

PI-Dev 2013/2014

Project 6: Tunisian Watch, Citizen Service Center

SPRINT 0

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I. Project Overview

We always talk about the problem of communication between citizens and the various departments of the city (request information, a service, make a complaint, claiming fraud, etc.). Citizens find it very difficult to contact the department concerned, especially in the latter cases.

The solution proposed in this project is a social network ensuring coordination between citizens and city departments. It is a portal for citizens to request information, to file claims and / or to track requests.

II. Product Backlog

The Product Backlog is a list of expected features of a product. Specifically, beyond this functional aspect, it contains all the elements that will require work for the team. The elements are prioritized which defines the order of execution.

Product Backlog				
User Story	Description	Priority	Complexity	Business values
User Management Module	T1: as a social networks user I can log to benefit the portal.	1	4	2h
	T2: as a citizen I can create my own account in order to benefit the portal.	1	4	2h
	T3: as a portal user I can connect my account to deactivate it.	1	4	2h
	T4: as a portal user I can connect my account to make an update.	1	3	2h
	T5: as a portal administrator I can connect my account to deactivate the user account.	1	5	2h
	T6: as a portal administrator I can connect my account to display a list of users.	1	5	2h
	T7: as a portal administrator I can access to a user account to view his own history.	2	5	4h
Requests Management Module	T1: as a portal user, I can view the claims by category, to handle a request.	1	6	4h
	T2: as a portal user, I can consult a claim to make a comment.	2	4	2h
	T3: as a portal user, I can consult a claim to make a vote.	2	5	8h
	T4: as a portal user, I can consult a claim to share it on a social network.	3	3	4h

	T5: as a portal user, I can make my request invisible to ensure privacy issues.	1	3	2h
	T6: as a claim owner, I can consult my own requests to verify the processing status.	2	8	4h
	T7: as a claim owner, I can give another user permission to add details.	2	7	8h
	T8: as a portal user, I can display some requests on a map to facilitate the access of claims within a specific area.	3	9	16h
	T9: as a portal administrator I can consult a claim to deny it.	2	7	4h
	T10: as a portal administrator I can consult a claim to modify it.	2	4	2h
	T11: as a portal administrator I can consult a claim's following people votes to specify its severity.	3	7	4h
Administrator management	T1: as a super administrator I can consult administrator account to deactivate it.	1	4	2h
	T2: as a super administrator I can consult administrator accounts to make an update.	1	4	2h
	T3: as a super administrator I can add an administrator to manage a specific type of claims.	1	8	4h
Statistics Module	T1: as an administrator I can display statistics by several criteria to interpretate collected data to manage claims.	3	9	16h
Input claims Module	T1: as an owner claim I can consult my request to add evidence and details.	1	7	4h
	T2: as an owner claim I can consult my request to specify the fraud location on a map.	3	9	16h
	T3: as an administrator I can consult a claim to link it with a specific authority.	1	9	4h

III. Use Case Diagram (General)

The use case diagram shows the use cases, actors and relationships between them. They describe, in the form of actions and reactions, the behavior of a system from the point of view of a user. They help define the limits of the system and the relationship between system and environment.

A use case is a specific way to use a system. This image is a feature of the system, triggered in response to the stimulation of an external actor.

