JBYM
User story

Revision History

Version	Date	Author(s)	Revision Notes
0.0	17.12.2015.	Phoebe Manalang	
1.0	29.12.2015.	Anja Šolak	Original client's requirement switched into SCRUM

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About DVC Solutions:

DVC Solutions is dynamic and proactive IT company located in Banja Luka, Bosnia and Herzegovina. In past years we have worked with companies from different economic areas on domestic and foreign market and with different public institutions. We have the capacity, experience and knowledge to focus on the each client individually. With our clients we create opportunities and success. We are strongly focused and committed to quality, innovation and time. Our philosophy is: „Problems does not exist, only challenges". We value teamwork and take care of our employees because only happy and satisfied employee makes the team great, and transforms „every problem to a successfully solved challenge. We carefully pick our projects because they will define, shape and present us tomorrow. We want to keep and gain friendly, knowledgeable and professional staff that encourage, solve problems and educate our customers. More about DVC Solutions you can find on www.dvcsolutions.com .

Approach description

In this document we used Scrum DVC Solutions approach, agile methodology, where we defined users' position and theirs activities.

With this approach we defined what each user does or needs to do as a part of his or hers job. This is the basis which explains what business system must develop or provide.

This user story is formed on business requirement sent from a client and in this document are listed all users of the required software. Users have different functions and needs so each of them needed special approach. This document is a baseline document and it will be changed during the implementation of the project. It purpose is to provide managerial, legal and technical starting point, together with Project charter, for project stakeholders and their understanding of objectives and scope of the project.

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User story:

ID	Theme	As a/an	I want to…	…so that…	Notes	Priority	Status
1.1	Functional	Parent	Be able to create account to get a code for each child	They can register on APP with that code			
1.2	Functional	Parent	Be able to limit in which categories my child can ask a question	I can be sure he or she is active only in relevant categories			
1.3	Functional	Parent	Be able to limit which categories child can answer questions	Child can't access and answer question in a category he or she is not related in	Child can see only categories he or she is allowed to, other categories can't see and doesn't know they exist.		
1.4	Functional	Parent	Be able to limit interaction to particular age group	Child can't be in a group of much older or much younger children, child is in a peer's group			
1.5	Functional	Parent	Be able to limit hours of use for a child	Child doesn't spend too much time on that application			
1.6	Functional	Parent	Be able to see how many questions child is asking/responding to	Child's activity can be monitored and analyzed			
1.7	Functional	Parent	Be able to approve/deny creative submissions for the community	Child's creative work can be monitored and controlled			
1.8	Functional	Parent	Be able to request child's account is cancelled or frozen	Child identity and activtiy can be stopped till problem is solved or situation changed			
1.9	Functional	Parent	Be able to request child's	Child's activity can be			

			history interaction (question and response)	monitored and analyzed			
1.10	Functional	Parent	Be notified for emergencies	I can react on time and help a child	Parent is always notified about important questions like emergency, child's need for professional help etc.		
1.11	Functional	Parent	Be able to post testimonies	Children can read and learn from experience of older			
2.1	constraints/ non-functional	User	Be able to create an anonymous profile with code from parent	I can access application with unique account			
2.2	Functional	User	Be able to choose what type of questions I want to answer	I don't need to answer all questions which are not related to me or my experience			
2.3	Functional	User	Be able to choose who will answer my questions	I can get opinion from people I consider appropriate to answer my question	Child can choose who will be responder: peers, professionals etc.		
2.4	Functional	User	Be able to ask parent for permission to open up a blocked category	I can eventually access categories which were prevented but now might be related to me and all my questions			
2.5	Functional	User	Be able to choose to ask a question or post creative work	I can participate and be active in a community and in application			
2.6	Functional	User	Be able to propose new Categories/Topic	I can start a new topic which is related			

