**ONE STOP MANAGEMENT SYSTEM**

**ITERATION-0**

**Problem Statement:**

**Product Backlog:**

User Story:

As the One Stop Admin,

I want to issue transcripts to students including department details, CGPA, grades, duration, and photograph so that they can use it whenever it is needed.

So that they are able to view the details.

Acceptance Criteria:

Given: The One Stop Admin has access to student records and transcripts.

When: The One Stop Admin initiates the transcript issuance process for a student.

* Then: The transcript includes the following details: department details, CGPA, grades, duration, and photograph.
* And: The transcript is generated accurately and is accessible to the student for immediate use.
* As the OneStop Admin
* I want to view all degree issuance requests generated per day.
* So that I am able to to process those requests.
* Acceptance Criteria:
* Given: I am logged into the system as the admin.
* When: I access the degree issuance request dashboard.
* Then: I can see a list of all degree issuance requests generated per day.
* And: Each request includes relevant details such as student name, degree program, and date of request.
* As the OneStop Admin
* I want to track pending and processed degree issuance requests.
* So that I am able to proceed with the pending and delayed requests.
* Acceptance Criteria:
* Given: The Admin has access to the degree issuance tracking system.
* When: The Admin logs into the system.
* Then: The Admin can view a list of pending degree issuance requests.
* And: The Admin can view a list of processed degree issuance requests.
* As the OneStop Admin
* I want to track the time taken by each department to process degree issuance requests.
* So that I know which departments need more time to focus on.
* Acceptance Criteria:
* Given: The degree issuance request system is operational.
* When: A degree issuance request is submitted by a department.
* Then: The system records the timestamp when the request was received.
* And: The system calculates and stores the time taken by each department to process the degree issuance request.
* As the OneStop Admin
* I want to track the activity of each degree issuance request, including stages like pending, processing, and delivery.
* So that I can I am aware of the request’s status.
* Acceptance Criteria:
* Given: The Admin has access to the degree issuance tracking system.
* When: A degree issuance request is submitted.
* Then: The system updates the status of the request to "pending" and logs the timestamp.
* And: The system transitions the status to "processing" when the request is being processed.
* And: The system updates the status to "delivery" once the degree is delivered to the requester.
* As a student
* I want to be able to raise concerns or questions regarding my degree issuance process.
* So that I am able to forward my complains and concerns .
* Acceptance Criteria:
* Given: The student is enrolled in a degree program.
* When: The student accesses the degree issuance platform.
* Then: The platform provides a clear option to raise concerns or questions.
* And: The student receives acknowledgment of their concern/question within 48 hours.
* As a student
* I want to receive timely updates on the progress of my degree issuance request.
* So that I know what is the status of my request and how much time will it take .
* Acceptance Criteria:
* Given: The student has submitted a degree issuance request.
* When: Updates are available regarding the progress of the request.
* Then: The student receives timely notifications via email or a dedicated portal.
* And: The updates include stages completed, expected timeline, and any pending requirements.

As the OneStop Admin:

· I want to track the time taken to process each degree issuance request

· So that I can optimize the efficiency of the process.

Acceptance criteria:

Given: A degree issuance request is submitted.

When: The request is processed and decision is made.

Then: The time taken for each stage is recorded and available for analysis.

As the OneStop Admin

· I want to review and provide decisions on degree issuance requests, including acceptance, rejection, or raising objections

· So that I can ensure the accuracy and integrity of degree issuance.

Acceptance criteria:

Given: A degree issuance request is under review.

When: The Admin evaluates the request.

Then: The department either accepts the request, rejects it with reasoning provided, or raises objections for further clarification.

As the OneStop Admin:

· I want to receive notifications when a student requests degree issuance

· So that I can initiate the review process promptly.

Acceptance criteria:

Given: The student submits a degree issuance request.

When: The request is successfully submitted.

Then: The admin receives a notification via email or internal messaging system.

. As a student:

· I want to receive my degree once it has been processed and approved

· So that I can have official documentation of my achievement.

Acceptance criteria:

Given: The degree issuance request has been approved.

When: The degree is ready for delivery.

Then: The degree is dispatched to the student's designated address within the specified timeframe.

As a student:

· I want to receive notifications regarding the status of my degree issuance request

· So that I can stay updated without having to check manually.