The overall functionality offered by the

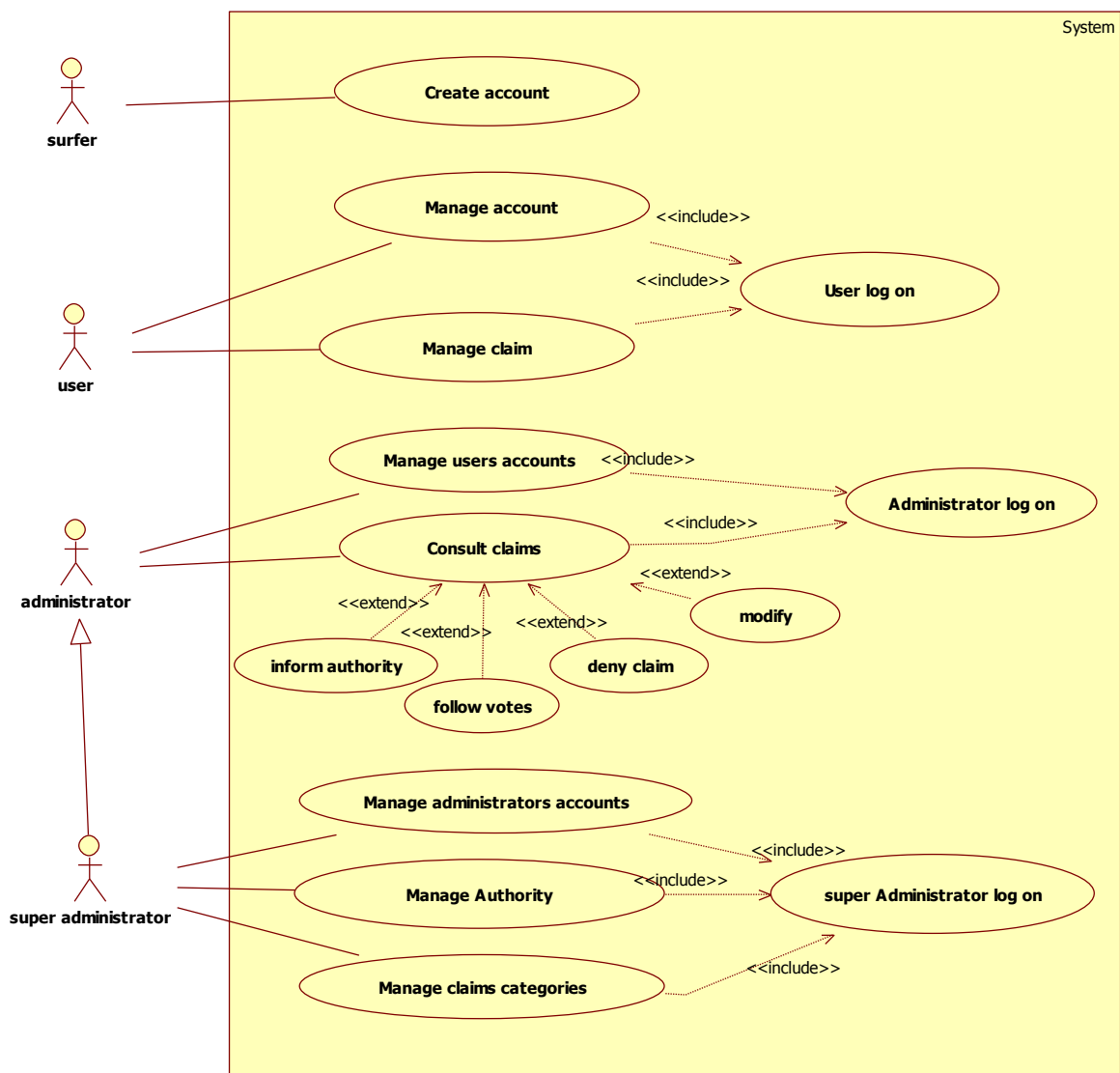


Figure 1: Use Case Diagram

IV. Class Diagram

Is a pattern used in software engineering to present the classes and interfaces of systems and the different relationships between them. This diagram is part of the UML static part because it ignores the temporal and dynamic aspects.

A class describes the responsibilities, behavior and the type of a set of objects. The elements of this set are instances of the class.

A class is a set of functions and data (attributes) that are linked together by a semantic field. Classes are used in object-oriented programming. They are used to model a program and so cut a complex task into several small simple jobs.

