (scoping)</p> <p>Prioritizing long term / short term issues</p> <p>Quality of outsourced deliverables</p> <p>Technical docs often done after the fact</p>
DHI	<ul style="list-style-type: none"> - technical preview to selected users - user group meetings - customer case group coord. feedback 	<p>Sale derivation</p> <p>Feedback from customers</p> <ul style="list-style-type: none"> - allow in house users / test track system 	<p>Nightly builds with test abilities</p>	<p>Vision specs</p> <ul style="list-style-type: none"> - release board - prioritization list - spec. project plan 	<p>Sales, BD, dev and customer care</p> <p>Centre in China and CZ</p>	<p>Process model: modified MSF Program managers</p> <p>No split between teams</p> <p>Temporal split between service patch version dev.</p>	<p>Helping peace + quite for dev.</p> <p>From ad-hoc → bureaucracy</p> <p>Interface with consultancy</p>
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