Minutes of Scrum Meetings

In this document, we have added fairly detailed minutes of the scrum meetings that we, as a team, have conducted so far.

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Meeting on 17 February 2023 (Friday), 15:00 – 17:00

Agenda: Milestone 1 - Identification of user classes and requirements

Key points discussed in the meeting:

- Potential users for the ticketing system were brainstormed. We came up with the various primary, secondary, and tertiary users for the system, the results of which have already been described in detail in our first milestone submission document.

- The members considered changing a few of the words in the honour code which they felt didn't reflect the true essence of the code. The honour code was modified to their liking, and was kept aside as an agenda item for the next meeting, with the intention of getting approval from the instructors before using that as part of final submission.

- We decided to work asynchronously on a common Google Docs document, preparing user stories for each class of user as identified above.

- Afnan gave the rest of the team members a brief introduction to the git workflow, as well as an introduction to GitHub and the usage of GitHub Desktop.

- All the team members configured the necessary tooling and local workflows on their PCs.

The meeting was concluded, and a decision was made to schedule the next meeting on 19th February 2023 from 18:00 onwards, for the final submission.

Meeting on 19 February 2023 (Sunday), 18:00 – 23:30

Agenda: Final submission of Milestone 1

Key points discussed in the meeting:

- The types of users were revised once again, and a few modifications were made. Amongst the primary users, a choice was made to stick with user, support agent, administrator, and super-administrator as the user hierarchy.

- The honour code document template was finalised and all the team members created their own honour code documents.

- A final Github Desktop workflow demonstration was done by Afnan

- A Google Drive folder was created to host the collaborative documents that the team members are working on as part of the project

- A common template document for milestone submissions was made by Afnan

- The user stories and application users were formatted as per the aforementioned template, and thereafter exported as a PDF.

- The final commit was done by Afnan, with the remaining members being added as co-authors.

The meeting was concluded upon successful submission of milestone 1. A decision was taken to meet informally on 25th February 2023, to revise topics for quiz 1 as well as for the upcoming Milestone 3 submission.

Meeting on 26 February 2023 (Sunday), 19:30 – 23:50

Agenda: Preliminary submission of Milestone 2

Key points discussed in the meeting:

- Initial design wireframes were discussed, with Preetodeep drawing them out by hand

- Wireframes for common views and student views were made on Excalidraw and exported to separate images thereafter

- The exported images of wireframes were imported into the Google Doc template for submission by Afnan

- The descriptions for the wireframe images were made by Adhil and Preetodeep and the documents were thereafter exported to PDFs.

- The commit on the Github repository was done by Adhil, with the remaining members being added as co-authors.

The meeting was concluded upon successful (preliminary) submission of Milestone 1. A decision was taken to meet again on 28th February 2023, to continue with the wireframe views for the support staff and administrators.

Meeting on 28 February 2023 (Tuesday), 19:30 – 21:30

Agenda: Creation of wireframes for support staff as part of Milestone 2

Key points discussed in the meeting:

- Wireframes for support staff views were created on Excalidraw, and detailed deliberations were made while designing them

- Basic ideas for wireframes for admin and super-admin views were discussed

- A decision was taken that Preetodeep would complete the remaining wireframes for admin and super-admin views within 2nd March 2023

The meeting was concluded upon successful preparation of the support staff wireframes. A decision was taken to meet again on 2nd March 2023, to continue with the wireframe views and finally submit all the remaining ones by EOD 2nd March 2023.

Meeting on 2 March 2023 (Thursday), 19:00 – 23:50

Agenda: Final submission of wireframes as part of Milestone 2

Key points discussed in the meeting:

- Wireframes for support staff, administrator, and super-administrator views were revised one last time, and some minor modifications were made

- The wireframes were exported individually as images, and those images were imported into the template document (which was, in turn, exported as a PDF finally).

- The final commit for the remaining wireframes were made by Adhil, with Afnan and Preetodeep as commit co-authors.

- Details about some future feature suggestions, viz. reminder option for students, ticket escalation and merging mechanisms for support staff, automatic ticket assignment having many upvotes/starvation, etc. were discussed

The meeting was concluded upon successful preparation of the support staff wireframes. A decision was taken to meet again on 5th March 2023, to discuss (and submit) the next milestone.

Meeting on 5 March 2023 (Sunday), 15:00 – 23:55

Agenda: Discussion on objectives of Milestone 3, and final submission thereof

Key points discussed in the meeting:

- Project scheduling and scrum meeting timelines were discussed. An initial proposal of meetings on Mondays, Wednesdays, and Fridays (17:00-22:00) was brought about and accepted unanimously. The members decided to have a flexible yet consistent schedule for the scrum meetings.

- For project scheduling tools, all the members decided to keep using Trello and Google Calendar for the time being.

- Formats for minutes of meetings were finalised and the minutes of meetings of earlier meetings were prepared and approved by all present.

- Discussion on UML and class diagrams were made, and relevant tools were used in preparation of the same.

- Separate documents pertaining to the various milestone objectives were prepared, and exported to PDF.

- The final commit to the team Github repository was made by Afnan, with Adhil and Preetodeep as the commit co-authors.

The meeting was concluded upon successful submission of the required milestone documents. A decision was taken to meet again on 8th March 2023, to discuss the API endpoints and other details pertaining to Milestone 4.

Attendees present for all the aforementioned meetings:
Adhil Ahmed P M Shums, Afnan Ahmad, Preetodeep Dev

Meeting location:
All the aforementioned meetings were held virtually on Google Meet

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