

TABLE OF CONTENTS	2
INTRODUCTION	3
SPIKE STORIES	4
UNGROOMED PRODUCT BACKLOG	6
USER STORY	7
Acceptance Criteria Scenarios:	11
Scenario Title 1: Display Real-Time Conversion Rate	11
Scenario Title 2: International Payment Gateway	11
SPIKE STORIES	12
RISK STORIES	14
APPENDIX	17
MEETING 1: Backlog Refinement Meeting	17
Sprint Planning Meeting	18

INTRODUCTION

Community service plays a vital role in fostering social responsibility, building stronger communities, and enhancing personal and professional growth. To bridge the gap between volunteers and service opportunities, this project focuses on developing a **Community Volunteer Platform (Prototype)**—a digital solution designed to connect volunteers with meaningful community service experiences.

The platform caters to multiple stakeholders, including **volunteers**, **non-profit organizations**, **community leaders**, **educational institutions**, **local government agencies**, **corporate partners**, and **platform administrators**. By facilitating engagement and collaboration among these groups, the platform streamlines the process of discovering, applying for, and managing volunteer opportunities.

This assignment details the systematic development of the platform prototype, beginning with **top features**, followed by **user stories** that define user interactions with the system. Additionally, **spike stories** explore complex aspects of the platform requiring further research and technical investigation. To ensure sustainability and reliability, a **Risk Management Report** is included, outlining potential risks, mitigation strategies, and backup plans. Lastly, the **Appendix** provides insights into the contributions of each team member to the project.

Through this structured approach, the **Community Volunteer Platform Project** aims to create an efficient, user-friendly system that enhances community engagement and promotes volunteerism across various sectors.

GROUP MEMBERS

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FEATURES

FEATURE ID	FEATURES		
01	REGISTRATION		
02	REQUEST SUPPORT		
03	DONATION		

UNGROOMED PRODUCT BACKLOG

STORY ID	FEATURE DESCRIPTION	USER STORY TITLE
S01	Registration: Record hours	Seamless integration of volunteering hours with academic records to secure scholarship.
S02	Registration: Personalized recommendations	Creating a user profile to match relevant opportunities.
S03	Registration: Account creation	Creating a user account to access all features
S04	Registration: User login	Secure User Login
S05	Support and Request:	Requesting Help for an Opportunity.
S06	Support and Request:	Responding to Volunteer Requests.
S07	Support and Request:	Requesting Additional Resources
S08	Support and Request: Managing Support Requests	As a platform administrator, I want to monitor and resolve user support requests, so that I can ensure smooth platform operations and user satisfaction.
S09	Donation Management: Tracking Donations	As an Administrator, I wish to effectively track donations in order to guarantee transparent and accurate fund allocation.
S10	Donation Management:Transparency	As an Administrator, to guarantee transparent use of donations and notify contributors of their contributions, I wish to efficiently distribute cash and provide automated donation reports. system.
S11	Donation: Payment Management	Multi-Currency Payment Method
S12	Donation: Payment confirmation	As a donor, I want to receive a digital receipt on a monthly basis so that I can track how my money is being used.

USER STORY

STORY ID: S01 FEATURE ID: 01

STORY TITLE: Seamless integration of volunteering hours with academic records to secure scholarship.

STORY SIZE: 13

NARRATIVE: As an educational institution, I want to access the volunteering records of the students so that I can attach it along with their academic records to shortlist them for scholarships.

ACCEPTANCE CRITERIA:

Scenario title: Educational institution reviewing and approving student volunteer hours.

Given A student logs their volunteering hours through their platform.

When

- Institutions admin access the dashboard they will be able to review pending submissions.
- The admin views student submissions, there will be an option to view volunteer organization name, total hours spent and proof of participation (i.e. a badge).
- The institution admin will review the submission, they will be able to either accept, reject or edit the submissions based on the pre-defined guidelines.
- If the guidelines are not met, the admin will have the right to reject submission and provide valid reason.

