**Security Service Management System for RALL**

**Agile Activity Report**



**Sri Lanka Institute of Information Technology**

**IT2080 – Information Technology Project**

**Batch: Y2.S2.MALABE.WE.IT.01.03**

**Group ID: ITP24R\_B1\_W22**

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**Declaration**

This Agile Activity report is our original work and the content is not plagiarized from any resource, References for all the content taken from external resources are correctly cited. To the best of our knowledge, this report does not contain any material published or written by third parties, expect as acknowledged in the text.

**Submitted by:**

|  |  |  |
| --- | --- | --- |
| **Author SID** | **Author Name with Initials** | **Signature** |
| IT22325228 | Fernando K. K. C |  |
| IT22907998 | Sadisha R. M. M |  |
| IT20145552 | Dissanayaka D. M. S. M |  |
| IT22257086 | Randiw E. Y |  |
| IT22293480 | Jayodhya J. D. H |  |
| IT22127082 | Medawatte W. W. M. T. N. B |  |
| IT22132628 | Kusumsiri P. A. S. S |  |
| IT22197146 | Ranasinghe R. A. R. V. C |  |

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**Contents**

[Introduction 4](#_Toc174285966)

[Member 1: IT22325228 – Fernando K K C 5](#_Toc174285967)

[Member 2: IT22907998 – Sadisha R. M. M 6](#_Toc174285968)

[Member 3: IT20145552 – Dissanayaka D. M. S. M 8](#_Toc174285969)

[Member 4: IT22257086 – Randiw E. Y 10](#_Toc174285970)

[Member 5: IT22293480 – Jayodhya J. D. H 12](#_Toc174285971)

[Member 6: IT22127082 – Madawatte W. W. M. T. N. B 14](#_Toc174285972)

[Member 7: IT22132628 – Kusumsiri P. A. S. S 16](#_Toc174285973)

[Member 8: IT22197146 – Ranasinghe R. A. R. V. C 18](#_Toc174285974)

[Product Backlog 20](#_Toc174285975)

[1st Sprint 22](#_Toc174285976)

[Karban – Board 25](#_Toc174285977)

# Introduction

This Agile Activity Report will outline the development process of our Security Service Management System, an all-inclusive solution for the automation and streamlining of different facets of security services management. Our project will increase the efficiency of recruitment, client management, training, booking, inventory, and more in security services.

We used the Agile approach to develop iterative sprints, which provided continuous feedback and fast adaptation to changing requirements. In this report, we cover the creation of Epics and User Stories for every core function, prioritization in the Product Backlog, and task management with the Kanban board. With Agile practices in action, our system becomes user-centric, adaptive, and robust, able to meet the needs of all stakeholders effectively.

## Member 1: IT22325228 – Fernando K K C

**Epic** – Employee Management

|  |  |  |  |
| --- | --- | --- | --- |
| **Features** | **User Story ID** | **User Story** | **Tasks** |
| **Login** | EM01 | As an employee, I want to log in to the system to access my account securely. | * Implement login page * Validate credentials |
| **Register to the System** | EM02 | As a new employee, I want to register to the system to create my account. | * Create registration form * Store employee details |
| **Manage Employee Information** | EM03 | As an admin, I want to manage employee details to keep records up to date. | * Develop CRUD operations * Implement data validation |
| **Post Job Vacancy** | EM04 | As an admin, I want to post job vacancies to attract potential candidates. | * Create job posting form * Display job listings |
| **Recruitment Process Management** | EM05 | As an admin, I want to manage the recruitment process to hire suitable candidates. | * Track applicant status * Schedule interviews |
| **User Access Control** | EM06 | As an admin, I want to control user access to secure sensitive information. | * Define roles * Implement role-based access control |
| **Track Employee Performance** | EM07 | As a manager, I want to monitor employee performance for appraisal decisions. | * Set performance metrics * Generate performance reports |
| **Manage Leave Request** | EM08 | As an employee, I want to submit leave requests to take time off from work. | * Design leave request form * Implement approval workflow |
| **Generate Monthly Report** | EM09 | As an admin, I want to generate monthly reports to review employee statistics. | * Design report templates * Automate report generation |
| **Manage Interviews** | EM10 | As an admin, I want to manage interviews to streamline the recruitment process. | * Schedule interviews * Notify candidates |