			s	to me or I have a questions in it			
2.7	Functional	User	Be able to choose who will answer question	I can get an answer from a point of view person I consider most appropriate			
2.8	Functional	User	Be able to get real-time response according to topic	Communication can be on time, and all questions and answers on time			
2.9	Functional	User	Be able to choose how many responses I want	So that I can get more advices and opinions on my question			
2.10	Functional	User	Be able to rate response received	So that I can show which answer was the best and the most helpful			
2.11	Functional	User	Be able to repost question if need more answers/use different filter	So that I can get appropriate answer and the best answer on a question I'm attached to			
2.12	Functional	User	Be able to delete or continue to post question that has been flagged	I can manage flagged questions and answers I consider important or inappropriate			
2.13	Functional	User	Be able to see notifications of questions and/or responses of questions	I can now that there is question or answer that I didn't read before			
2.14	Functional	User	Be able to choose to view history of past questions/answers	So that I can track my history and find information that I have but maybe forgot or I just need to see it again			
2.15	Functional	User	Be able to be redirected to common responses to the question	I can find immediately answer on my question if it is			

				already written and available			
2.16	Functional	User	Be able to post creative work to gallery - articles, artwork, songs	Can express my creative work and let other see that			
2.17		User	Be able to gain knowledge points	So that I can advance in the social (recognition) structure			
2.18	Functional	User	Be able to get professional help	Someone can help me solve my important problem			
2.19	Functional	User	Be able to register for events/seminars	I can attend events/seminars I like or want			
2.20	Functional	User	Be able to search public categories/questions/answers	I can see all things which are available, it can be useful and give information and solution before I ask for them	Only questions/answers who are marked as public from both sides (user's and responder's) can be public		
2.21	Functional	User	Be able to use emergency button for immediate help	I can alert parents and institutions when I need that	Check what kind of permission we need (from institutions) and how we can connect software with police office		
2.22	Functional	User	Be able to post testimony	My peers can learn from my experience and see that they are not the only one who are in that specific situation (good or bad)			
3.1	Functional	Responder	Be able to receive a notification of question to answer	I can now there is a question I need to answer			
3.2	Functional	Responder	Be able to choose to be active or inactive	I can manage my time			

			for questions				
3.3	Functional	Responder (Payroll)	Be able to choose schedule of available times to respond to questions	I can manage my time and define time when I'm available for working on question	When clients provide role pyramid, check does this responder need special account (in regard to other responders)		
3.4	Functional	Responder	Be able to decline to answer a question with reason why	I can have freedom not to answer If I consider I'm not appropriate for or maybe I can't answer, but with an explanation why			
3.5	Functional	Responder	Be to respond to question	I can answer to someone			
3.6	Functional	Responder	Be able to choose what type of questions to answer	I can be sure that I'm answering only on questions I can and I know			
3.7	Functional	Responder	Be able to choose if answer (if rated high) will be added to the public search	Anyone can see that answer			
3.8	Functional	Responder	Be able to escalate a question	I can express myself that I consider that person is in some kind serious mood or situation and that someone should check him or her			
3.9	Functional	Responder (Payroll)	Be able to use emergency button for user	I can alert everyone who should be alerted if I consider some user needs emergency			
4.1	Functional	User/Responder	Be able to report emergency situation to appropriate	I can help someone who need help			

				authorities			
4.2	Functional	User/Responder	Be able to see common responses to commonly asked questions	I don't have to ask that question again or I could redirect person who already asked question which is common on an answer			
4.3	Functional	User/Responder	Be able to modify question/answer	I can fix grammar mistakes or to rewrite a question to be more understandable before I send it			
4.4	Functional	User/Responder	Be able to escalate/report inappropriate behaviour to freeze a user account	I can show that someone needs attention and that something is not good	Client should provide a list with key words to project team		
5.1	Functional	Oversight	Be able to freeze a user's account	I can react on those kind of situations			
5.2	Functional	Oversight	Be able to locate user for emergency dispatch - Local Base Service	I can provide help to that user	LBS will be provided by GPS for mobile devices and via IP address for desktop users		
5.3	Functional	Oversight	Be able to approve creative work	Users are not allowed to do something before it is checked and approved			
5.4	Functional	Oversight	Be able to approve testimonies	We can be sure that approved testimonies are not offensive, racist			
6.1	Functional	Sales	Be able to track revenue generated and by category	We can manage costs and incomes			
6.2	Functional	Sales	Be able to donate to organization	Organization can be helped from people or institution			

