



# ✓ COMPLETED USER STORIES — DIMS

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## DIRECTORY MODULE

### View Directory

- **As Admin**, I want to filter the directory by role, unit, or active status so that I can manage units efficiently.
  - **As a Faculty**, I want to view the list of all division units and personnel so that I can easily find who to contact.
  - **As a Faculty**, I want to search for people by name, role, or unit so that I can retrieve information quickly.
  - **As Staff**, I want to view the list of all division units and personnel so that I can easily find who to contact.
  - **As Staff**, I want to search for people by name, position, or unit so that I can retrieve information quickly.
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## CIRCULARS & MEMOS

### Create Circulars/Memos

- **As Admin**, I want to create and publish a memo so that all stakeholders receive important announcements.
- **As Admin**, I want to attach documents to memos so that recipients can access full details.

## View Circulars/Memos

- **As Faculty**, I want to view all memos and circulars so that I stay informed about division updates.
  - **As Staff**, I want to view all memos and circulars so that I am aware of announcements and instructions.
  - **As Admin**, I want to filter memos by date, unit, and category so that I can monitor dissemination easily.
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# DOCUMENT MANAGEMENT

## Upload Documents

- **As Staff**, I want to upload documents so that I can share resources with other units.
- **As a Faculty**, I want to upload documents so that I can share resources with other units.
- **As Admin**, I want to upload documents so that I can share resources with all stakeholders.

## Request Access to Documents

- **As Faculty**, I want to request access to restricted files so that I can obtain needed information.
- **As Staff**, I want to request access to restricted files so that I can obtain needed information.

## Version Control

- **As Staff**, I want to upload a new version of an existing document so that revisions are tracked properly.
- **As Admin**, I want to upload a new version of an existing document so that revisions are tracked properly.

- **As Admin**, I want to view the version history of a document so that I can trace changes over time.
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## EVENTS & CALENDAR

### Manage Events

- **As Admin**, I want to create division events so that members are informed about activities and schedules.
- **As Staff**, I want to edit event details so that updates are reflected on the calendar.

### View Calendar

- **As Faculty**, I want to see all upcoming events in a calendar view so I can plan and participate.
  - **As Staff**, I want to see all upcoming events in a calendar view so I can plan and participate.
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## ANNOUNCEMENTS & REAL-TIME NOTIFICATIONS

### Announcements

- **As Admin**, I want to create announcements in real-time so all units receive updates immediately.
- **As a Faculty**, I want to receive announcement notifications instantly so I stay informed.
- **As Staff**, I want to receive announcement notifications instantly so I stay informed.



# SERVICE REQUEST & TICKETING SYSTEM

## Submit & Attach Requests

- **As a Faculty**, I want to submit a service request so that I can report issues or request assistance.
- **As Staff**, I want to attach screenshots or documents to a ticket so issues are better documented.



## TICKET MANAGEMENT

- **As Admin**, I want to assign tickets to specific staff so issues are handled efficiently.
- **As Staff**, I want to update the status of a ticket so the requester knows its progress.
- **As Admin**, I want to view all open, in-progress, and resolved tickets so I can monitor service performance.



## SLA (SERVICE LEVEL AGREEMENT)

- **As Admin**, I want to set SLA deadlines per ticket type so that response times meet standards.
  - **As System**, I want to automatically flag overdue tickets so admins know which ones need attention.
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## ESCALATION MONITORING

- **As System**, I want to escalate tickets that exceed the SLA so higher-level admins are notified.
  - **As Admin**, I want to override escalation rules if necessary so I can manually intervene.
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## SEARCH SYSTEM

- **As Staff**, I want to search across documents, memos, people, and tickets so I can retrieve information quickly.
  - **As Faculty**, I want to search across documents, memos, people, and tickets so I can retrieve information quickly.
  - **As Admin**, I want to search across documents, memos, people, and tickets so I can retrieve information quickly.
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## ANALYTICS & REPORTING

- **As Admin**, I want to see statistics about memo acknowledgments, ticket response times, and user activity so I can evaluate division performance.
  - **As Staff**, I want visual charts showing ticket load over time so I can manage workloads.
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## ACTIVITY FEED & AUDIT TRAIL

- **As Faculty**, I want to see recent updates (new memos, events, tickets) so I stay aware of ongoing activities.

- **As Staff**, I want to track who updated a document or ticket so accountability is maintained.

## Real-Time Updates

- **As Faculty**, I want to receive memo updates or ticket changes instantly so I remain informed without refreshing the page.
  - **As Admin**, I want to push notifications to all connected clients simultaneously so announcements are delivered instantly.
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## USER PROFILE

- **As User**, I want to update my profile and notification preferences so my experience matches my needs.
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## SYSTEM OPERATIONS

- **As System**, I want to compute file hashes so document uploads are verifiable.
  - **As System**, I want to log all significant actions so administrators can audit system behavior.
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