## Member 2: IT22907998 – Sadisha R. M. M

**Epic** – Training Management

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature** | **User Story ID** | **User Story** | **Task** |
| **Login** | TM01 | “As a Training Manager, I want a secure login system.so that I can control access to the training management system.” | * Design the login interface. * Implement secure authentication protocols. * Test the login functionality for security and ease of use. |
| **Create course** | TM02 | “As a Training Manager, I want to create and manage various training courses.so that I can ensure employees receive the necessary training.” | * Define course categories and types. * Develop a user interface for course creation. * Implement backend functionality for storing and managing course data. * Test course creation and management features. |
| **Generate report** | TM03 | “As a raining Manager,  I want to generate detailed reports on training activities,  So that I can monitor progress and course effectiveness.” | * Identify key metrics and data points for reports. * Develop a reporting interface. * Implement report generation functionality. * Allow for exporting reports in multiple formats. * Test the accuracy and usability of reports. |
| **Manage training schedule** | TM04 | “As a Training Manager,  I want to manage and track training schedules,  So that I can ensure all training sessions are organized and attended.” | * Design a scheduling interface with calendar integration. * Implement features for setting up training sessions and notifications. * Develop a system for assigning instructors and managing participant lists. * Test scheduling functionality and integration with other modules. |
| **Manage Cart** | TM05 | “As a Training Manager,  I want a cart system to handle course registrations and fees,  So that I can streamline the enrollment process.” | * Design the cart interface for managing enrollments and fees. * Implement cart functionality, including adding/removing items and processing payments. * Integrate the cart with course creation and scheduling features. * Test the cart for accuracy and ease of use. |
| **Get feedback from security officer** | TM06 | “As a Training Manager,  I want to collect feedback from security officers,  So that I can continuously improve the training programs.” | * Develop a feedback submission form. * Implement functionality for collecting and storing feedback. * Analyze feedback data for reporting purposes. |

## Member 3: IT20145552 – Dissanayaka D. M. S. M

**Epic** – Client Management

|  |  |  |  |
| --- | --- | --- | --- |
| **Features** | **User Story ID** | **User Story** | **Tasks** |
| **Client Registration** | CM01 | As a new client, I want to register to the system so that I can access security services. | * Design the registration form * Implement the registration backend * Validate input data |
| **Client Login** | CM02 | As a registered client, I want to log in to the system so that I can access my account and services. | * Create the login page * Implement authentication logic * Ensure session management |
| **View Service History** | CM03 | As a client, I want to view my service history so that I can keep track of the services I've used. | * Develop service history UI * Retrieve data from the database * Display the service history |
| **Manage Client Profile** | CM04 | As a client, I want to update my profile information so that my details are current and accurate. | * Create profile management page * Implement data update functionality * Validate changes |
| **Submit Feedback** | CM05 | As a client, I want to submit feedback on services so that I can share my experience with the provider. | * Design the feedback form * Implement feedback submission * Store feedback in the database |
| **Request New Services** | CM06 | As a client, I want to request new security services so that I can meet my security needs. | * Create service request form * Implement service request processing * Notify the client manager |
| **View Service Availability** | CM07 | As a client, I want to view the availability of services so that I can plan my security needs accordingly. | * Develop service availability display * Integrate with scheduling system * Display availability |
| **Client Requirement Gathering** | CM08 | As a client, I want to provide my security requirements so that the system can recommend appropriate services. | * Create a requirement gathering form * Implement data processing logic * Generate service recommendations |
| **Security Officer Count Estimation** | CM09 | As a client, I want assistance in determining the number of security officers needed for my site so that I can make informed decisions. | * Develop an estimation tool * Integrate with client data and site information * Provide estimation results |
| **Access Help & Support** | CM10 | As a client, I want to access help and support so that I can resolve any issues or get assistance with using the system. | * Implement help and support section * Provide contact options * Create FAQs and guides |

