

Week-06

Organize role play for requirement activities

Participants

Prakruthi

Ragini

Role play script:

Prakruthi: Hey Ragini, have you applied for your ration card yet?

Ragini: No, I've been meaning to, but I haven't had the time. How do I do it?

Prakruthi: You can apply through Karnataka One Services. It's really easy!

Ragini: Okay, cool! What do I need to do?

Prakruthi: First, you need to download the Karnataka One Services app or visit their website.

Ragini: Done! What's next?

Prakruthi: Next, you need to click on "Apply for Services" and select "Ration Card".

Ragini: Okay, got it! What documents do I need to upload?

Prakruthi: You'll need to upload your Aadhaar card, income certificate, and residence proof.

Ragini: Alright! And how do I pay the application fee?

Prakruthi: You can pay online using your credit/debit card or net banking.

Ragini: Cool! Thanks for guiding me through this,Prakruthi!

Prakruthi: No problem, happy to help!

App requirements

- Easy Registration:
- Service Catalog:
- Personalized Dashboard:
- Simple Navigation:
- Accessibility Features:
- Notification System:
- Feedback Mechanism:
- Security and Data Privacy:

2. Identify a problem and prepare requirement document or epic and user stories

Problem faced by Karnataka one service

Epic: Karnataka one services

1. Difficulty in finding services: Citizens may struggle to find the services they need due to a lack of awareness or unclear categorization.
2. Complex application process: The application process for government services may be cumbersome, leading to frustration and abandonment.
3. Limited payment options: Citizens may face difficulties in making payments due to limited payment options or technical issues with the payment gateway.
4. Inability to track application status: Citizens may not be able to track the status of their applications, leading to uncertainty and anxiety.
5. Language barriers: Citizens who are not fluent in the dominant language of the platform (e.g., English or Kannada) may face difficulties in accessing services.
6. Technical issues: Citizens may experience technical issues such as slow loading times, errors, or downtime, which can prevent them from accessing services.

User stories

User story

User Stories1: User Registration

Tasks:

- ☐ Create user registration form
- ☐ Validate user credentials
- ☐ Send verification email
- ☐ Activate user account

User story 2: Service Catalog

Tasks:

- ☐ Create service catalog page
- ☐ List available government services
- ☐ Provide service descriptions and eligibility criteria

User story 3: Service Application

Tasks:

- ☐ Create service application form
- ☐ Validate user input
- ☐ Attach required documents
- ☐ Submit application

User story 4: Application Tracking

Tasks:

- ☐ Create application tracking page
- ☐ Display application status
- ☐ Provide updates on application processing

User story 5. Payment Gateway

Tasks:

- ☐ Integrate payment gateway
- ☐ Validate payment information
- ☐ Process payment
- ☐ Provide payment receipt

User Story 6: Search and Filter Services

Tasks:

- ☐ Search Bar Design

- ☐ Filter Option Implementation
- ☐ Search Algorithm Development
- ☐ Search Functionality Testing

User Story 7: Service Application Status Updates

Tasks:

- ☐ Status Update Design
- ☐ Notification System Implementation
- ☐ Application Tracking Integration
- ☐ Notification System Testing

User Story 8: Online Payment History

Tasks:

- ☐ Payment History Design
- ☐ Payment Data Development
- ☐ Payment History Implementation
- ☐ Payment History Testing

User Story 9: Service Feedback Mechanism

Tasks:

- ☐ Feedback Form Design
- ☐ Feedback Submission Implementation
- ☐ Feedback Analysis Development
- ☐ Feedback System Testing

User Story 10: Multi-Language Support

Tasks:

1. Language Selection Design
2. Language Translation Implementation
3. Multilingual Support Development
4. Language Support Testing

3. Configure JIRA for the managing the project to solve the identified problem

Backlog

Projects

Batch06 ...

Summary Timeline **Backlog** Board Forms Code Archived issues Pages Shortcuts +

Q Search backlog

Batch06 Sprint 1 2 Mar – 13 May (18 issues)

	0	0	0	Complete sprint
BAT-1 user Registration	TO DO			
BAT-2 create user registration form	TO DO			
BAT-3 validate user credentials	TO DO			
BAT-4 send verification email	TO DO			
BAT-5 activate user account	TO DO			

Board

Projects

Batch06 ...

