

A2: LEARNIT - ACTORS AND USER STORIES

This artefact contains the specification of the actors and their user stories, serving as agile documentation of project requirements.

1. ACTORS

For the **LearnIt** system, the actors are represented in Figure 1 and described in Table 1.

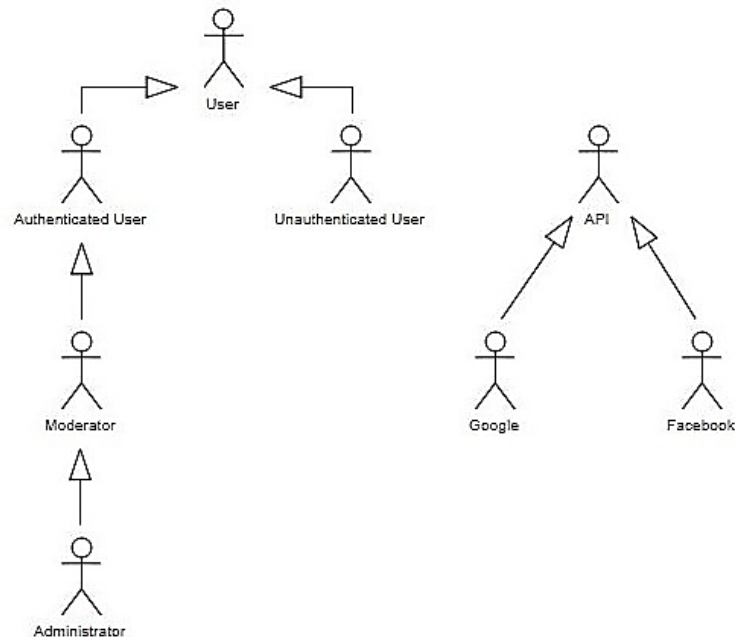


Figure 1: Actors.

| Identifier | Description | Examples |
|-----------------------------|---|------------------|
| User | Generic user; Has access to public information and perform actions such as read/view questions and answers, search, navigate through categories and pages. | n/a |
| Authenticated user | User that can post questions and answers to posted questions, vote on questions and answers and manage their personal information. | sofia15 |
| Unauthenticated user | User that can register itself (sign-up) or authenticate in the system (sign-in). | n/a |
| Moderator | User with special permissions assigned by administrators, able to moderate the platform through the deletion of unwanted posts and banning users that violate the terms of service. | luisSilva |
| Administrator | The owner of the platform can add and remove moderators, has the same permissions of the moderator. | admin |
| API | External APIs that can be used to register or authenticate into the system. | Google, Facebook |

Table 1: Actor's description.

2. USER STORIES

For the **LearnIt** system, consider the user stories that are presented in the following tables.

2.1. User

| Identifier | Name | Priority | Description |
|------------|----------------------------|----------|---|
| US01 | Home page | High | As a <i>User</i> , I want to access the Home page, so that I can see a brief website's presentation with a preview of featured questions and selectable categories. |
| US02 | FAQ page | High | As a <i>User</i> , I want to view the FAQ page, so that I can obtain frequently enquired information about the website. |
| US03 | About page | High | As a <i>User</i> , I want to access the About page, so that I can see a complete website's description. |
| US04 | Contact page | High | As a <i>User</i> , I want to access the Contact page, so that I can ask questions, make suggestions or complain about the service. |
| US05 | Terms of service page | High | As a <i>User</i> , I want to view the terms of service page, so that I can see the all rules of the website. |
| US06 | Search | High | As a <i>User</i> , I want to be able to search questions by keywords or users, so that I can find information related to what I'm looking for. |
| US07 | View questions by category | High | As a <i>User</i> , I want to view questions by categories, so that I can filter questions by preselected categories. |
| US08 | View a question | High | As a <i>User</i> , I want to be able to view a question in detail, so that I can see the question with more information and all the potential answers. |
| US09 | Sort results | Medium | As a <i>User</i> , I want to be able to sort results, so that I can see the information by a predefined filter, such as by date, most voted up/down, most/less comment. |
| US010 | View user profile page | Medium | As a <i>User</i> , I want to view the users profile page, so that I can obtain all the public information available by that user. |
| US011 | View statistics board | Medium | As a <i>User</i> , I want to view the statistics board, so that I can see which users have the most points on the platform. |

Table 2: User's user stories.

