Actors. User Stories.

This artefact contains the specification of all actors that interact with the system and their respective *user stories* as an agile documentation of the project requirements. This section pretends to illustrate the communication between actors (with *case diagrams*) and describe the potential interactions from users with the system – *user stories*.

1. Actors

An actor is a person, organization, or external system that plays a role in one or more interactions with a system. Actors may inherit from another actors and are never part of the system that is being modeled (Ambler, 2004). An action performed by an actor implies a response from the system. For **CityFix** system let's consider the following actors represented in Figure 1 (Annex 1) and described in Table 1.

Table 1 - Actors Description

Identifier	**Description**	**Example**
User	Generic user; may access to public information (tickets, entities contacts, problems solved, etc.)	n/a
Visitor	Unauthenticated user; may register or log into the system.	n/a
Authenticated	Authenticated user; may logout from the system, edit his profile or recover his password.	joesteves
Poster	Authenticated user; may upload, vote and associate an entity to a ticket.	tmiranda
Moderator	Authenticated user; responsible for ticketing management (validate its content, share information with the competent entity that's going to solve the problem, assign extra points to users based on the points system, etc.)	cris92
Entity	Authenticated user; responsible for retrieving information from the applied tickets and updating the current tickets' state.	cmp
Administrator	Authenticated user; responsible for users management, system security and data integrity.	admin
Google API	External API which will be used to detect the user's geographical localization.	gmaps

2. User Stories

An user story is a high-level definition of a requirement, containing all the enough information to make it possible to produce a reasonable estimate of the effort to implement it (Ambler, 2004). The description of a potential interaction from an user with the system focuses the behaviour requirements, rather than design aspects. Usually, an user story is described by the following template (Cohn, 2004):

As a (role) I want (something) so that (benefit).

For **CityFix** system, let's consider the following *user stories* described on the tables below, based on the above template.

2.1 User

Table 2 – User

Identifier	Name	Priority	Description
US001	Search	High	As an User I want to search all public information (user and entity profiles, etc.) so that I can know who I should contact if there is a problem near my location.
US002	View Ticket	High	As an User I want to view a ticket's content so that I can know if there is a problem near my location and what actually happened.

2.2 Visitor

Table 3 - Visitor

Identifier	Name	Priority	Description
US101	Login	High	As a Visitor I want to login into the system so that I can have access to restricted information.
US102	Register	High	As a Visitor I want to register myself so that I can upload new tickets.
US103	Password Recovery	High	As a Visitor I want to recover my authentication credentials so that I can access the platform if I forget my password or username.

2.3 Authenticated

Table 4 - Authenticated

Identifier	Name	Priority	Description
US201	Logout	High	As an Authenticated I want to be able to logout from the system so that I can terminate my session correctly.
US202	Profile	High	As an Authenticated I want to edit my profile so that I can change my basic information and authentication credentials.
US203	Password Recovery	High	As a Visitor I want to recover my authentication credentials so that I can access the platform if I forget my password or username.

2.4 Poster

Table 5 - Poster

Identifier	Name	Priority	Description
US301	Add Ticket	High	As a Poster I want to submit a ticket to the system so that I can show that there's a problem near my location.
US302	Edit Ticket	High	As a Poster I want to edit a ticket in the system so that I can update its information.
US303	Remove Ticket	High	As a Poster I want to remove a ticket so that I can hide its content from the public.
US304	Associate Ticket	High	As a Poster I want to associate a ticket to an entity so that it helps to solve a problem.
US305	Manual Location	High	As a Poster I want to manually add a location so that I can add a ticket after a situation when I didn't have internet connection.
US306	Automatic Location	High	As a Poster I want the system to automatically detect my location so that I don't have to add it manually.
US307	Vote	High	As a Poster I want to vote on a ticket so that I can contribute to the truthfulness of that ticket and its respective user.
US308	Access Tickets	High	As a Poster I want to access to problems on my location so that I know what's happening near me.
US309	List Tickets	High	As a Poster I want to have access to a list of my submitted tickets so that I can keep track of their status.
US3010	Associate Image to Ticket	High	As a Poster I want to associate an image to a ticket so that an user or entity can easily detect what's happening on that location.

2.5 Moderator

Table 6 - Moderator

Identifier	Name	Priority	Description
US401	Validate Tickets	High	As a Moderator I want to validate tickets so that an entity can solve the problem.

2.6 Entity

Table 7 - Entity

Identifier	Name	Priority	Description
US501	Edit Information	High	As an Entity I want to edit my information so that I can provide the latest data to the active users.
US502	Change Ticket State	High	As an Entity I want to change a ticket's state so that an active user may know the current state of that specific problem.

