IT314 : Software engineering

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Project Title - Crowd Powered Smart Complaint Management System

Group - 6

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(a) Identification of Stakeholders and End Users

Stakeholders:
1. Product Owner – defines vision, manages backlog.
2. Scrum Master – ensures agile practices are followed.
3. Development Team – designers, coders, testers.
4. Management – provides budget, resources.
5. End Users – actual users of the system/product.
6. Support Team – maintenance, deployment team.

End Users:
- Students (if academic project)
- Faculty/Staff (if institutional project)
- External clients/customers (if product-based)

(b) Identification of Elicitation Techniques (with Justification)

Stakeholder	Technique	Justification
Product Owner	Interview	Clear vision, deep insights.
Scrum Master	Workshops/Brainstorming	Helps align team and practices.
Developers	Observation + Document Analysis	Understand existing system, feasibility.
End Users	Surveys + Focus Groups	Capture usability and real needs.

Management	Questionnaires/Meetings	High-level goals, budget, policies.

(c) Apply Elicitation Techniques – Requirements

Functional Requirements:
- User authentication and login.
- Create, view, and update records (depending on system).
- Notifications/alerts for important actions.

Non-Functional Requirements:
- System must respond in < 2 seconds.
- Secure with role-based access.
- Mobile and web accessibility.

Domain Requirements:
- Compliance with institutional or industry standards.
- Data retention policies.
- Integration with existing tools.

(d) Write User Stories (Product Backlog)

Example User Stories:
1. As a student, I want to register/login so that I can access my personalized dashboard.
2. As a faculty, I want to upload reports so that students can track progress.
3. As a system admin, I want to manage user roles so that data security is ensured.
4. As a user, I want notifications so that I don’t miss deadlines.

Acceptance Criteria (Back of Card):
- Login must support email + password.
- Faculty uploads must be < 20 MB and in PDF/Doc format.
- Admins can create/edit/delete accounts.
- Notifications visible on dashboard + sent by email.

(e) Create EPICs in the Form of Sprints

Epic 1: User Management
- Sprint 1: Authentication, role assignment.
- Sprint 2: Profile management.

Epic 2: Core Functionality
- Sprint 1: Uploading/viewing records.
- Sprint 2: Notifications + search.

Epic 3: Admin & Support
- Sprint 1: Admin panel.
- Sprint 2: Reports & analytics.

(f) Identify and Resolve Conflicts

Conflict 1: End users want simple login (Google sign-in), but management prefers secure institution-based login.
Resolution: Provide both options, but enforce institution login as mandatory for sensitive actions.

Conflict 2: Developers propose 3-month timeline, management wants 1-month.
Resolution: Negotiate phased delivery → MVP in 1 month, full features later.

(g) Sprint 1 – Process of Development (Concept Poster)

Sprint 1 Tasks:
- Implement login & authentication.
- Setup database schema.
- Build product backlog .
- Prepare UI wireframes for dashboard.

Sprint 1 Concept Poster (Visual Guide):
- Title: Sprint 1 – Authentication & Setup
- Goals: Basic working prototype, secure login.
- Duration: 2 weeks.
- Deliverables: Login module, DB setup, UI mockup.
- Tools: GitHub, Figma, VS Code, MySQL.