2.2. AUTHENTICATED USER

| Identifier | Name | Priority | Description |
|------------|-------------------------|----------|---|
| US11 | Post question | High | As an <i>Authenticated User</i> , I want to post a question (title + description) on a chosen category, so that other users can view it and post answers to my question. |
| US12 | Post answer | High | As an <i>Authenticated User</i> , I want to post an answer to a question from another user, so that other users (including the user that posted the question) can view it. |
| US13 | Post answer reply | High | As an <i>Authenticated User</i> , I want to post a reply to an existing answer on a question from another user, so that I can comment or add something to another user's answer. |
| US14 | Vote up/down a question | High | As an <i>Authenticated User</i> , I want to vote up/down on a question posted by another user, so that other users can view my opinion on the quality/interest or relevance of the question. |
| US15 | Vote up/down an answer | High | As an <i>Authenticated User</i> , I want to vote up/down on an answer posted on a question asked by another user, so that other users can view my opinion on the quality/interest or relevance of the answer. |
| US16 | Unvote | High | As an <i>Authenticated User</i> , I want to unvote a question/answer, so that I can remove my vote. |
| US17 | Remove question | High | As an <i>Authenticated User</i> , I want to remove a question posted by me, so that it can no longer be viewed by other users. |
| US18 | Remove answer | High | As an <i>Authenticated User</i> , I want to remove an answer posted by me, so that it can no longer be viewed by other users. |
| US19 | Edit profile | High | As an <i>Authenticated User</i> , I want to edit my profile, so that my information is updated. |
| US110 | Delete account | High | As an <i>Authenticated User</i> , I want to delete my account, so that I can erase all my information from the website. |
| US111 | Sign out | High | As an <i>Authenticated User</i> , I want to sign out of my account, so that I can exit my currently authenticated account. |
| US112 | Edit answer | Medium | As an <i>Authenticated User</i> , I want to edit an answer, so that I can change something I need to on my answer. |
| US113 | Edit question | Medium | As an <i>Authenticated User</i> , I want to edit a question, so that I can change something I need to on my question. |
| US114 | Report user | Medium | As an <i>Authenticated User</i> , I want to report another user, so that I can notify the moderators and the website's norms are kept. |
| US115 | Choose best answer | Medium | As an <i>Authenticated User</i> , I want to choose the best answer, so that I can decide what was the answer that best corresponds to my question. |
| US116 | Subscribe a question | Medium | As an <i>Authenticated User</i> , I want to subscribe to a question, so that I can be notified when that question is answered. |

| | | | |
|--------------|---------------|--------|---|
| US117 | Follow user | Medium | As an <i>Authenticated User</i> , I want to follow another user, so that I can be notified of their activity. |
| US118 | Unfollow user | Medium | As an <i>Authenticated User</i> , I want to unfollow another user, so that I am no longer notified of their activity. |

Table 3: *Authenticated user's user stories.*

2.3. UNAUTHENTICATED USER

| Identifier | Name | Priority | Description |
|-------------|----------------------------|----------|--|
| US21 | Sign in | High | As an <i>Unauthenticated User</i> , I want to authenticate into the system, so that I can gain all the privileges of an <i>Authenticated User</i> . |
| US22 | Sign up | High | As an <i>Unauthenticated User</i> , I want to register myself into the system, so that I can authenticate myself into the system. |
| US23 | Sign in using external API | Low | As an <i>Unauthenticated User</i> , I want to be able to authenticate using an external account, so that I can gain all the privileges of an <i>Authenticated User</i> . |
| US24 | Sign up using external API | Low | As an <i>Unauthenticated User</i> , I want to register myself into the system using an external account, so that I can authenticate myself with less effort than with a regular sign-up and later sign-in. |

Table 4: *Unauthenticated user's user stories.*

2.4. MODERATOR

| Identifier | Name | Priority | Description |
|-------------|-----------------------|----------|--|
| US31 | Ban user | High | As a <i>Moderator</i> , I want to be able to ban a user, so that a user that violates the website's norms no longer uses it. |
| US32 | Delete user questions | High | As a <i>Moderator</i> , I want to delete a question posted by a user, so that a question that violates the website's norms can no longer be viewed by other users. |
| US33 | Delete user answers | High | As a <i>Moderator</i> , I want to delete an answer posted by a user, so that an answer that violates the website's norms can no longer be viewed by other users. |
| US34 | Delete user replies | High | As a <i>Moderator</i> , I want to delete a reply posted by a user, so that so that a reply that violates the website's norms can no longer be viewed by other users. |
| US35 | View reported content | High | As a <i>Moderator</i> , I want to be able to view reported content, so that I can take due action. |

