Revised Product Backlog

Perspective	User Story	Tasks	Priorities	Effort Estimate (1 - 5 Days)	Status	Actual Effort (1 - 5 Days)
Citizen	As a citizen, I want to report a problem by accurately selecting a location on the map.	- Implement an Interactive map - Allow users to tap on the map to select a location. - Show the selected location with a pin or marker. - Save the selected location and submit the report.	High	5	Completed	5
Citizen	As a citizen, I want to create a profile and log in to the website, so that I can track my submitted reports and receive updates	- Implement user registration with basic details (name, email, password). - Allow users to log in and log out securely. - Provide an option to reset forgotten passwords. - Display a dashboard or profile page showing the user's submitted reports and their statuses.	High	4	Completed	4
Citizen	As a citizen, I want to specify the type of problem (e.g., pothole, streetlight outage, garbage overflow) so that the appropriate service organisation can address it.	- Create a list of icons for each problem types - Add a dropdown or selection menu for users to choose the problem type. - the selected icon to represent the problem on the map.	Medium	3	Completed	2

Citizen	As a citizen, I want to add a brief description and upload a photo in order to help authorities resolve the issue.	- Add a text box for users to enter a short description. - Allow users to upload a photo from their device. - Check that the photo format is valid (e.g., JPG, PNG). - Save the description and photo with the report.	High	3	Completed	3
Citizen	As a citizen, I want to receive confirmation after reporting a problem, so that I know my complaint has been registered.	-Show a confirmation message on the screen after submission. -Send a confirmation email or notification to the user. -Generate a unique report ID for tracking.	Medium	2	Completed	3
Citizen	As a citizen, I want to subscribe to updates for a reported problem, so that I stay informed about its resolution.	-Add a **"Subscribe to Updates"** button for each report. -Store user subscription preferences in the system. -Notify subscribed users when there is a status update.	Low	3	In Progress	4
Citizen	As a citizen, I want to view the current status of my reported problem on a map, so that I can track its progress.	-Display reported issues on the map with markers. -Change marker color or icon based on problem status -Allow users to click a marker to see status details	Low	4	Completed	2

System Administrator	As a system administrator, I want to detect duplicate reports using location and issue type, so that I can merge them into one entry.	- Develop an algorithm to detect duplicate reports based on location and issue type. - Implement automatic merging of duplicate reports. - Require photo upload for verification of reports. - Create a flagging system for administrators to review false reports.	High	4	In Progress	5
System Administrator	As a system administrator, I want to flag potential false reports using automated verification (e.g., requiring a photo), so that the system is not flooded with irrelevant issues.	-Add a photo upload option for users when reporting issues. -Create a system to verify the photo matches the reported problem. -Flag reports with irrelevant photos for review. -Notify users if their report is flagged.	Medium	4	Completed	3
City Official	As a city official, I want to view all reported problems categorized by urgency, so that I can prioritize responses efficiently.	-Create a system to categorize reported problems based on urgency levels. -Implement filters on the dashboard to display issues by urgency.	High	3	In-Progress	4
City Official	As a city official, I want to analyze reports through dashboards and trends, so that I can plan for infrastructure improvements.	-Develop dashboard to display report data and trends over time. -Include filters for the city official to analyze specific data points (e.g., types of issues, areas, resolution times).	Low	3	In-Progress	3