Scenario 2   Enviro365-I. T Solutions   E-Student System

1. To gather the information needed to detail the user stories and acceptance criteria, I would follow the Agile development methodology, which emphasize a combination of iterative and incremental process models.

- **User and Problem Identification:**

Identify all the users involved in the e-student system, such as students, university staff, and administrators, and what problems they are experiencing.

- **Gather Requirements:**

Conduct workshops and brainstorming sessions with users to identify and prioritize the requirements. Use techniques like user stories, use cases, and personas to capture the requirements from the user's perspective.

- **Create User Stories:**

Convert the identified requirements into user stories that are clear, concise, and focused on the user's needs.

- **Acceptance Criteria:**

Collaborate with users to define acceptance criteria for each user story, including a

SMART Framework.

- **Validation and Feedback:**

Validate the user stories and acceptance criteria with users to ensure they accurately represent their needs and expectations.

- **Documentation:**

Document the detailed user stories and acceptance criteria in a clear and structured format.

REQUIREMENTS			
RFP REQUIREMENT NO.	**RFP REQUIREMENT DESCRIPTION**	**USER STORY DESCRIPTION**	**ACCEPTANCE CRITERIA**
1	Students can purchase monthly parking passes online.	As a student, I want to purchase parking passes online so that I can conveniently park on campus.	-User can log in to their profile. -User can select the type and duration of the parking pass. -User can make payment online.

			-User receives confirmation of the purchase.
2	Students want to view their exam schedules and results online.	As a student, I want to view my exam schedules and results online so that I can plan and track my academic progress effectively.	-User can log in to their profile. -User can view upcoming exam schedules. -User can view and download exam results. -User receives notifications for new exam schedules and results.
3	Students want to buy monthly food vouchers for the canteen.	As a student, I want to buy food vouchers for the canteen so that I can easily purchase meals on campus.	-User can log in to their profile. -User can select the type and value of food vouchers. -User can make payment online. -User receives confirmation of the purchase and a digital voucher.
4	Students want to be able to group chat for collaboration.	As a student, I want to group chat for collaboration with my peers so that I can discuss on academic tasks.	-User can create and join group chats. -User can send and receive messages in group chats. -User receives notifications for new messages in the group chats.
5	Students want to pay their fees online via their profile.	As a student, I want to pay my res fees online via my profile so that I can easily manage and make payments for my accommodation.	-User can log in to their profile. -User can view the res fees. -User can make payment online. -User receives confirmation of payment.

2. To gather necessary information related to RFP Requirement 1 ("Students can purchase monthly parking passes online.") the following questions can be asked to the customer:

User Story Questions:

1) Who will be using the online system to purchase monthly parking passes?
   This question will be asked to find out which students have the advantage of purchasing a parking pass, students living on campus or any student.

2) What type of monthly parking passes are available for purchase?
   To find the duration in which students can use the parking and how the price ranges or is being categorised.

3) What information is required from the student to purchase a parking pass online?
   To know if the students need to have their IDs, student cards or vehicle information.

4) How will students receive their parking passes after purchasing them online?
   To know if students will have a specific code or badge or receipt to identify that they have purchased a parking pass.

Acceptance Criteria Questions:

1) How will the online system ensure the security and confidentiality of students' personal and payment information?
   To know which security measure will be used, such as passwords or user authentication.

2) What notifications or confirmations should the student receive after purchasing a parking pass online?
   To know if the students will receive their payment notification of purchase via SMS, email or any other digital method.

3) How will the online system handle refunds or changes to purchased parking passes?
   Is there a refund if the student already purchased and paid but does not want to use it.

4) What type of assistance will be provided to students using the online system to purchase parking passes?
   For students to know if there is a building, they go to get help or are there instructions on how to purchase the parking pass.