Then

- If the submission is approved, the app updates students volunteering records and points.
- The admin or student will be able to export the record into csv or pdf file.
- If the submission is edited, student as well as the admin will be able to see the changes been made.
- If rejected, student will be given feedback and will be given option to resubmit.

Scenario title: Students wants control over their data

Given A student wants to delete or edit their information.

When

• The student logs in their profile, each there should be option to edit or delete record.

Then

- If the student wants to delete the record, they will be sent verification with the intent in their email address or in their phone number.
- After they click the confirmation link, the admin should be notified of the changes been made.
- There will be a 30 days period, giving them time to recover the information.
- If the information isn't retained back, the information is deleted permanently from the students and admins record as well as from the websites database.

Story ID: S03 Feature ID: 01

Story Title: Creating a user account to access all features

Story Size:13

NARRATIVE: As a new user, I would like to register an account so I can access the platform, manage my profile, and take advantage of the features without limitations. The registration process should be smooth and secure, allowing me to easily verify my identity.

ACCEPTANCE CRITERIA SCENARIO:

Scenario Title: Successful Account Registration

Given

- The user is ready to establish a new account and is on the sign-up page.
- They must fill out the required forms, which include their full name, a working email address, and a strong password.

When

- The user fills out all the fields correctly and clicks "Sign Up,"
- The system needs to verify the data, looking for any missing, inaccurate, or invalid entries, and get ready to create the account.

Then

- The system should successfully create the account, assign a unique identity, and issue a verification email with a link if the information is valid.
- The user will be able to log in and utilize the platform after clicking the link to verify their email.

Scenario Title : Duplicate Email Prevention

Given

 The email address the new user is trying to use for registration is already associated with an existing account in the system.

When

 The system checks the entered email during the registration process, it verifies that the email address matches one that is already registered.

Then

 The system will prevent further registration attempts, display an error message stating that the email is already in use, and offer the user the option to reset their password or log in with the existing account if the email is found in the database. STORY ID: S6

FEATURE ID: 02

STORY TITLE: Responding to Volunteer Requests.

STORY SIZE: 5

NARRATIVE: As a non-profit organization, **I want to** receive and respond to volunteer inquiries, **so that** I can provide clear guidance and improve engagement.

Acceptance Criteria Scenarios:

Scenario Title: Auto-Notification for Unanswered Requests.

Given a support request has been unanswered for more than 48 hours,

When the system detects an unresolved request,

Then an automated reminder notification should be sent to the organization.

Scenario Title: Marking a Request as Resolved.

Given the organization has responded to a volunteer's support request,

When the volunteer marks the request as "Resolved,"

Then the request status should be updated, and no further action should be required.

Story ID: S8 FEATURE ID:

STORY TITLE: Requesting Additional Resources

STORY SIZE: 8

NARRATIVE: As a leader in the community, I would like to seek more volunteers or resources for a project to guarantee its successful implementation.

Acceptance Criteria Scenarios:

Scenario Title: Successful Resource Request Submission

Given

- The community leader is logged into the platform
- And they are involved in a project that requires additional resources.

When they submit a request detailing the type and quantity of resources needed.

Then

- The request was accurately logged into the system.
- And the leader of the community gets a notification of recognition.

Scenario Title: Resource Request Approval Notification

Given

- A demand for additional resources has been made by the community leader
- And The administrator has reviewed the request

When The administrator accepts the request

Then

- The community leader gets a notice of acceptance.
- And Information regarding when and how the resources will be allocated is presented

Story ID: S12 Feature ID: 03

Story Title: Multi-Currency Payment Method

STORY SIZE: 8

NARRATIVE: As a donor, I seek a seamless multi-currency payment system that transcends borders, allowing me to contribute effortlessly from my local currency to the charity's preferred currency. I desire a hassle-free transaction process with real-time conversion rates, ensuring complete transparency and a clear understanding of my donation's exact value.