2.7 Administrator

Table 8 - Administrator

Identifier	Name	Priority	Description
US601	Manage Users	High	As an Administrator I want to manage users so that I can delete or mute an user if necessary.
US602	Manage Content	High	As an Administrator I want to manage the system's content so that whenever a change is necessary, there is permission to do so.
US602	Daily Statistics	Low	As an Administrator I want to get daily statistics about the website's visits so that I can know the time when the server is busier.

3. User Interfaces

The user interface design process goal is to produce a user interface which makes it easy (self explanatory), efficient and enjoyable (user friendly) to operate in the way which produces the desired result.

Bibliography

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Cohn, M. (2004). *User Stories Applied: For Agile Software Development* (3rd Edition). Chicago: Addison-Wesley Professional.

Raymond, E. S., & Landley, R. W. (2004). *The Art of Unix Usability.* Pearson Education, Inc.

Annexes

Annex 1

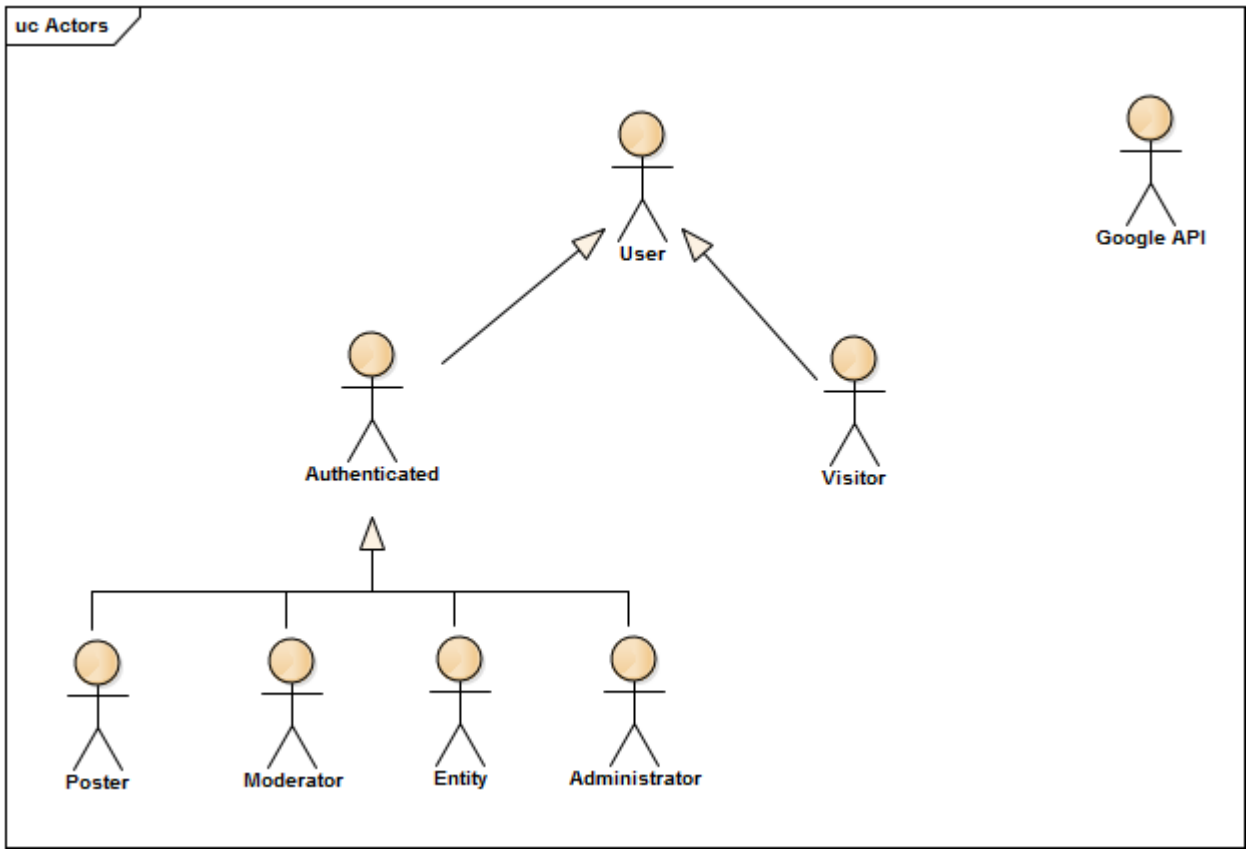

Figure 1 - Actors