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## CSC 4631 Lab 3 Blended Lab: Triage, Prioritization & Maintenance Planning Simulation

### 1. Final triaged list (with justifications)

Fix broken password reset email (  High)

- Users who cannot reset their passwords are locked out of the system, impacting access and usability.
- Since it's a quick fix, addressing it immediately improves user experience.

Add audit trail for user logins (  Critical)

- Security and accountability are key for government systems; tracking logins prevents fraud.
- This is essential for compliance and must be addressed within the sprint.

Optimize dashboard query speed (  Medium)

- Slow dashboards reduce productivity but are not immediately business-critical.

Make homepage mobile-responsive (  Low)

- A long-term usability improvement, but not urgent for core functionality.

Replace expired TLS certificate (  Critical)

- Expired security certificates put all user data at risk and must be addressed immediately.

Refactor deprecated payment processing code (  Medium)

- While necessary for long-term system health, this can be postponed to avoid impacting more urgent issues.

Add “Download Tax Return” PDF button (  High)

- High user demand, especially for businesses needing official tax records.
- Though valuable, it is time-consuming; it may not fit in this sprint.

Fix double-calculation bug in refund estimator (  High)

- Incorrect tax refund estimates can lead to overpayments or disputes.
- This is high-impact but relatively quick, making it a strong candidate for the sprint.

Add notification for payment reminders ( ● Medium)

- Helps users avoid penalties but does not impact system stability.

Support multi-user business accounts ( ○ Low)

- A major feature addition, but not necessary for the current sprint.

## 2. Maintenance plan: task breakdown, dev assignments, sequence

### Task breakdown

1. 205 (Replace expired TLS certificate) - 1 hour
2. 201 (Fix broken password reset email) - 2 hours
3. 207 (Add “Download Tax Return” PDF button) - 7 hours

### Developer assignment

Developer 1(Chabilo): 205, 201

Developer 2(Patricia): 207

Developer 3(Jeff): Assist Developer 2 with 207

### Sequence

1. Replace expired TLS certificate (ensure security)
2. Fix broken password reset email (improve user experience)
3. Add “Download Tax Return” PDF button (enhance functionality)

## 3. Rollback plan for 1 task

Task: 207 (Add “Download Tax Return” PDF button)

Description:

- How you’d detect the issue: Monitor user feedback, error logs, and system performance.
- How you’d roll it back: Revert to the previous version of the code, and re-deploy.

- What documentation or logging you'd need: Detailed release notes, rollback procedures, and error logs.

#### 4. Photos/screenshots of planning process