Acceptance Criteria Scenarios:

Scenario Title 1: Display Real-Time Conversion Rate

Given that the donor selects their country of origin (e.g., Bangladesh) upon entering the donation portal,

When they proceed to donate in their local currency (e.g., BDT) while the charity operates in a different currency (e.g., USD),

Then the system should elegantly present the most up-to-date exchange rate, providing a transparent, real-time breakdown of the donation amount in both currencies, ensuring absolute clarity and confidence in their contribution.

Scenario Title 2: International Payment Gateway

Given that donors across the globe may utilize diverse financial platforms,

When a donor initiates a transaction, they should be granted the flexibility to choose from a suite of internationally recognized and seamlessly integrated payment methods endorsed by the charity (e.g., Google Pay, PayPal, etc.),

Then the donation process will become a fluid and intuitive experience, eliminating barriers to giving and empowering the charity to extend its impact on a global scale.

SPIKE STORIES

SPIKE	STORY	SPIKE	RISK	SPIKE STORY
ID	ID	CATEGORY		
SP1	S01	Technical	There is a risk such as integrating logged hours into academic records may lead to data integration issues and discrepancies between logged hours and academic records.	In order to ensure efficient integration and real-time data synchronization, the development team should explore different APIs and design database schema, and establish a reliable error-handling process.
SP2	S02	Technical	In a dynamic environment where teams constantly collaborate and develop code, security risks are ever-present. Without proper safeguards, unauthorized access and credential theft can compromise sensitive data and disrupt workflows.	In order to strengthen security and prevent unauthorized access, the authentication system needs to adopt a multi-factor authentication (MFA) mechanism. This will provide an additional layer of protection, minimizing the risk of credential theft and unauthorized logins.
SP3	S07	Functional	A high volume of requests might overwhelm the system and cause delays in resource allocation and approvals.	In order to the system should have automated approval procedures and a queue mechanism to effectively manage numerous requests.
SP4	S09	Functional	Without automated donation tracking, errors, delays, and data inconsistencies can undermine transparency and donor trust. Manual processes may fail to scale, and security risks could expose sensitive donor information	In order to enhance donation transparency and trust, the administrator system should feature automated reporting and tracking tools that send personalized updates and reports to donors, ensuring full accountability for every donation

SP5	S12	Technical	In order to protect donor privacy in today's digital world is a major global concern, especially when a platform is used by a large number of people. The risk of security breaches increases as more users interact with the system.	In order to ensure the highest level of privacy and security for donors the charity must establish a dedicated IT security team that monitors potential threats around the clock. Implementing security features such as MFA, 2FA, and automated alerts via email or SMS will help notify donors whenever their personal or banking details are used. Additionally, donors should have individual login IDs and receive automatic password update reminders every three months. These proactive security measures will mitigate the risks of data breaches, ensuring that both donors and the charity are protected from cyber-attacks and fraudulent activities.
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RISK STORIES

Risk ID	Risk	Spike ID	Level	Elimination	Backup
R1	Account Compromise.	SP5	High	Enforce strong password policies and implement biometric authentication for additional security.	Provide a "freeze account" option where donors can temporarily disable access if they suspect unauthorized activity.
R2	Phishing or Social Engineering Attacks.	SP5	High	Use AI-powered email filtering to block phishing emails before they reach users and awareness campaigns to educate users about phishing attempts.	Provide an emergency customer support line for donors to report phishing attempts.
R3	Inaccurate Volunteer Availability Data.	SP3	Medium	Implement automated availability reminders prompting volunteers to confirm or update	Enable coordinators to manually verify availability before finalizing schedules

				their availability regularly.	
R4	Failures in Scheduling System	SP3	Medium	Conduct regular system testing and bug fixes to prevent unexpected failures and implement automated data backups at frequent intervals to prevent data loss.	Maintain a manual scheduling process (e.g., spreadsheets, printed schedules) as a temporary fallback.
R5	Data Discrepancies Between Logged Hours and Academic Records	SP1	High	Implement real-time validation and cross-checking mechanisms to ensure that logged hours match academic records And use a standardized data format and synchronization protocols to avoid mismatches.	Maintain a version history/log to track changes and recover previous records if discrepancies arise.
R6	API Integration Failures Leading to Data Loss or Sync Delays	SP1	Very High	Establish a well-structured database schema that ensures data consistency across platforms.	Maintain a backup database where logged hours are stored separately before syncing with academic systems.