## Member 4: IT22257086 – Randiw E. Y

**Epic** – Booking Management

|  |  |  |  |
| --- | --- | --- | --- |
| **Features** | **User Story ID** | **User Story** | **Tasks** |
| **Create Booking Requests** | BM01 | |  | | --- | |  |  |  | | --- | | As a Client, I want to create booking requests for security services so that I can schedule services easily. | | * Design booking request form * Implement service selection * Set up date and time selection |
| **Manage Booking Schedules** | BM02 | As a Booking Manager, I want to manage booking schedules so that I can allocate resources effectively. | * Develop booking calendar * Integrate with employee availability * Notify relevant managers |
| **Confirm Booking Requests** | BM03 | As a Booking Manager, I want to confirm booking requests so that clients are assured of their service schedules. | * Implement booking confirmation system * Automate confirmation emails * Update booking status |
| **Modify Bookings** | BM04 | As a Client, I want to modify my existing bookings so that I can adjust my service schedule as needed | * Develop booking modification tool * Integrate with booking database * Notify Booking Manager of changes |
| **Cancel Bookings** | BM05 | |  | | --- | |  |  |  | | --- | | As a Client, I want to cancel bookings easily so that I can manage my service needs without hassle. | | * Implement booking cancellation feature * Automate cancellation notifications * Update availability |
| **Track Booking Status** | BM06 | As a Client, I want to track the status of my bookings so that I am informed of any updates or changes. | * Create booking status dashboard * Sync with booking updates * Provide real-time notifications |
| **Allocate Security Officers** | BM07 | |  | | --- | |  |  |  | | --- | | As a Booking Manager, I want to allocate security officers to bookings so that each client has the required personnel. | | * Develop officer allocation tool * Match officers to booking requirements * Update officer schedules |
| **Generate Booking Reports** | BM08 | As a Booking Manager, I want to generate booking reports so that I can analyze service demand and resource usage. | * Create report generation tool * Integrate booking data * Provide export options for reports |
| **Provide Booking Feedback** | BM09 | As a Client, I want to provide feedback on my booking experience so that the service quality can be improved. | * Implement feedback collection system * Store and analyze feedback * Integrate with client profiles |
| **Automate Recurring Bookings** | BM10 | As a Client, I want to set up recurring bookings so that I can automate the scheduling of regular services. | * Develop recurring booking feature * Automate scheduling process * Provide options to modify recurring services |

## Member 5: IT22293480 – Jayodhya J. D. H

**Epic** – Payment Management

|  |  |  |  |
| --- | --- | --- | --- |
| **Features** | **User Story ID** | **User Story** | **Tasks** |
| **Process Client Payments** | PM01 | As a client, I want to easily make payments for services so that I can fulfill my financial obligations. | * Design payment interface * Integrate with payment gateways * Implement payment confirmation |
| **Generate Invoices** | PM02 | As a finance manager, I want to generate invoices for clients so that I can bill them accurately for services rendered. | * Create invoice generation module * Integrate service details * Automate invoice sending |
| **Track Payment Status** | PM03 | As a finance manager, I want to track the payment status of each client so that I can manage outstanding balances. | * Implement payment tracking system * Display payment status dashboard * Set up payment reminders |
| **Manage Refunds** | PM04 | As a client, I want to request a refund if services are not satisfactory so that I can get my money back. | * Develop refund request form * Implement refund approval process * Process refunds through payment gateway |
| **Handle Recurring Payments** | PM05 | As a client, I want to set up recurring payments for ongoing services so that I don’t have to manually pay each time. | * Implement recurring payment feature * Integrate with client preferences * Automate recurring transactions |
| **Send Payment Reminders** | PM06 | As a finance manager, I want to send payment reminders to clients so that they are aware of upcoming due dates. | * Create reminder notification system * Integrate with payment schedules * Customize reminder frequency |
| **Manage Discounts and Promotions** | PM07 | As a finance manager, I want to apply discounts and promotions to client invoices so that I can attract and retain clients. | * Develop discount and promotion module * Apply discounts to invoices * Track promotion usage |
| **Generate Financial Reports** | PM08 | |  | | --- | |  |  |  | | --- | | As a finance manager, I want to generate financial reports so that I can analyze the company's revenue and expenditures. | | * Develop report generation tool * Integrate payment data * Provide report export options |
| **Secure Payment Processing** | PM09 | As a finance manager, I want to ensure all payment transactions are secure so that I can protect client financial information. | * Implement encryption for transactions * Ensure compliance with security standards * Monitor for fraud |
| **Manage Client Payment Profiles** | PM10 | As a client, I want to save my payment information securely so that I can quickly make payments in the future. | * Create secure payment profile storage * Implement payment method management * Encrypt sensitive information |