				which want to help			
7.1	Functional	Education	Be able to post question of the day	I can initiate and manage deeper communication learning process within topic of the day and relevant post			
7.2	Functional	Education	Be able to post topic of the day	I can initiate, manage communication and learning process within the month theme			
7.3	Functional	Education	Be able to post events/seminars	I can promote events and to achieve bigger reach within the targeted population			
8.1	Functional	Payroll	Be able to track how many questions answered by each member of oversight team	I can use that data for analytics			
8.2	Functional	Payroll	Be able to track hours logged for professional team	I can see and use data which includes professional team enrolment			
9.1	Functional	Metrics	Be able to run demographical report	We can have analytics and to use those data for marketing purpose and to improve the system	That means when someone creates account needs to fill in demographical questions		
9.2	Functional	Metrics	Be able to run usage reports	We can have analytics and to use those data for marketing purpose and to improve the system			
9.3	Functional	Metrics	Be able to run response time reports	We can have analytics and to use those data for marketing purpose and to			

				improve the system			
9.4	Functional	Metrics	Be able to run escalation reports by words and phrases	We can have analytics and to use those data for marketing purpose and to improve the system	Keywords need to be set and set from a client to project team		
10.1	constraints/ non-functional	IT	Be able to redirect user to common responses to their question	They can get question immediately			
10.2	constraints/ non-functional	IT	Be able to populate question and responses to FAQ's	Users can find them in one place			
10.3	constraints/ non-functional	IT	Be able to escalate key words and phrases to oversight team	They can react if user use some of those terms	Keywords need to be set and set from a client to project team		
10.4	constraints/ non-functional	IT	Be able to automatically freeze a client account according to escalation scale	Client can't be active till situations is solved			
10.5	constraints/ non-functional	IT	Be able to categorize users by usage	They can be grouped by usage			
10.6	constraints/ non-functional	IT	Be able to track usage time	Users can be limited (parents give limits) and for metrics			
10.7	constraints/ non-functional	IT	Be able to track user issues	We can use those data to create statistic			
10.8	constraints/ non-functional	IT	Be able to archive QOD and TOD	They are available for statistics			
10.9	constraints/ non-functional	IT	Be able to create unique user ID's for anonymity	Each user can have unique access and account			
10.10	constraints/ non-functional	IT	Be able to track and store interaction between user and responder	System can manage and control communication for users safety			
10.11	constraints/ non-functional	IT	Be able to encrypt children's	We have system which protects			

			information	personal and private information of each child			
10.12	Functional	IT	Be able to create initial profile (demographical points)	System could track and collect demographical data	All accounts need demographical points		
10.13	constraints/ non-functional	IT	Be able to create parent awareness e-mail approval process	Each parent have control over child activity			
10.14	constraints/ non-functional	IT	Be able to separate user into two groups- 9 - 13 and 14 - 18	They can be in a groups with peers			
10.15	constraints/ non-functional	IT	Be able to generate safety message for recommended action for flagged activity	We can react on specific serious situations			
10.16	constraints/ non-functional	IT	Be able to work on iOS and Android platform	Users can use system on all mobile devices			
10.17	constraints/ non-functional	IT	Be able to use on computer/laptop /tablet	Users can use system on all mobile devices			

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"User Stories" Approvals

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Project Executive Sponsor — Phoebe Manalang Date

_____   _____

Project Sponsor — Phoebe Manalang   Date

_____   _____

Scrum Master — Bojan Vuković   Date

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Product Owner: Anja Šolak   Date

_____   _____

Project Controller: MSc Miloje Seksan   Date