**CPT330 Software Engineering Project Management**

# Sprint Planning Notes

**Sprint number: 1**

Meeting date: 30/09/2021

Attendees:

|  |  |  |
| --- | --- | --- |
| **Student name** | **Student number** | **Role (e.g., Scrum Master)** |
| Lars Werner | S3800032 | Scrum Master |
| James Haig | s3803084 | Developer |
| Miriam Saftlas | s3739725 | Developer |
| John Cunningham | s3775563 | Developer |

**Goals**

1. **Which items of the product backlog will be committed to the sprint backlog and why?**

This first sprint will look at deliverables that are setting up the essential log in of users, creation of a ticket, viewing those tickets and the creation of the corresponding object classes. These products from the backlog will be:

* + ID 1 – Staff members logging into the system
    - Consisting of 4 tasks
  + ID 2 – Technician logging into the system
    - Consisting of 4 tasks
  + ID 3 – Staff member can create a ticket
    - Consisting of 2 tasks
  + ID 4 – Technician can view tickets
    - Single task
  + ID 5 – Creation of new accounts
    - Consisting of 5 tasks
  + ID 13 – Password reset
    - Consisting of 4 tasks
  + ID 14 – Logon system
    - Consisting of 5 tasks
  + ID 15 – Instructional text file
    - Single task

1. **What will the potentially shippable product look like at the end of this sprint? What features will it have in its working form?**

At the end of this sprint, we have a potentially shippable product for our client. This program has some of the requested features and can give a good overview of what the system will look like when completed.

Our Minimal viable product includes the features for the user to be able to create a new account, be it a staff member or a technician and complies with the password requirements. The user can log on with existing hard coded users or able to log on with the newly created user details. Passwords for user accounts can be reset.

Through the Staff member menu users can create IT tickets and submit them. Through the technician menu users can view all the tickets currently made.

**Sprint number: 2**

Meeting date: 07/10/2021

Attendees:

|  |  |  |
| --- | --- | --- |
| **Student name** | **Student number** | **Role (e.g., Scrum Master)** |
| James Haig | s3803084 | Scrum Master |
| Lars Werner | s3800032 | Developer |
| Miriam Saftlas | s3739725 | Developer |
| John Cunningham | s3775563 | Developer |

**Goals**

1. **Which items of the product backlog will be committed to the sprint backlog and why?**

**Product ID 6** - As a business owner I need to make sure that the right tickets are going to the right technicians to handle them, so I need the system to send lower priority tickets to lower-level technicians and higher priority to higher level technicians.

**Product ID 7** - As a manager I want to make sure my technicians aren't being overloaded with tickets while others have nothing to do so I need to make sure tickets are spread out evenly across technicians or if everyone has the same amount of work, given out randomly so no one is targeted.

**Product ID 8** - As a technician I need to be able to change the priority of tickets if I deem them to be better solved by a higher or lower-level technician.

**Product ID 9** - As a technician I need to be able to close tickets when they have been resolved so ticket holders know it is fixed, or if unresolved so they may escalate with the appropriate party.

We have chosen these products as they are all interlinked heavily and will require work to be carried out in a singular sprint rather than have it carry over from other sprints. We have chosen 4 of the tasks to be able to evenly spread the workload amongst our 4 members.

The ticketing system is also of critical importance to the program so we feel it is best to create it now with the skeleton of the program already created it should provide us with enough time to work on these trickier problems. It also gives us confidence that should we hit roadblocks we will have enough time with one more sprint to complete, to finish the remaining system.

1. **What will the potentially shippable product look like at the end of this sprint? What features will it have in its working form?**

As a user the product should allow you to:

* Create a user account.
* Reset your password
* Create a ticket and set a priority to that ticket if you are a staff member.
* View your assigned tickets if you are a technician.
* Change the severity level of your assigned tickets if you are a technician.
* Close a ticket and label it as “resolved” or “unresolved” as a technician.

The system should be capable of:

* Storing user details (passwords, emails, phone numbers, role and level).
* Update user passwords.
* Validating password requirements (alphanumeric, lower and uppercases).
* Storing ticket details (descriptions, severity, status, owner).
* Assigning the ticket to the appropriate technician based on the severity of the ticket.
* Assigning the tickets in a fair manner so that 1 technician never has more than one extra ticket than his counterparts.
* Assigning tickets randomly if all technicians have the same number of tickets.
* Display ticket information to the user.

1. **What feedback did you receive from the client after sprint 1?**

Rewrite task 15 - it doesn't belong in the SB/PB as it is. rewrite it as something along the lines of "create a Quick Reference Guide (QRG)" but obviously expand.

Task 13.3 not implemented. a user can try to reset a password for a non existing account. for example, i selected option 3 from the main menu, typed in "Tom" and was asked to reset the password - that means the system does not authenticate username.

Please fix this sentence on the main menu: "Please selection an option (1 - 3)" to say "(1 - 4)" since there are 4 options.

Validation errors need to be description. "password too short" for example should tell the user the expected length, otherwise they'll have to keep guessing. pass reqs should be shown at the beginning. the user only finds out about these things as s/he makes errors (on my 4th attempt I found out you require upper/lower case and numbers). reduce the required length to 8 chars.