## Member 6: IT22127082 – Madawatte W. W. M. T. N. B

**Epic** – Operation Management

|  |  |  |  |
| --- | --- | --- | --- |
| **Features** | **User Story ID** | **User Story** | **Tasks** |
| **Schedule Security Officers** | OM01 | As an operations manager, I want to schedule security officers so that I can ensure proper coverage at client sites. | * Design scheduling interface * Implement scheduling algorithm * Notify officers of their schedules |
| **Monitor Security Officer Locations** | OM02 | As an operations manager, I want to monitor the real-time locations of security officers so that I can ensure they are at the correct sites. | * Integrate GPS tracking * Display officer locations on a map * Update locations in real-time |
| **Incident Reporting** | OM03 | As a security officer, I want to report incidents in real-time so that the operations manager can take immediate action. | * Create incident reporting form * Implement notification system for operations manager * Log incidents in the database |
| **Manage Emergency Responses** | OM04 | As an operations manager, I want to manage emergency responses so that I can ensure timely intervention during incidents. | * Develop emergency response protocols * Implement alert system * Coordinate with local authorities |
| **Assign Backup Officers** | OM05 | As an operations manager, I want to assign backup officers to sites when needed so that I can maintain security levels. | * Create backup assignment functionality * Notify backup officers * Update site staffing levels |
| **Generate Operations Reports** | OM06 | As an operations manager, I want to generate operations reports so that I can analyze performance and make improvements. | * Develop report generation feature * Integrate data from various sources * Provide report customization options |
| **Monitor Compliance with Protocols** | OM07 | As an operations manager, I want to monitor compliance with security protocols so that I can ensure officers are following procedures. | * Implement compliance tracking * Set up alerts for non-compliance * Log compliance data for review |
| **Manage Equipment Inventory** | OM08 | As an operations manager, I want to manage security equipment inventory so that I can ensure all sites are properly equipped. | * Create inventory management module * Track equipment usage and availability * Automate restocking notifications |
| **Handle Shift Changes** | OM09 | As a security officer, I want to request shift changes so that I can manage my work-life balance. | * Develop shift change request form * Implement approval process * Update schedules accordingly |
| **Allocate Resources Based on Site Needs** | OM10 | As an operations manager, I want to allocate resources based on site-specific needs so that I can optimize resource usage. | * Create resource allocation tool * Integrate with site requirements * Adjust resources dynamically |

## Member 7: IT22132628 – Kusumsiri P. A. S. S

**Epic** – Inventory Management

|  |  |  |  |
| --- | --- | --- | --- |
| **Features** | **User Story ID** | **User Story** | **Tasks** |
| **Track Inventory Levels** | IM01 | As an Inventory Manager, I want to track inventory levels so that I can ensure sufficient stock for all operations. | * Develop inventory tracking system * Integrate with database * Set up low stock alerts |
| **Manage Inventory Categories** | IM02 | As an Inventory Manager, I want to manage inventory categories so that items are organized effectively. | * Design category management tool * Implement category assignment feature * Update inventory categories |
| **Add New Inventory Items** | IM03 | As an Inventory Manager, I want to add new inventory items so that the system reflects the latest stock. | * Develop item addition form - Integrate with inventory database - Provide item details input. |
| **Update Inventory Details** | IM04 | As an Inventory Manager, I want to update inventory details so that all stock information is accurate and current. | * Implement item detail update feature * Sync updates with inventory system * Notify relevant departments of changes |
| **Monitor Inventory Usage** | IM05 | As an Inventory Manager, I want to monitor inventory usage so that I can analyze stock consumption patterns. | * Create usage monitoring tool * Integrate with inventory transactions * Generate usage reports |
| **Reorder Inventory Automatically** | IM06 | As an Inventory Manager, I want to automate inventory reorders so that stock levels are maintained without manual intervention. | * Develop auto-reorder feature * Set reorder thresholds * Integrate with supplier management |
| **Perform Inventory Audits** | IM07 | As an Inventory Manager, I want to perform inventory audits so that stock discrepancies can be identified and resolved. | * Create audit tool * Develop audit scheduling feature * Generate audit reports |
| **Manage Supplier Inventory** | IM08 | As an Inventory Manager, I want to manage supplier inventory so that I can track supplies and orders efficiently. | * Implement supplier inventory tracking * Integrate with supplier database * Update supplier orders and deliveries |
| **Generate Inventory Reports** | IM09 | As an Inventory Manager, I want to generate inventory reports so that I can analyze stock levels and usage trends. | * Develop report generation tool * Integrate inventory data * Provide export options for reports |
| **Manage Damaged** | IM10 | As an Inventory Manager, I want to manage damaged stock so that inventory quality is maintained. | * Implement damaged/expired stock management * Set up disposal or return processes * Update inventory records |

