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Strategy

Business goals:
What does the website want to achieve? What are the goals?

- Quick and easy process for users to log any issues
- Buy features tickets
- Easily checkout when purchasing feature tickets
- Allow users to track issues and features
- Allow users to add feedback

User constituencies:
Who is the audience? Who is the user?

- As it's a game tracker - people buying and playing games
- Aged between 16-45

Usage contexts:
How will they gain access to the product, in this case the website.

- Laptop at work
- Home office
- Mobile at work/office/during leisure times

Scope

List of user tasks:
- View current issues and features
- Request new issues or features
- Buy feature tickets
- Pay
- Checkout
- Give feedback

User stories further analysis & user tasks

User stories	User tasks	What is implemented?
Add an issue request	- Find the method to add a new issue. - Input the new issue - See the issue uploaded	- Clear links at the top of the nav for webpages. - Button above the table on the homepage redirecting users to the tickets page.
Add a feature	- Find the method to add a feature ticket - Know how much it costs - Add to cart - Input the feature - Pay - See the feature uploaded	- There is a tickets page which makes it clear it is for adding tickets. - There is a checkout function that also allows the user to input their feature request.
Upvote issues or features	- Easily identify how to upvote a specific issue or feature. - How much does an upvote cost?	- There is a thumbs up icon besides every issue and feature request on the homepage – this icon has been chosen as it is now associated with liking and upvoting. - Cost of upvoting is displayed under the feature
Track issues and features	- View the issues and features submitted - Know which requests are issues and which are features. - Identify what's been completed and what is still in progress. - See how much money is still needed for a feature to be in progress	- Tables clearly separating issues and features - Links and separate pages for open and closed cases - Those items that are completed are highlighted in green and crossed out - Charts detailing progress and offering visual representation for quick analysis - The amount received and amount needed per feature is displayed
Give feedback	- Navigate feedback page - Enter feedback - Send form - View other pieces of feedback	- Feedback link is in the navbar - Created a clear and quick form for easy feedback submission - Feedback is displayed on the feedback page to view

Usage contexts further analysis

Context	Task	What is implemented
Mobile use	- Can access issue tracker on mobile phone	- Implemented a mobile first approach, therefore creating a responsive website
Laptop PC at home/work Tablet	- Device increases has allowed users to gain access from a variety of sources	- Used bootstrap columns to adjust the size of what is rendered when on different screen sizes

Structure

Hierarchy diagram

```
                          Home Page
    ┌──────────┬──────────┬──────────┬──────────┐
Issues &   Progress   Tickets    Feedback    Contact
Features     Page      Page        Page
  │            │         │       ┌───┴───┐       │
┌─┴─┐      View charts  Search  Add    View   Easily locate
View   View          Tickets Feedback Feedback  contact
pending completed       │                       methods
items  items      ┌─────┴─────┐
              Add Issue   Purchase
              Ticket      Feature
                          Ticket
```