Summary Timeline Backlog **Board** Forms Code Archived issues Pages Shortcuts +

Q Search board

Type 1 Sprint 1 Clear filters

TO DO 1 OF 20

Service Application

BAT-11

+ Create issue

IN PROGRESS 2 OF 15

service catalog

BAT-6

Application Tracking

BAT-15

DONE 1 OF 13 ✓

user Registration

BAT-1 ✓

Batch06

Search backlog



Epic

Type

Batch06 Sprint 1 2 Mar – 13 May (18 issues)

0 0 0 Complete sprint

BAT-1	user Registration	+ Epic	DONE	-	
BAT-2	create user registration form		IN PROGRESS	-	
BAT-3	validate user credentials		DONE	-	
BAT-4	send verification email		DONE	-	
BAT-5	activate user account		TO DO	-	
BAT-6	service catalog		IN PROGRESS	-	
BAT-7	create service catalog page		TO DO	-	
BAT-8	Validate user credentials		IN PROGRESS	-	

Summary

Projects

Batch06

Summary Timeline Backlog Board Forms Code Archived issues Pages Shortcuts

14 completed
in the last 7 days

50 updated
in the last 7 days

0 due soon
in the next 7 days

0 overdue
in the last 7 days

Status overview

Get a snapshot of the status of your issues. [View all issues](#)



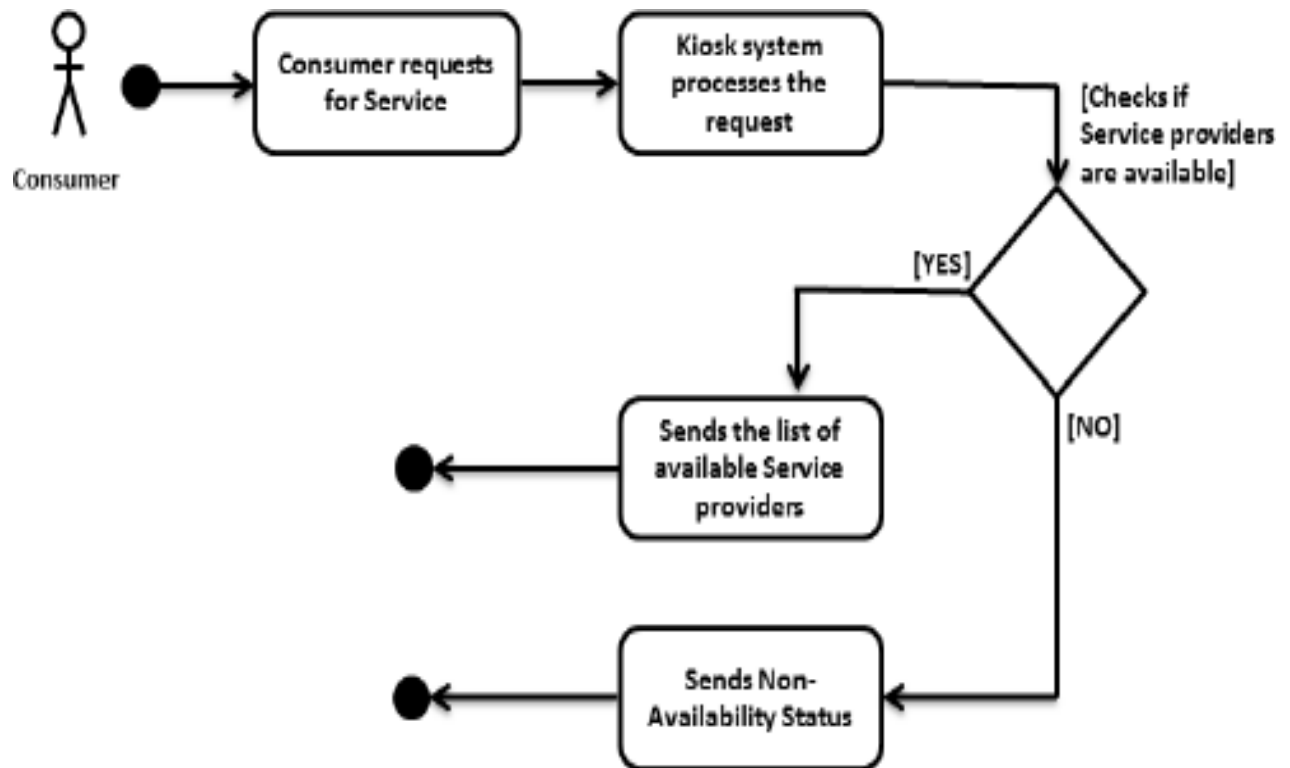
Recent activity

Stay up to date with what's happening across the project.

Today

- prakruthiprkruthi683 changed the Status from To Do to Done on BAT-3: validate user credentials **DONE** 6 minutes ago
- prakruthiprkruthi683 changed the Status from In Progress to To Do on BAT-11: Service Application **TO DO** 8 minutes ago
- prakruthiprkruthi683 changed the Status from To Do to Done on BAT-4

3. Draw UML diagram for given user case



Week 07

1. Create detailed user stories for the identified problem

Epic : Karnataka one services

Problem 1: Difficulty in finding services

User Story: As a citizen, I want to easily find the government services I need on the Karnataka One portal so that I can access them quickly

Acceptance Criteria:

1. The system displays a search bar on the homepage.
2. The search bar allows citizens to search for services by name ,category, or keyword.
3. The system displays a list of relevant search results with clear and concise service descriptions.

