Customers

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Customer Responsibilities

• Engagement
  – time, feedback, fair play
  – knowing the business

• Requirements

• Acceptance tests
  – written and run by customer
Requirements

• Difficult to do
  – in isolation

• Documenting
  – less is more (on paper)

• Eliciting and confirming
  – helping inexperienced customers
  – feedback
Whole Team

• Voice of the customer
  – resolving the many to the one
• Channel to the customer
  – low latency, high bandwidth
• Defining success
  – success on customer’s terms