Code can be broken is a user enters the equals sign (=) when prompted if they're a Staff or a Tech. Please fix this error - it takes the user back to the main menu.

1. **How do you plan to implement the client’s feedback in the next sprint?**

We will implement the following

* Add user verification to the password reset method.
* Add new password requirement verifications and information to guide users into choosing a correct password the first time.

We will adjust the following

* Renew the Read Me feature into one that is described from the point of view of a user in Cinco.
* Change the minimum needed password length from 20 to 8.
* Correct the menu options to read correctly.

Through our testing we could not validate the last point of feedback, as the use of an equal’s sign should prompt the user to choose from technician or staff again and does in our testing.

**Sprint number: 3**

Meeting date: 14/10/2021

Attendees:

|  |  |  |
| --- | --- | --- |
| **Student name** | **Student number** | **Role (e.g., Scrum Master)** |
| Miriam Saftlas | s3739725 | Scrum Master |
| John Cunningham | s3775563 | Developer |
| Lars Werner | s3800032 | Developer |
| James Haig | s3803084 | Developer |

**Goals**

1. **Which items of the product backlog will be committed to the sprint backlog and why?**

**Product ID 10** - As a manager I want to be able to view the results of previous tickets created and have them stored after they have been closed for 24 hours. I don't want anyone to be able to alter them after that time to maintain the integrity of our records.

**Product ID 11** - As a technician I need to be able to reopen a closed ticket that hasn't been archived in case of new information or if a resolution has been found.

**Product ID 12** - As a staff member I need to be able to see the status of the tickets I have created so that I know if a resolution has been found or if it has been unresolved then I can escalate it with someone else.

**Product ID 14** - As a user I need to be able to log into the system and authenticate my log in so that I can access the system

We have chosen the above items all rely on previous work done in past sprints and can now be tackled as the features to build upon are in place. These items are listed as either a medium or high priority and are able to be worked upon as the higher priority features were tackled in earlier sprints. Additionally, both items 11 and 12 are intertwined and will benefit from being worked upon simultaneously.

1. **What will the potentially shippable product look like at the end of this sprint? What features will it have in its working form?**

As a user the product should allow you to:

* + View closed tickets as a technician
  + View the tickets that you have created if you are a staff member
  + Reopen a ticket within 24 hours of its closure as a technician.
  + View the status of your open tickets if you are a staff member.
  + Login to the system as a user in an authenticated fashion
  + View a report of tickets outstanding and resolved within a specified time frame

The system should be capable of:

* + Storing closed tickets
  + Validating phone numbers upon account creation
  + Archiving closed tickets after 24 hours of it being in a closed state
  + Reopening a ticket within 24 hours of it being in a closed state
  + Displaying tickets created by a staff member to that specific staff member
  + Resetting password without system crashing
  + Validating the username and password separately
  + Displaying a report of outstanding and resolved tickets within a given time frame

1. **What feedback did you receive from the client after sprint 2?**

* User stories are features in software that users would like to have. Users logging in and out of programs is not a feature that a user would request therefore please get rid of PB ID 1 "As a staff member I need to be able to log into the system and be taken to a staff menu".
* "As a business owner I need to make sure that the right tickets are going to the right technicians to handle them, so I need the system to send lower priority tickets to lower level technicians and higher priority to higher level technicians" -- this is too complex and not written as a typical user story. You should rewrite this as "as a technician, I want to be assigned tickets commensurate to my helpdesk level (eg level 1) so that I don't receive tickets that I am unable to resolve."
* Please design your program so that the user doesn't have to make any directories to run it. It should be as straightforward as navigating to the SRC folder and compiling a Java file or executing a Jar file. Furthermore there is an error in step two of the readme file. He directs the user to change the directory to a misslabelled folder. The folder as you have labelled it has a "–0.2.1" at the end. Finally you should specify what the source path is (you can for example instruct the user to extract your files on the desktop and then specify the source path from there).  
  I would recommend that you implement a user input validation feature so that users cannot enter illegal characters. For example I was able to enter a non-digit in my phone number without any issues.

1. **How do you plan to implement the client’s feedback in the next sprint?**
   * User stories will be fixed up to ensure that they are features that the user would like to have as part of their software.
   * User stories will be simplified and will be written in a clear and comprehendible fashion.
   * Program will be designed in a way that it is simple to run. The correct directories and the source file will be listed.
   * Increased validation will be implemented to sanitise user input.
2. **What new requirements has the client requested for the next sprint?**

*A technician should be able to produce a report for a specified period of time, showing how many tickets were submitted in that period, and out of those, how many have been resolved and how many are outstanding. For all resolved tickets, the report must show who submitted it and when, who attended to it and how long it took to resolve it. For all outstanding tickets, the report must show who submitted it and when, and the severity of the ticket.*

1. **How do you plan to implement the client’s new requirements in the next sprint?**

The new requirements will be committed both the sprint and product backlog as a feature. The feature will be broken down into a list of tasks and will be assigned to members of the team. The team members will work on adding in the code to align with the requirements and will clarify uncertainties with the client where necessary.