Sprint Planning and Backlog Management
For
Web-Based Tourism & Travel Management System

Agile Development (Scrum)

Project Overview

This system will streamline tourism management by allowing customers to browse, book, and pay for tour packages online, while enabling staff, managers, and tour guides to manage bookings, packages, and customer interactions efficiently and let marketing management to track popular packages and how ads are performing.

Users of the System

- General Manager - Manage and view all bookings, payments, and download reports
- Senior Travel Consultant - Doing package management and tour guide management.
- Customer Service Executive - Send confirmations and handle reserved packages from client side.
- Marketing Manager- Manage promotions and track package performance. Analyzing popular tour packages and suggestions. Handle payment management for both admin and client side. Maintaining promotions with a calendar.
- Tour Guide - View assigned tours and schedules and can see feedback.
- Customer - Book tours and make payments online. Can a refund and give feedback

Identified Personas

1. General Manager
2. Senior Travel Consultant
3. Customer Executive Manager
4. Marketing Manager
5. Tour Guide
6. Customer

User Stories

Persona 1 – General Manager (Admin)

1. As a General Manager, I want to view and manage all bookings on one dashboard so that I can monitor business performance.
2. As a General Manager, I want to see payment summaries so that I can track revenue efficiently.
3. As a General Manager, I want to download detailed performance reports so that I can make informed decisions.
4. As a General Manager, I want to review feedback ratings so that I can identify service improvements.

Persona 2 – Senior Travel Consultant

1. As a Senior Travel Consultant, I want to create, update, and delete tour packages so that customers have up-to-date options.
2. As a Senior Travel Consultant, I want to see available packages after booking so that I can plan resources.
3. As a Senior Travel Consultant, I want to check tour guide availability so that I can assign them effectively.
4. As a Senior Travel Consultant, I want to manage guide profiles so that information stays up to date.

Persona 3 – Customer Service Executive

1. As a Customer Service Executive, I want to send booking confirmations so that customers feel assured.
2. As a Customer Service Executive, I want to update booking statuses so that clients stay informed.
3. As a Customer Service Executive, I want to see booking history so that I can assist customers better.
4. As a Customer Service Executive, I want to delete a customer's reservation from the system so that outdated or cancelled bookings are removed and system records stay accurate.

Persona 4 – Marketing Manager

1. As a Marketing Manager, I want to track popular packages so that I can focus advertising efforts and let customers see popular package of the week.
2. As a Marketing Manager, I want to analyze packages performance so that I can improve marketing strategies.
3. As a Marketing Manager, I want to manage payment records, so that financial records remain accurate and updated.
4. As a Marketing Manager, I want to manage and schedule promotions in a calendar view, so that I can plan seasonal campaigns efficiently.

Persona 5 – Tour Guide

1. As a Tour Guide, I want to view all my assigned tours and schedules, so that I can prepare in advance.
2. As a Tour Guide, I want to update my profile so that customers know my background.
3. As a Tour Guide, I want to mark a tour as completed, so that the system updates my availability for new assignments.
4. As a Tour Guide, I want to view customer feedback, so that I can improve my services for future tours.

Persona 6 – Customer

1. As a Customer, I want to browse and filter tour packages so that I can find the right option.
2. As a Customer, I want to make secure online payments so that my booking is confirmed instantly.
3. As a Customer, I want to request a refund so that I can recover my payment in case of cancellation.
4. As a Customer, I want to give ratings and feedback so that I can share my experience.

Scrum Roles

Member	Role	Responsibilities
Rajapaksha	Product Owner	Defines project vision, manages product backlog, prioritizes features, ensures value delivery to stakeholders.
Fernando	Scrum Master	Facilitates Scrum meetings, removes obstacles, ensures the team follows Agile principles
Kahanadawa	Developer (Frontend)	Designs and implements user interface for passengers and drivers.
Perera	Developer (Backend)	Handles server-side logic, APIs, and database/file handling.
Nuwantha	Developer (Integration)	Works on responsiveness and ride-tracking integration.
Behraad	Developer (Testing & Deployment)	Tests system functionality, fixes bugs, and manages deployment.

Product Backlog

ID	User Story	Priority
PBI-01	As a General Manager, I want to view and manage all bookings on one dashboard so that I can monitor business performance.	High
PBI-02	As a General Manager, I want to see payment summaries so that I can track revenue efficiently.	High
PBI-03	As a General Manager, I want to download detailed performance reports so that I can make informed decisions.	Medium
PBI-04	As a General Manager, I want to review feedback ratings so that I can identify service improvements.	Medium
PBI-05	As a Senior Travel Consultant, I want to create, update, and delete tour packages so that customers have up-to-date options.	High
PBI-06	As a Senior Travel Consultant, I want to see available packages after booking so that I can plan resources.	Medium
PBI-07	As a Senior Travel Consultant, I want to check tour guide availability so that I can assign them effectively.	High
PBI-08	As a Senior Travel Consultant, I want to manage guide profiles so that information stays up to date.	Medium

