



# HANSCOMB

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Max West  
E-Ticket Systems, Inc.  
19 Trout Farm Lane  
Plympton, MA 02367

Dear Max:


It is certainly a pleasure to write a letter of recommendation for you. HansCAPS (Hanscomb Cost and Performance System) was the one of the best software development experiences at Hanscomb. Because of underlying data commonality and possible collaboration with RS Means Company, Hanscomb contracted with RS Means to develop HansCAPS.

Max West of E-Ticket Systems, Inc., through the RS Means Company, was the Systems Analyst tasked with creating HansCAPS from our basic requirements document. Using this document, an initial meeting with us and on-going communication Max:

- Rapidly and effectively defined business and system requirements; his clear and accurate Software Requirements Specification (SRS) proved essential to client-developer-tester communication;
- Designed and rapid-prototyped seven user interfaces and three reports;
- Worked closely with Hanscomb to identify and model over 300 data elements in 30 tables; optimized their design for dual-use in supporting inter-company data exchange; and implemented and maintained the physical schema in a database administration role;
- Specified data, calculation and presentation rules in a detailed and concise Detailed Design document that became an invaluable reference for coding and testing;
- Implemented key Quality Assurance processes from the outset of the project; established and led client and technical review and approval sessions for each major phase and deliverable;
- Defined and executed detailed test cases; clearly identified bugs and re-creation steps that sped correction and verification;
- Effectively managed budget, timeline and the off-site/remote developer.

Perhaps most importantly, Max was adept at asking the questions that really brought clarity to our needs and requirements so that they could be accurately written in the SRS and Detailed Design document. We would highly recommend Max, for his collaboration and communication skills certainly made the difference in creating these quality documents for the programmer.

Sincerely,

Tom Wiggins   
Senior Associate  
Hanscomb Inc.

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