**15/05/2020 - Week 2 POV Statements & Project Plan**

**Attendance: Paul, Jee, Ahmed, Brendan**

[**Link**](https://docs.google.com/document/d/1KSr57UMxq8CdEKYw29ff1GFVlF_K2ZpYzuveZciIMjI/edit?usp=sharing) **to Week 1 Empathy Map**

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| --- | --- | --- | --- | --- |
| **Your Design Thinking approach to address the problem with artefacts** | Ideation using the above, i.e. using Stages 1 and 2 of the design thinking process.    200-300 word reflections and brainstormed ideas; stating any assumptions made.    Prioritised *backlog* | ● Include a reflection (text) that also describes any assumptions you made that was not made explicit in the assignment description. Include your use of POV statements to develop How Might We (HMW) statements.  ● Create a *blacklog.* This needs to be prioritized.  ● The backlog is created and this needs to be managed using issues in Github i.e., issues are progressively “closed” as the project gets done. The commit that closes each issue should be clearly stated.    ● Meaningful commits from every student each week. Interleaving of commits is expected.  ● Commits should identify when this part of the report was added to or modified in the markdown file. | Week 2 | **6** |

**Customer**

As a customer, I want to

**Relationship Manager**

**Project Developer**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **User Story ID** | **Persona** | **Requirement** | **Goal** | **Priority** | **Estimated Difficulty** |
| US## | As a [persona] | I [want to] | [so that] | High  Medium  Low | 1-5 |
| US01 | As a customer, | I want to have a smooth process when purchasing holiday packages | So that I can swiftly find the appropriate holiday package | High | 4 |
| US02 | As a RM, | I want to be matched with appropriate customers, | So that my chances of a sale are increased | High | 3 |
| US03 | As a customer, | I want to receive details of the trips from the travel company | So that I can decide wisely on which trip to take. | High | 2 |
| US04 | As a RM, | I want to view a customer profile | So that I can provide additional options to the customers according to their needs. | Medium | 2 |
| US05 | As a customer, | I want to be matched with an appropriate RM | So that I can rely on their expertise to find an appropriate holiday package. | High | 4 |
| US06 | As a RM, | I want an online memo system | So that I can easily log down the call details. | Medium | 1 |
| US07 | As a RM | I want to be provided with a script for each package | So that I can smoothly advertise the package to the customers. | Medium | 1 |
| US08 | As a RM, | I want to have customer details and previous call logs available, | So that we can improve call quality and the user experience. | Medium | 2 |
| US09 | As a customer, | I want the ability to change my travel booking | So that I can update my personal information if my circumstances change.  Assumption: Online portal | High | 3 |
| US10 | As a customer, | I want to view an ebrochure | So that I can readily view holiday destinations in advance  Assumption later. | Medium | 1 |

User Stories - develop how might we statements

Use Cases - combine two or 3 user stories.

Use Case Narrative - 3 narratives.

User Case Map

Activity Diagrams

Class Diagram

Collaborative Diagrams