**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 and upload, vote and associate an entity to a ticket. | joesteves |
| 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.

# **Bibliography**

Ambler, S. (2004). *The Object Primer* (3rd Edition). Cambridge: Cambridge University Press.

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

**Annexes**

**Annex 1**

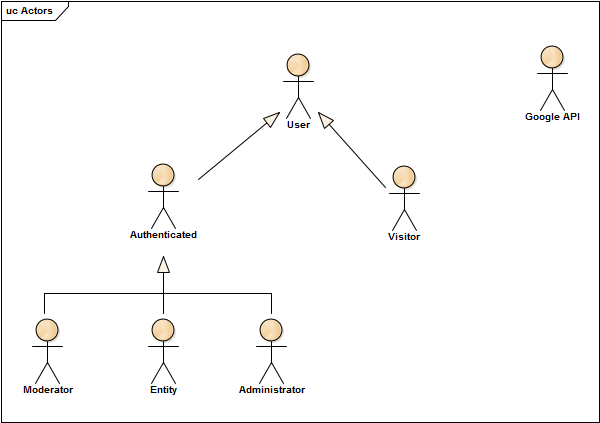


Figure 1 - Actors