Problem 2: Complicated application process

User Story: As a citizen, I want to apply for government services quickly and easily on the Karnataka One portal so that I can save time and effort.

Acceptance Criteria:

1. The system displays a simple and intuitive application form.
2. The application form is divided into logical sections with clear instructions.
3. The system allows citizens to save and resume applications at a later time.

Problem 3: Limited payment options

User Story: As a citizen, I want to pay for government services using my preferred payment method on the Karnataka One portal so that I can complete the application process.

Acceptance Criteria:

1. The system integrates multiple payment gateways (e.g., credit/debit card, net banking, UPI).
2. The system displays clear and concise payment instructions and fees.

Problem 4: Inability to track application status

User Story: As a citizen, I want to track the status of my applications on the Karnataka One portal so that I can stay informed about the progress.

Acceptance Criteria:

1. The system displays a tracking page with clear and concise application status updates.
2. The system sends automated email/SMS notifications for application status updates.
3. The system allows citizens to view application history and updates.

Problem 5: Language barriers

User Story: As a citizen, I want to access government services on the Karnataka One portal in my preferred language so that I can easily understand and use the services.

Acceptance Criteria:

1. The system translates service content into multiple languages.
2. The system implements a language toggle feature.
3. The system displays clear and concise language options.
4. The system updates language preferences in real-time.

Problem 6: Technical issues

User Story: As a citizen, I want to access government services on the Karnataka One portal without experiencing technical issues so that I can complete the application process.

Acceptance Criteria:

1. The system conducts regular technical audits.
2. The system implements a robust and scalable infrastructure.
3. The system conducts regular security testing.
4. The system updates software and plugins regularly.

2. Organize and play planning poker to decide on user points:

Planning Poker is a popular agile estimation technique used by teams to estimate the relative complexity of tasks, user stories, or features. It's a fun and collaborative way to estimate effort, time, or complexity.

Planning Poker on User Story:

Planning Poker on User Story is a collaborative estimation technique used in Agile software development to estimate the effort required to complete a specific User Story. Team members anonymously select cards with numerical values to represent their estimates, and then discuss and reconcile any discrepancies to arrive at a consensus estimate for the User Story.

Estimation	User pointer
Registration for Karnataka-1 service	5
Services catalog	8
Service Application	10
Application Tracking	6
Payment Gateway	12
Search and Filter Services	8
Service Application Status Updates	4
Online Payment History	6
Service Feedback Mechanism	5
Multi-Language Support	10

Reasons for the user pointer and estimation

1. User Registration - Reason: User registration is necessary to create a personalized account, allowing users to access and manage their services.
Estimation: 5 points (Complexity: Medium, Priority: High)
2. Service Catalog - Reason: A service catalog provides users with a comprehensive list of available services, enabling them to browse and select services that meet their needs
-Estimation: 8 points (Complexity: High, Priority: High)
3. Service Application - Reason: Service application enables users to request services, providing necessary details and documentation.
Estimation: 10 points (Complexity: High, Priority: High)
4. Application Tracking - Reason: Application tracking allows users to monitor the status of their service applications, ensuring transparency and accountability. –
Estimation: 6 points (Complexity: Medium, Priority: Medium)

5. Payment Gateway - Reason: A payment gateway enables users to securely pay for services online, streamlining the payment process.

Estimation: 12 points (Complexity: High, Priority: High)

6. Search and Filter Services - Reason: Search and filter services enable users to quickly find specific services, reducing the time and effort required to browse the service catalog.

- Estimation: 8 points (Complexity: High, Priority: Medium)

7. Service Application Status Updates - Reason: Service application status updates keep users informed about the progress of their applications, ensuring they are aware of any changes or updates.

- Estimation: 4 points (Complexity: Low, Priority: Medium)

8. Online Payment History - Reason: Online payment history allows users to view their past payments, enabling them to track their expenses and manage their finances.

Estimation: 6 points (Complexity: Medium, Priority: Medium)

9. Service Feedback Mechanism - Reason: A service feedback mechanism enables users to provide feedback on the services they have received, helping to improve the overall quality of services.

- Estimation: 5 points (Complexity: Medium, Priority: Medium)

10. Multi-Language Support - Reason: Multi-language support enables users who speak different languages to access and use the platform, increasing its accessibility and usability.

Estimation: 10 points (Complexity: High, Priority: Medium)