R7	MFA Implementation Causes User Friction and Drop-off	SP2	Medium / High	Offer multiple MFA options (e.g., SMS OTP, email codes, or authenticator apps) so users can choose their preferred method.	Provide alternative login recovery options, such as backup codes
R8	MFA System Downtime or Failure Prevents User Access	SP2	High	Conduct regular system testing and load balancing to ensure scalability during peak usage.	Maintain status monitoring and real-time alerts to detect and address MFA failures quickly.
R9	Inaccurate or Delayed Donation Impact Reports	SP4	Medium	Establish clear reporting timelines and ensure reports are reviewed before distribution.	Maintain a manual verification process for reviewing reports before sending them to donors.
R10	Donor Dissatisfaction Due to Lack of Personalization in Reports	SP4	Medium	Provide customer support assistance to address any donor concerns regarding their impact reports.	Provide customer support assistance to address any donor concerns regarding their impact reports.

APPENDIX

MEETING 1: Backlog Refinement Meeting

Date: [13/02/2025]

Purpose: Prioritize and refine the backlog for upcoming sprint.

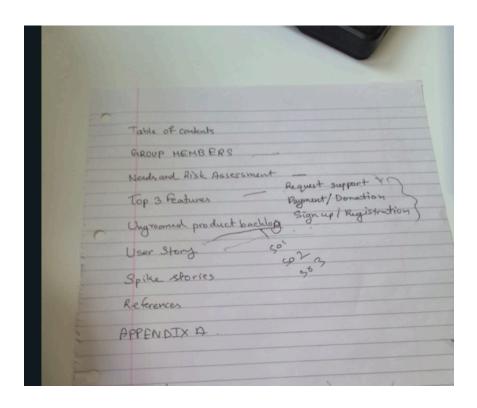
Decisions Made: After discussion, the team agreed on the top 3 features to focus on in the next sprint. The **Registration feature** was selected as the top priority due to its critical role in user access and system functionality.

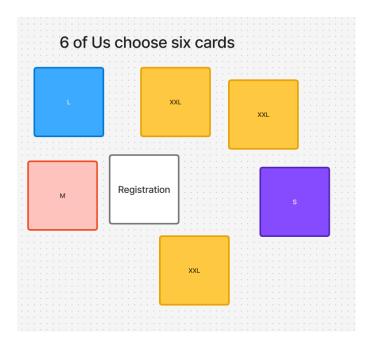
Selected Features:

1. Feature 1: Registration

2. Feature 2: Request And Support

3. Feature 3: Donation



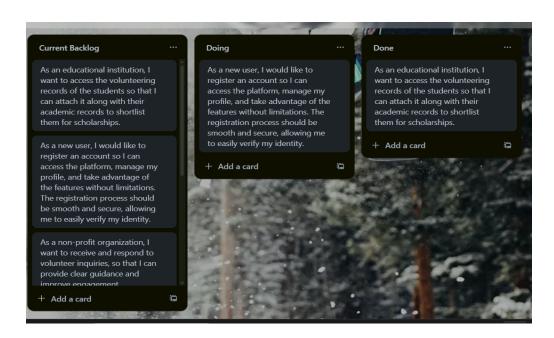


Sprint Planning Meeting

Date: [06/03/2025]

Purpose: Selected a few user stories from the product backlog and defined them.Later we assigned tasks to each individual.

Sprint Backlog Stories & Assignments:



Task Assignments:

Task	Responsible Person
Cover Page	Saima
Spike Stories	All group members
User Stories	All group members
Introduction	Kumal
Risk Table	Kumal
Facilitating meetings and recording	Tanha
Appendix Merging Documents	Tanha

Action Items:

- Sprint officially started; all team members begin working on their tasks.
- Scrum Master to track progress via daily standups.