Acceptance criteria:

Given: The user has opted in for notifications.

When: There is a change in the status of their degree issuance request.

Then: The user receives a notification via email or SMS indicating the updated status.

As a student:

· I want to track the progress of my degree issuance request, including stages like pending, processing, and delivery

· So that I stay informed about its status.

Acceptance criteria:

Given: The user is logged into their student portal.

When: The user navigates to the degree issuance tracking page.

Then: The current status of their request (pending, processing, delivered) is displayed.

As a student:

· I want to submit a degree issuance form online

· So that I can streamline the process.

Acceptance criteria:

Given: The user is on the degree issuance form submission page.

When: The user fills out the form with all required information and submits it.

Then: The form is successfully submitted, and a confirmation message is displayed. And: The form submission is not allowed until a valid email format is provided.

As a student:

* I want to have a complaint form available in case of any spelling mistakes or errors on my degree
* So that I can rectify any inaccuracies efficiently.

Acceptance criteria:

Given: The user is on the complaint form page.

When: The user fills out the form specifying the errors found on their degree.

Then: The complaint is successfully submitted, and a confirmation message is displayed.

1. As the OneStop Admin:

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· So that I can optimize the efficiency of the process.

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Then: The complaint is successfully submitted, and a confirmation message is displayed.

As the OneStop Admin :

· I want to be able to create new user accounts

· So that employees could have access to the system.

Acceptance criteria :

Given : I logged in to the system as an admin

When: I move to the user management section

Then : I could get an option to create new account.

As a registered user of one stop management system,As

I want to access dashboard ,

So that I can view an overview of all the key metrics.

Acceptance criteria :

Given that I am a registered user,

When I log in to the System,

Then I should go to the dashboard page.

**Sprint Backlog:**

Implementing User Story: "As the One Stop Admin, I want to issue transcripts to students including department details, CGPA, grades, duration, and photograph."

Develop functionality to access student records and generate transcripts.

Ensure accurate inclusion of department details, CGPA, grades, duration, and photograph in transcripts.

Test transcript generation process and ensure accessibility to students.

Implementing User Story: "As the OneStop Admin, I want to view all degree issuance requests generated per day."

Create a dashboard to display daily degree issuance requests.

Include features to list student name, degree program, and request date.

Verify functionality to ensure accurate data representation.

Implementing User Story: "As the OneStop Admin, I want to track pending and processed degree issuance requests."

Develop tracking system for pending and processed degree issuance requests.

Implement user interface for admin to view lists of pending and processed requests.

Implementing User Story: "As the OneStop Admin, I want to track the time taken by each department to process degree issuance requests."

Integrate timestamp recording and calculation feature for department processing times.

Ensure accurate tracking and storage of processing durations for analysis.

Implementing User Story: "As the OneStop Admin, I want to track the activity of each degree issuance request, including stages like pending, processing, and delivery."

Develop system to log request status transitions (pending, processing, delivery) with timestamps.

Verify accurate status updates and logging functionality.

Implementing User Story: "As a student, I want to be able to raise concerns or questions regarding my degree issuance process."

Implement feature for students to raise concerns or questions.

Ensure acknowledgment within 48 hours of concern/question submission.

Implementing User Story: "As a student, I want to receive timely updates on the progress of my degree issuance request."

Develop notification system for students to receive updates via email or portal.

Include information on stages completed, expected timeline, and pending requirements in notifications.

Roles:

Product Owner: Humna Shafique

Scrum Masters: Muskan Imran, Aqsa Rashid

Development Team: Ayesha Sajid

**Roles:**

· Product Owner:

Humna Shafique takes on the critical role of product owner, responsible for curating and managing the product backlog. With a keen eye for business values, she prioritizes backlog items to ensure alignment with strategic objectives.