Table 5: *Moderator's user stories.*

2.5. ADMINISTRATOR

| Identifier | Name | Priority | Description |
|------------|-----------------------------|----------|---|
| US41 | Give moderator permission | High | As an <i>Administrator</i> , I want to be able to give moderators permission, so that a user chosen by me can gain Moderator privileges. |
| US42 | Remove moderator permission | High | As an <i>Administrator</i> , I want to be able to remove the permissions given to a moderator, so that a Moderator will lose his/her privileges and gain the privileges of an Authenticated User. |
| US43 | Add category | Medium | As an <i>Administrator</i> , I want to add a new category, so that I can expand and organize the website. |
| US44 | Delete category | Medium | As an <i>Administrator</i> , I want to delete a category, so that I can erase the website areas of knowledge that are no longer relevant. |
| US45 | Add FAQ | Medium | As an <i>Administrator</i> , I want to add an answered FAQ, so that users can get information that is frequently relevant about the website. |
| US46 | Delete FAQ | Medium | As an <i>Administrator</i> , I want to delete a FAQ, so that users can not view information about the website that is no longer relevant. |

Table 6: Administrator's user stories.

3. ANNEX: SUPPLEMENTARY REQUIREMENTS

This annex contains business rules, technical requirements and other restrictions on the project.

3.1. BUSINESS RULES

A business rule defines or constrains one aspect of the business, with the intention of asserting business structure or influencing business behaviour.

| Identifier | Name | Description |
|------------|----------------|--|
| BR01 | Minimum age | All users must be, at least, 14 years old. |
| BR02 | No self-rating | A user cannot rate his own question or answer. |
| BR03 | Single vote | A user cannot vote more than once in a question/ answer. |
| BR04 | Banned user | A user that is banned cannot authenticate using his credentials. |
| BR05 | Achievements | According to the points system and based on their answers, users will earn achievements, to stimulate the cooperation and self-help among community members. |
| BR06 | Comments date | The date of comments and answers to a question must be posterior to the date of the question. |
| BR07 | Delete account | When a user deletes his/her account, their personal information will be deleted but their posts will remain on the website. |
| BR08 | Category | A question can just belong to one category. |

3.2. TECHNICAL REQUIREMENTS

Technical requirements are concerned with the technical aspects that the system must meet, such as performance-related issues, reliability issues and availability issues.

| Identifier | Name | Description |
|------------|-----------------|---|
| TR01 | Availability | The system must be available 99 percent of the time in each 24-hour period. |
| TR02 | Accessibility | The system must ensure that everyone can access the pages, regardless of whether they have any handicap or not, or the web browser they use. |
| TR03 | Usability | The system should be simple, intuitive and easy to use. |
| TR04 | Performance | The system should have response times shorter than 2s to ensure the user's attention. |
| TR05 | Web application | The system should be implemented as a Web application with dynamic pages (HTML5, JavaScript, CSS3 and PHP). |
| TR06 | Portability | The server-side system should work across multiple platforms (Linux, Mac OS, etc.). |
| TR07 | Database | The PostgreSQL 9.4 database management system must be used. |
| TR08 | Security | The system shall protect information from unauthorised access through the use of an authentication and privilege verification system. |
| TR09 | Robustness | The system must be prepared to handle and continue operating when runtime errors occur. |
| TR10 | Scalability | The system must be prepared to deal with the growth in the number of users and corresponding operations. |
| TR11 | Ethics | The system must respect the ethical principles in software development (for example, the password must be stored encrypted to ensure that only the owner knows it). |

3.3. RESTRICTIONS

A restriction on the design limits the degree of freedom in the search for a solution.

| Identifier | Name | Description |
|------------|----------|---|
| C01 | Deadline | The system should be ready to be used by the end of the semester. |

3.4. REVISION HISTORY

Changes made to the first submission:

1. The user stories were ordered in each table by their order of priority (high priority first).
2. Added business rules: BR06 relative to the date of the answers to a question, BR07 relative to delete account and BR08 relative to the number of categories a question may belong to.
3. Added, in authenticated user, the user stories US117 and US118 relative to following or unfollowing a user.

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