## Member 8: IT22197146 – Ranasinghe R. A. R. V. C

**Epic** – Supplier Management

|  |  |  |  |
| --- | --- | --- | --- |
| **Features** | **User Story ID** | **User Story** | **Tasks** |
| **Register New Suppliers** | SM01 | As a Supplier Manager, I want to register new suppliers so that I can manage and track their information. | * Develop supplier registration form * Integrate with supplier database * Validate supplier details |
| **Manage Supplier Contracts** | SM02 | As a Supplier Manager, I want to manage supplier contracts so that I can ensure compliance and track contract terms. | * Create contract management tool * Integrate contract terms into the system * Set up contract expiration alerts |
| **Monitor Supplier Performance** | SM03 | As a Supplier Manager, I want to monitor supplier performance so that I can ensure they meet the required standards. | * Implement performance monitoring system * Collect performance metrics * Generate performance reports |
| **Order Supplies from Suppliers** | SM04 | As a Supplier Manager, I want to order supplies from suppliers so that I can maintain adequate inventory levels. | * Develop order placement system * Integrate with inventory management * Track order status and deliveries |
| **Track Supplier Deliveries** | SM05 | As a Supplier Manager, I want to track supplier deliveries so that I can ensure timely and accurate supply receipt. | * Create delivery tracking system * Update inventory upon delivery * Notify relevant departments of delivery |
| **Manage Supplier Payments** | SM06 | As a Supplier Manager, I want to manage payments to suppliers so that financial transactions are processed efficiently. | * Develop payment processing feature * Integrate with payment management system * Record payment histories |
| **Handle Supplier Issues** | SM07 | As a Supplier Manager, I want to handle supplier issues so that any problems can be resolved quickly and effectively. | * Set up issue reporting system * Track issue resolution progress * Communicate with suppliers regarding issues |
| **Maintain Supplier Relationships** | SM08 | As a Supplier Manager, I want to maintain relationships with suppliers so that we can ensure long-term partnerships. | * Develop communication tools * Schedule regular meetings with suppliers * Monitor supplier satisfaction |
| **Generate Supplier Reports** | SM09 | As a Supplier Manager, I want to generate supplier reports so that I can analyze supplier performance and costs. | * Create report generation tool * Integrate supplier data * Provide export options for reports |

