**CPT330 Software Engineering Project Management**

# Sprint Review Notes

**Sprint number: 3**

**Contributions**

Lars Werner completed the following:

12.1, 12.2, 12.3

James Haig completed the following:

5.6, 11.1,11.2,11.3

John Cunningham completed the following:

10.1,10.2, 10.3, 10.4, 10.5, 13.5, 13.6, 15.5, 15.6, 16.2

Miriam Saftlas completed the following:

15.1, 15.2, 15.3, 15.4

**Demonstrated features**

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.

What new requirements had the client requested for sprint 3?

*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.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Product backlog ID** | **Product backlog user story** | **Sprint backlog ID** | **Task** | **Status** |
| 5 | As a new user I need to be able to create an account | 5.6 | Ensure phone numbers are properly validated upon account creation | Done |
| 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. | 10.1 | Add ability for techs to close tickets (either resolved, or unresolved) | Done |
|  |  | 10.2 | Create logic to automatically archive closed tickets after 24 hours | Done |
|  |  | 10.3 | Add ability for tech to view their assigned closed and archived tickets | Done |
|  |  | 10.4 | Add ability for techs to see other closed and archived tickets that are assigned to another tech | Done |
|  |  | 10.5 | Identify that a closed ticket is archived to the end-user | Done |
| 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. | 11.1 | Add ability to reopen closed ticket | Done |
|  |  | 11.2 | Allow technician to choose new status of ticket | Done |
|  |  | 11.3 | Prevent status editing of archived ticket | Done |
| 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. | 12.1 | Allow staff member to view status of their open tickets | Done |
|  |  | 12.2 | Create menu option for staff member to see the open tickets they created | Done |
|  |  | 12.3 | Create method to allow staff member to see status of their open tickets | Done |
| 13 | As a user if I have forgotten my password, I need to be able to reset it | 13.5 | Validate user and password separately | Done |
|  |  | 13.6 | Application crashes when a blank password is entered when attempting to reset a password | Done |
| 15 |  | 15.1 | Create method to show a report of the tickets that were created within a specified time frame. Resolved tickets should display which member submitted it and when and who attended to it along with the length of time until it was resolved. Outstanding tickets within the time frame show who submitted it and when, along with the tickets severity | Done |
|  |  | 15.2 | Create menu option for user to produce report | Done |
|  |  | 15.3 | Create method to allow user to generate report within certain time frame | Done |
|  |  | 15.4 | Allow user to view number of resolved and outstanding tickets along with necessary detail for each status type | Done |
|  |  | 15.5 | Format date in short-form for better clarity | Done |
|  |  | 15.6 | Add ability for technician to specify exact date-ranges for report | Done |
| 16 | Create a Quick Reference Guide with instructions of how to use the product | 16.2 | README file does not work. Fix to allow compilation without editing directories | Done |