Scenario 2

The University of Pretoria is in the process of enhancing its current e-student system. SIA was awarded the RFP and has now sent you as a BA on-site to gather the relevant acceptance criteria so that Sia's development team can start developing the enhancements.

Use the Agile development methodology to support your answers below.

REQUIREMENTS			
RFP REQUIREMENTS NO	**RFP REQUIREMENTS DESCRIPTION**	**USER STORY DESCRIPTION**	**ACCEPTANCE CRITERIA**
1	Students can purchase monthly parking passes online.	As a student, I want to be able to purchase monthly parking passes online so that I can conveniently secure parking for my vehicle on campus.	Students should be able to see available parking options and their corresponding prices.
2	Students want to view their exam schedules and results online.	As a student, I want to access my exam schedules and results online so that I can plan my study schedule and track my academic progress.	Students should be able to view their exam results for each course after they are released by the university.
3	Students want to buy monthly food vouchers for the canteen.	As a student, I want to purchase monthly food vouchers for the canteen so that I can enjoy discounted meals and save money on campus dining.	The system should allow students to select the quantity and value of food vouchers they wish to purchase.
4	Students want to buy monthly food vouchers for the canteen.	As a student, I want to participate in group chats for collaboration with my classmates so that we can discuss assignments, projects, and study together.	The system should allow students to create and join group chats based on their courses or study groups.
5	Students want to pay their res fees online via their profile.	As a student, I want to pay my residence fees online through my profile so that I can easily manage my accommodation expenses and avoid manual payment processes.	The system should display the current residence fees owed by the student.

Questions

1. Detail in point form the process you would follow to gather the information you need to detail the user stories and acceptance criteria.

1. Kick-off Meeting

- Schedule a kick-off meeting with stakeholders including representatives from the University of Pretoria, SIA, and relevant end users (students).
- Introduce the project objectives and Agile methodology.
- Discuss the scope, timeline, and expectations.

2. Stakeholder Interviews

- Conduct interviews with key stakeholders including university administrators, IT personnel, and students.
- Ask open-ended questions to understand their needs, pain points, and priorities related to the e-student system enhancements.
- Document their feedback and insights.

3. Observation and Job Shadowing

- Spend time observing students using the current e-student system in their natural environment (e.g., campus, dormitories).
- Shadow students as they navigate through the system, pay attention to their interactions, challenges, and preferences.
- Take notes on their behaviour and usage patterns.

4. Surveys and Questionnaires

- Create surveys or questionnaires to gather feedback from a larger sample of students.
- Include questions about their experiences with the current system, their expectations for improvements, and specific features they would like to see.
- Analyse the survey responses to identify common themes and priorities.

5. User Story Mapping Workshop

- Facilitate a user story mapping workshop with stakeholders to collaboratively identify and prioritize user stories.
- Use techniques like affinity mapping to group related user tasks and activities.
- Discuss the desired outcomes and success criteria for each user story.

6. Persona Development

- Create user personas based on the information gathered from interviews, observations, and surveys.
- Define fictional characters representing different types of students with varying needs, goals, and behaviours.
- Use personas to empathize with users and tailor user stories to their specific needs.

7. Backlog Refinement Sessions

- Schedule regular backlog refinement sessions with the development team and stakeholders to review and refine user stories.
- Break down large user stories into smaller, actionable tasks.
- Discuss acceptance criteria for each user story to ensure clarity and alignment on what constitutes successful completion.

8. Prototyping and Feedback

- Develop prototypes or wireframes of the proposed system enhancements.
- Share prototypes with stakeholders and end users to gather feedback and validate assumptions.
- Iterate on the designs based on the feedback received.

9. Prioritization and Road mapping

- Collaborate with stakeholders to prioritize user stories based on business value, feasibility, and urgency.
- Create a product roadmap outlining the planned enhancements and their release schedule.
- Ensure alignment between project goals and stakeholder expectations.

10. Continuous Feedback Loop

- Maintain open communication channels with stakeholders throughout the development process.
- Gather feedback iteratively as the system evolves.
- Adjust user stories and acceptance criteria based on new insights and changing requirements.

2. Detail the questions you would ask the customer to get the needed information for the user stories and acceptance criteria related to RFP Requirement No. 1 (Students can purchase monthly parking passes online), I would ask the following questions.

1. Parking Pass Details

- Can you provide details about the types of parking passes available (e.g., monthly, semester)?
- Are there different pricing tiers or options for parking passes?
- Are there any restrictions or limitations on parking passes (e.g., specific parking lots, time restrictions)?

2. User Interaction

- How do students currently purchase parking passes? Is it done manually or through an existing system?
- What are the typical steps involved in the process of purchasing a parking pass?
- Are there any pain points or challenges students encounter when purchasing parking passes?

3. Payment Process

- What payment methods are available for purchasing parking passes?
- Are there any specific payment gateways or systems that need to be integrated with the e-student system?
- How are payments processed and reconciled on the backend?

4. Security and Authentication

- How do students authenticate themselves when purchasing parking passes online?
- What security measures are in place to protect student information and payment details?
- Are there any compliance requirements or regulations that need to be considered (e.g., PCI DSS)?

5. Confirmation and Communication

- How do students receive confirmation of their parking pass purchase?
- Are there any notifications or emails sent to students after purchasing a parking pass?
- How do students access their parking pass after purchase?

6. Feedback and Improvement

- Have there been any complaints or feedback from students regarding the current process of purchasing parking passes?
- Are there any specific improvements or features students would like to see in the new online purchasing system?

7. Integration with Existing Systems

- Is there any existing infrastructure or systems that need to be integrated with the e-student system for parking pass purchases?
- How does the parking pass purchasing process interact with other campus systems or databases?

8. Success Metrics

- How will the success of the online parking pass purchasing system be measured?
- Are there any specific metrics or key performance indicators (KPIs) that stakeholders are interested in tracking?