· Scrum Masters:

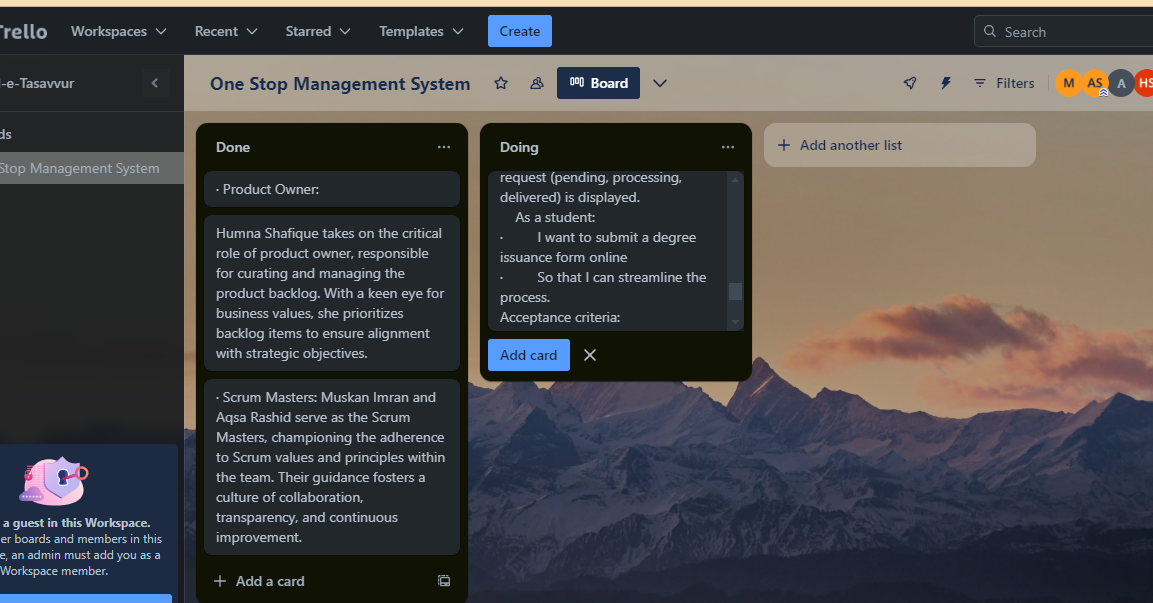
Muskan Imran and Aqsa Rashid serve as the Scrum Masters, championing the adherence to Scrum values and principles within the team. Their guidance fosters a culture of collaboration, transparency, and continuous improvement.

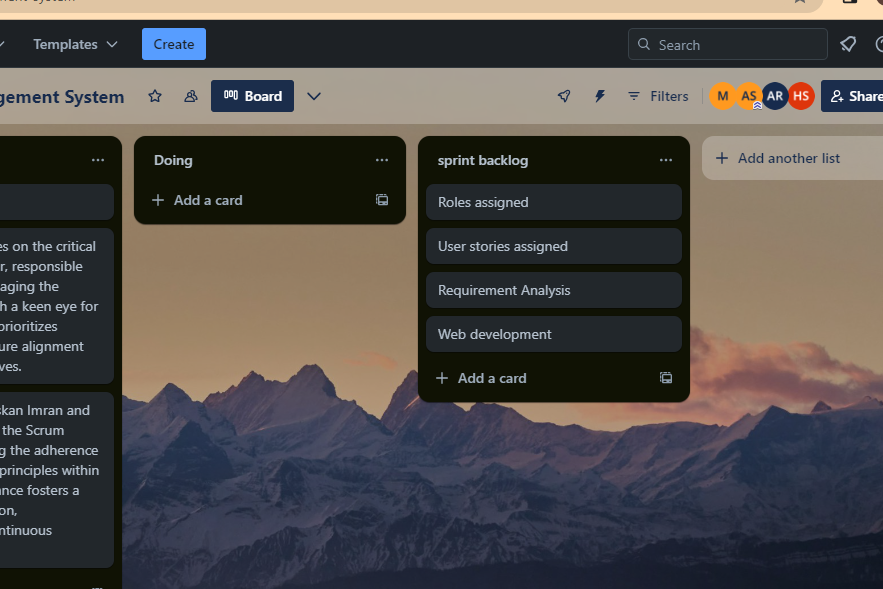
· Development Team:

Ayesha Sajid is an integral member of the development team, collaborating closely with the product owner to refine requirements and make informed decisions on backlog prioritization. Her contributions ensure the delivery of valuable outcomes that meet stakeholder needs.

**Github Repository and Screenshots:**

**Snapshot of Trello:**

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