PETS-R-US PROJECT ESTIMATION

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WEB-320

MILESTONE 1

Product Owner Perspective:

1. As an administrator, I need the ability to track the number of current appointments at any given time, so I can gauge the success of the program.
2. As an administrator, I need the ability to view the number of past appointments as well as information about them, so I can gauge the success of the program.
3. As an administrator, I need the ability to receive daily reports on the number of appointment for that day and that week, so I can gauge the success of the program.
4. As an administrator, I need the ability to be notified when there is a large increase or decrease in appointment registrations, so I can figure out the issue or why there is a large change.
5. As an Administrator, I need the ability to control employee access to user information so that support staff can receive appropriate privileges or have them revoked.

UI/Designer Perspective:

1. As a User I need to be able to schedule future appointments, so I can have my dog groomed.
2. As a User, I need to be able to change my future appointment so that if something comes up I can get my dog groomed at a later date (or earlier).
3. As a User, I need to be able to view past appointments so that I have a record of them for billing purposes.
4. As a User, I need to be able to contact someone in case I have trouble scheduling an appointment.
5. As a User, I need to be able to add information about my dog so that the staff can prepare for any needs in advance.

Technical Support Perspective:

1. As a Help Desk Agent, I need the ability to create new appointments so that I can assist a user in case a user is unable to.
2. As a Help Desk Agent, I need the ability to cancel future appointment so that I can assist a user in case the user is unable to.
3. As a Help Desk Agent, I need the ability to send a customer a copy of past appointments and details so that I can assist a user in case the user is unable to access them.

4. As a Help Desk Agent, I need the ability to prevent users from scheduling future appointments so that I can stop abuse of the system.
5. As a Help Desk Agent, I need the ability to view unresolved support tickets so that I can begin working on them.

Assumptions:

– The biggest assumption I made was that there is already a system for users that works with the rest of the site. This would include things like signing up for accounts, support for accounts, etc.
– I assumed that the administrator would have most of the control over the service meaning that they can grant permissions to help desk staff.

MILESTONE 2

6 Tasks for UI/Designer + Developer User Story #1:

1. Create GUI mockup and wireframe
2. Create user storyboard and flow
3. Build DB structure for available holding dates + reservations
4. Implement GUI
5. Implement client-side code for displaying available dates
6. Implement server-side code for handling reservation requests

5 Tasks for Technical Support User Story #2:

1. Create a GUI mockup and wireframe of support screen
2. Create user storyboard for help desk users
3. Implement support screen GUI.
4. Implement client-side code for removing appointments and making them available for others.
5. Implement server-side code for handling the removal of reservations.

MILESTONE 3

Stories	Tasks	Hours	Points	Notes
Tasks for UI/Designer + Developer User Story #1	Create GUI mockup and wireframe	4	4	
	Create user storyboard and flow	3	4	
	Build DB structure for available holding dates + reservations	15	10	
	Implement GUI	8	9	
	Implement client-side code for displaying available dates	5	4	Does not include authentication or user management code
	Implement server-side code for handling reservation requests	8	6	Does not include authentication or user management code
Summary		43 hours	37 points	
Tasks for Technical Support User Story #2	Create a GUI mockup and wireframe of support screen	4	4	
	Create user storyboard for help desk users	3	4	
	Implement support screen GUI.	10	9	
	Implement client-side code for removing appointments and making them available for others.	7	8	Does not include authentication or user management code
	Implement server-side code for handling the removal of reservations.	6	8	Does not include authentication or user management code
Summary		30 hours	33 points	
Total Summary		73 hours	70 points	

Can these two stories be completed in a single two-week sprint?

Hours of work per day per employee*	4 hours
Run over allowance (time)	+ 10%
Total hours needed (with runover)	80 hours
Hours available per person per sprint**	40 hours

# of Project Members	Hours Available	Runover	Can it be completed?
1	40	40	No
2	80	0	Likely
3	120	–40	Yes
4	160	–80	Yes

* The number of *productive* hours spent solely on the project and not other tasks such as emailing or working on other projects. Taken from personal experience and experience given on r/WebDev

**Considers a sprint two weeks with 5-day work weeks. Uses the above hours per day figure.

Other thoughts on completing this sprint:

Two people could likely knock out these two user stories in two weeks. But the one issue they may run into is that one group, either the designers or developers, will have more work than the other when it comes to their expertise. If the other person does not have the skills to assist the other with their work, their may be runover. I suggest putting at least 3 people on this sprint to ensure that the work is completed on time.