# Product Backlog

* Priority Scale

1 - Highest Priority

2 - Normal Priority

3 - Less Priority

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Order ID** | **User Story ID** | **User Story** | **Estimated Hours** | **Priority** | **Status** |
| 1 | EM01 | As a Manager, I want to create and manage employee profiles so that I can track employee information. | 12 | 1 | To Be Started |
| 2 | EM02 | As a Manager, I want to handle the recruitment process so that I can hire qualified security officers. | 15 | 1 | To Be Started |
| 3 | EM03 | As a Manager, I want to manage job vacancies and applications so that I can fill positions efficiently. | 10 | 2 | To Be Started |
| 4 | CM1 | As a Client Manager, I want to manage client profiles so that I can keep client information up-to-date. | 10 | 1 | To Be Started |
| 5 | CM2 | As a Client Manager, I want to gather client requirements so that we can meet their security needs. | 14 | 1 | To Be Started |
| 6 | OM1 | As an Operations Manager, I want to assign security officers to clients so that service is delivered efficiently. | 12 | 1 | To Be Started |
| 7 | OM2 | As an Operations Manager, I want to monitor officer performance so that service quality is maintained. | 12 | 2 | To Be Started |
| 8 | PM01 | As a Payment Manager, I want to manage client payments so that financial transactions are processed correctly. | 8 | 1 | To Be Started |
| 9 | PM02 | As a Payment Manager, I want to generate financial reports so that I can analyze revenue and costs. | 10 | 2 | To Be Started |
| 10 | TM01 | As a Training Manager, I want to create training schedules so that security officers can be trained properly. | 14 | 1 | To Be Started |
| 11 | TM02 | As a Training Manager, I want to track training progress so that I can ensure officers complete required courses. | 10 | 2 | To Be Started |
| 12 | BM01 | As a Booking Manager, I want to manage service bookings so that client appointments are scheduled efficiently. | 12 | 1 | To Be Started |
| 13 | IM01 | As an Inventory Manager, I want to track inventory levels so that we have the necessary equipment for operations. | 14 | 1 | To Be Started |
| 14 | IM02 | As an Inventory Manager, I want to generate inventory reports so that stock levels are monitored accurately. | 10 | 3 | To Be Started |
| 15 | SM01 | As a Supplier Manager, I want to register new suppliers so that I can manage and track their information. | 8 | 2 | To Be Started |
| 16 | SM02 | |  | | --- | |  |  |  | | --- | | As a Supplier Manager, I want to manage supplier contracts so that I can ensure compliance and track contract terms. | | 12 | 3 | To Be Started |

# 1st Sprint

In this, we have mentioned the tasks for our first sprint.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Priority** | **Product Backlog Item** | **Tasks** | **User Story ID** | **Estimated Hours** | **Owner** |
| 1 | **Create and manage employee profiles** | Design the employee profile database schema | EM01 | 4 | IT22325228 |
| Develop the employee profile creation form | EM01 | 4 |
| Implement CRUD operations for employee profiles | EM01 | 4 |
| 1 | **Handle the recruitment process** | Design recruitment workflow | EM02 | 5 | IT22325228 |
| Develop the recruitment form | EM02 | 5 |
| Implement backend logic for recruitment processing | EM02 | 4 |
| 2 | **Manage job vacancies and applications** | Design job vacancy management schema | EM03 | 4 | IT22325228 |
| Develop job vacancy posting form | EM03 | 5 |
| Implement backend logic for vacancy management | EM03 | 5 |
| 1 | **Manage training schedules** | Design training schedule management schema | TM04 | 4 | IT22907998 |
| Develop training schedule creation form | TM04 | 4 |
| Implement backend logic for training schedule management | TM04 | 5 |
| 1 | **Manage client profiles** | Design client profile database schema | CM01 | 4 | IT20145552 |
| Develop the client profile creation form | CM01 | 4 |
| Implement CRUD operations for client profiles | CM01 | 4 |
| 1 | **Gather client requirements** | Create a client requirement gathering template | CM02 | 5 | IT20145552 |
| Develop the requirements input form | CM02 | 5 |
| Implement backend logic for storing client needs | CM02 | 4 |
| 1 | **Manage operations and scheduling** | Design operation management schema | OM01 | 4 | IT22127082 |
| Develop operation scheduling form | OM01 | 5 |
| Implement backend logic for operation scheduling | OM01 | 5 |
| 1 | **Process payments** | Design payment processing workflow | PM01 | 6 | IT22293480 |
| Implement payment gateway integration | PM01 | 6 |
| Develop payment processing UI | PM01 | 4 |
| 1 | **Manage bookings** | Design booking management schema | BM01 | 4 | IT22257086 |
| |  | | --- | |  |   Develop booking creation | BM01 | 4 |
| Implement backend logic for booking management | BM01 | 5 |
| 1 | **Manage inventory** | Design inventory management schema | IM01 | 4 | IT22132628 |
| Develop inventory management form | IM01 | 5 |
| Implement backend logic for inventory management | IM01 | 5 |
| 1 | **Manage suppliers** | Design supplier management schema | SM01 | 4 | IT22197146 |
| Develop supplier profile creation form | SM01 | 4 |
| Implement backend logic for supplier management | SM01 | 5 |

# Karban – Board

