

# Management

## **User Story 1 (US1):**

As manager of the site, I want a website that can be easily updated so that I can provide current and relevant information to my users.

- Space for notifications is easily accessible for editing.
- Events and information panels are formatted as templates.

## **User Story 2 (US2):**

As a participating organization, I want an option for self-service just like other users do so that I have control over the discounts I offer and when to make them available.

- Discounts can be easily changed.

## **User Story 3 (US3):**

As a participating organization, I want to get data on how my discounts are being used so that I can determine their effectiveness.

- Data on user discount usage are easily accessible.

## **User Story 4 (US4):**

As a participating organization, I want the ability to exit the program so that I can leave if I do not think it suits my business.

- If I exit the program, there are options that allow me to hide or delete my offers.

## **User Story 5 (US5):**

As a participating organization, I want an efficient method for validation so that I can validate passes immediately after users display them.

- Method should require the least amount of new hardware as possible.

# Users

## **User Story 6 (US6):**

As a targeted user, I want a simple website that allows me to redeem my status so that I can proceed with getting an official ticket per upcoming event.

- Upcoming and current events are displayed neatly.
- Redeeming my status is in an obvious place so I can quickly start the process.
  - Once redeemed, I should be able to go to the event's page to buy tickets.
- The purchase page should help simplify the purchasing process.

**User Story 7 (US7):**

As a mobile user, I want a website that's responsive and/or allows me to view in desktop mode so that I can access the same content with a similar look-and-feel on my phone.

- UI elements should be fluid and scalable across small (max-width: 480px), medium (min-width: 481px & max-width: 960px), and large screen sizes (min-width: 961px).
- I'm able to access and read the content with little to no horizontal scrolling.

**User Story 8 (US8):**

As a desktop user, I want a website that renders content similarly in style so that I can access the content similarly on different browsers.

- Despite different viewport scales on every browser, the positioning of the UI elements are consistent.
- A scripting error that gives me a site crash on one browser shouldn't affect my accessing the website on another browser.

**User Story 9 (US9):**

As a SNAP benefits user, I want a website that keeps personal information confidential so that I can access discounts without revealing my financial burdens to other people.

- Obtaining discounts should be done without making it obvious that someone is on SNAP.
- The discounts should help me/my family get access to tickets at a rate we can afford.

**User Story 10 (US10):**

As a site user, I want a simple account-creation process so that I can complete my sign-up within ten minutes.

- The section on the site for account creation and the steps inside are obvious.

**User Story 11 (US11):**

As a site user, I would like some kind of connection to the system so that I can digitally see my statuses update in real-time.

**User Story 12 (US12):**

As a site user, I would like to have a section that allows me to filter and search for events so that I can immediately find the event that satisfies both my eligibility and my interest.

**User Story 13 (US13):**

As a site user, I would like to see a contact-section for all the participating organizations so that I can directly find out who to contact based on the event I choose.

**User Story 14 (US14):**

As a ticket holder, I would like a way to save my ticket(s) and status(es) so that I can view them offline.

## Maintenance

**User Story 15 (US15):**

As an IT admin I want an easy-to-maintain and documented system so that I can service easily and quickly.

- All code have documentation that explains what they do/how they work.
- Variables and data are not obfuscated.
- Platform architecture is diagrammed and labeled (hostnames/IP addresses/etc.).

**User Story 16 (US16):**

As an IT admin, I want to have automation capabilities so that I can easily access the database of all of the eligible families.

- I'm able to view the information of all of those who signed up for the program.

**User Story 17 (US17):**

As an IT admin, I want a convenient, request-for-maintenance access portal that allows me to report a technical issue then assign it with both a risk-probability level and a risk-impact level so that the system gets maintained within the targeted response time.

- The request ticket is generated automatically with a random, serialized ticket number.
- I should be able to fill in every field (to be labeled with asterisks) associated with the issue(s) I'm experiencing.
- I should be able to send my request successfully by hitting the 'submit' button on the portal.

**User Story 18 (US18):**

As an IT admin, I want a site that is not vulnerable to common exploits so that I can visit every page on the sitemap securely.

- The site takes into account security measures of preventing SQL injections.
- Stored variables are used so private information isn't displayed in the address bar.
- Cookies and cached information are used for the duration of the visit.

**User Story 19 (US19):**

As an IT admin, I want at least three options for formatting user data so that I can select the best approach to clean the data before aggregating them and sending them to participating organizations.