PBI-09	As a Customer Service Executive, I want to send booking confirmations so that customers feel assured.	High
PBI-10	As a Customer Service Executive, I want to update booking statuses so that clients stay informed.	Medium
PBI-11	As a Customer Service Executive, I want to see booking history so that I can assist customers better.	Medium
PBI-12	As a Customer Service Executive, I want to delete a customer's reservation from the system so that outdated or cancelled bookings are removed and system records stay accurate.	Medium
PBI-13	As a Marketing Manager, I want to track popular packages so that I can focus advertising efforts and let customers see popular package of the week.	High
PBI-14	As a Marketing Manager, I want to analyze packages performance so that I can improve marketing strategies.	High
PBI-15	As a Marketing Manager, I want to manage payment records, so that financial records remain accurate and updated.	Medium
PBI-16	As a Marketing Manager, I want to manage and schedule promotions in a calendar view, that I can plan seasonal campaigns efficiently.	Medium

PBI-17	As a Tour Guide, I want to view all my assigned tours and schedules, so that I can prepare in advance.	High
PBI-18	As a Tour Guide, I want to update my profile so that customers know my background.	Medium
PBI-19	As a Tour Guide, I want to mark a tour as completed, so that the system updates my availability for new assignments.	Medium
PBI-20	As a Tour Guide, I want to view customer feedback, so that I can improve my services for future tours.	Low
PBI-21	As a Customer, I want to browse and filter tour packages so that I can find the right option.	Medium
PBI-22	As a Customer, I want to make secure online payments so that my booking is confirmed instantly.	Medium
PBI-23	As a Customer, I want to request a refund so that I can recover my payment in case of cancellation.	Low
PBI-24	As a Customer, I want to give ratings and feedback so that I can share my experience.	Medium

Sprint Planning

Sprint 1 – Week 4 to Week 7

Sprint ID	User Story	Priority
SP1-01	As a General Manager, I want to view and manage all bookings on one dashboard.	High
SP1-02	As a Senior Travel Consultant, I want to create, update, and delete tour packages.	High
SP1-03	As a Customer Service Executive, I want to send booking confirmations.	High
SP1-04	As a Marketing Manager, I want to track popular packages.	High

Sprint Backlog – Task Breakdown

Task ID	Task	Est. Hours
T-01.1	Design booking dashboard for General Manager	6
T-01.2	Implement booking CRUD & filters	8
T-02.1	Develop tour package CRUD interface	7
T-02.2	Connect package updates with database	6
T-03.1	Build booking confirmation email template	4
T-03.2	Send confirmation on successful booking	4
T-04.1	Create popularity tracking module for tour packages	6
T-04.2	Display "Most Popular This Week" section on homepage	5

Sprint 2 – Week 7 to Week 10

Sprint ID	User Story	Priority
SP2-01	As a General Manager, I want to see payment summaries.	High
SP2-02	As a Senior Travel Consultant, I want to check tour guide availability.	High
SP2-03	As a Marketing Manager, I want to analyze package performance.	High
SP2-04	As a Tour Guide, I want to view all my assigned tours and schedules.	High

Sprint Backlog – Task Breakdown

Task ID	Task	Est. Hours
T-05.1	Create financial summary panel for GM	6
T-05.2	Filter payments by date, status, tour	5
T-06.1	Design guide availability checker linked with tour assignments	6
T-06.2	Display real-time status of guides	5
T-07.1	Build performance chart using analytics data	6
T-07.2	Link chart to booking/package data sources	5
T-08.1	Develop tour schedule dashboard for guides	6
T-08.2	Sync schedule with admin assignment system	5

Sprint 3 – Week 10 to Week 12

Sprint ID	User Story	Priority
SP3-01	As a General Manager, I want to download performance reports.	Medium
SP3-02	As a Senior Travel Consultant, I want to see available packages after booking.	Medium
SP3-03	As a Customer Service Executive, I want to update booking statuses.	Medium
SP3-04	As a Marketing Manager, I want to manage and schedule promotions in a calendar view.	Medium

Sprint Backlog – Task Breakdown

Task ID	Task	Est. Hours
T-09.1	Create report export PDF interface	5
T-09.2	Summarize KPIs in download-ready format	6
T-10.1	Develop module to show real-time available tour packages	5
T-11.1	Design CSE dashboard for booking updates	6
T-11.2	Link backend logic to update statuses (confirmed, canceled, etc.)	5
T-12.1	Calendar UI for promotion scheduling	6
T-12.2	Link scheduled promotions with active packages	5

Sprint 4 – Week 12 to Week 14

Sprint ID	User Story	Priority
SP4-01	As a General Manager, I want to review feedback ratings.	Medium
SP4-02	As a CSE, I want to delete a customer's reservation.	Medium
SP4-03	As a Customer, I want to make secure online payments.	Medium
SP4-04	As a Tour Guide, I want to view customer feedback.	Low

Sprint Backlog – Task Breakdown

Task ID	Task	Est. Hours
T-13.1	Build customer rating and feedback dashboard for GM	5
T-13.2	Aggregate ratings into overall performance score	4
T-14.1	CSE dashboard update to include reservation delete option	5
T-14.2	Confirmation prompt & archive system integration	4
T-15.1	Secure payment gateway validation	5
T-15.2	Confirmation message and invoice generator	4
T-16.1	Build Tour Guide feedback view dashboard	4
T-17.1	Add refund request form for customer portal	4
T-17.2	Backend logic to process refund and update status	5

Task Assignment

Member	Role	Tasks
Rajapaksha	Product Owner	Prioritize backlog, define features, approve sprint goals
Fernando	Scrum Master	Facilitate daily scrum, remove blockers, ensure agile process
Kahanadawa	Developer	Booking module, tour feedback system
Perera	Developer	Payment module, refund handling
Nuwantha	Developer	Tour package management, guide assignment system
Behraad	Developer	Customer dashboard, promotion calendar, analytics