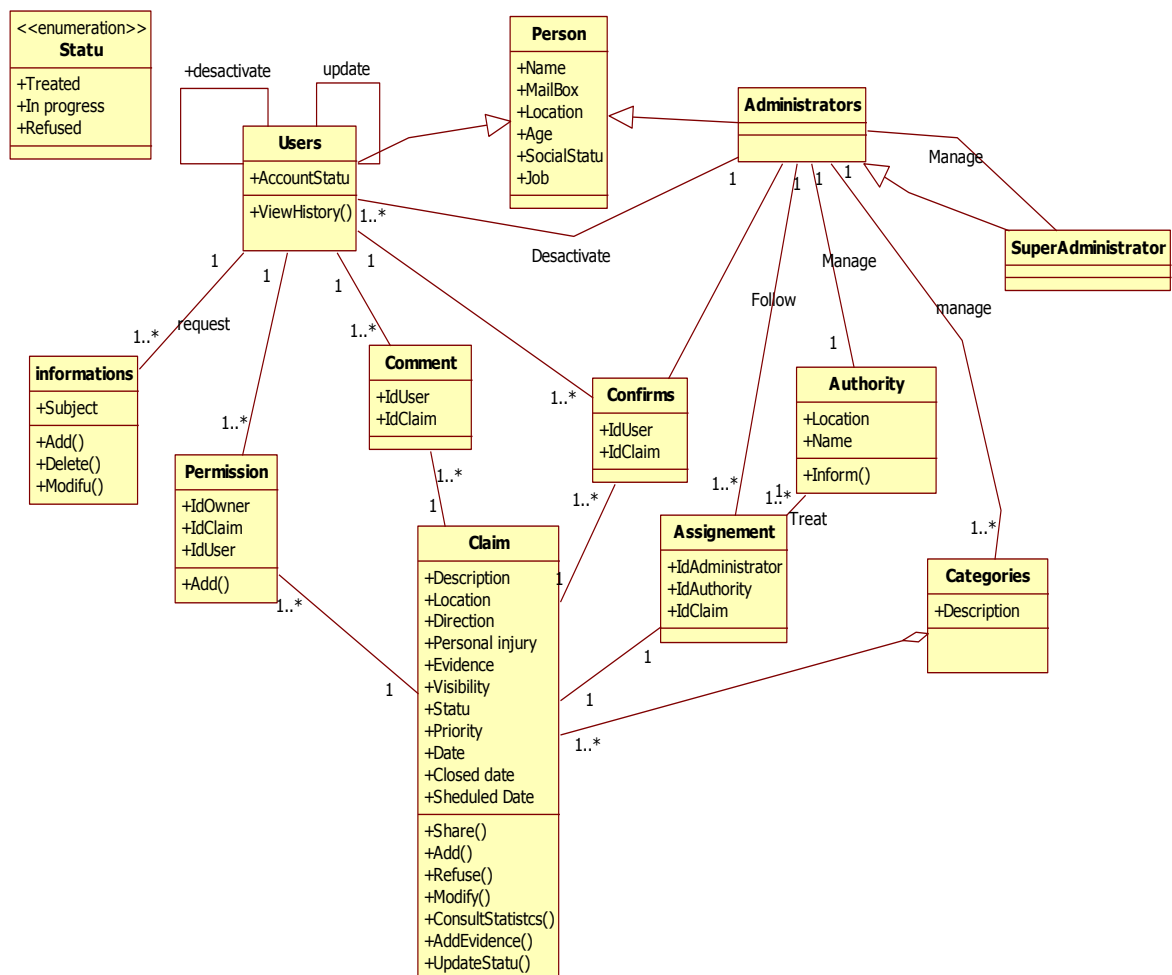


Figure 2: Class Diagram

V. Application Architecture

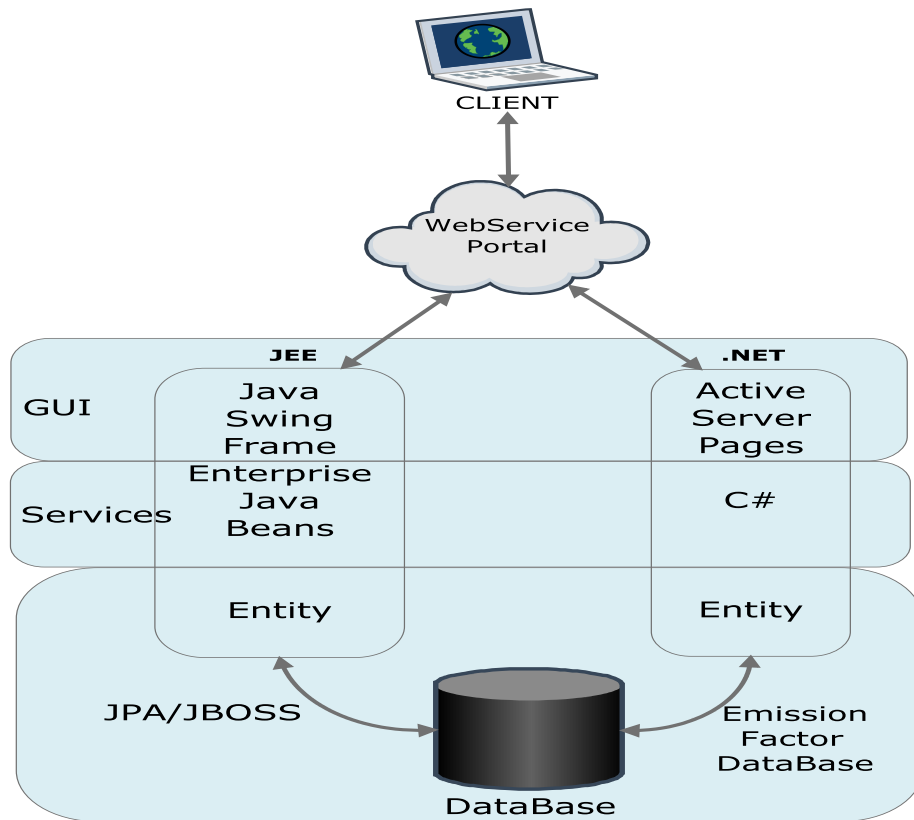


Figure 3: Application architecture

VI. Models

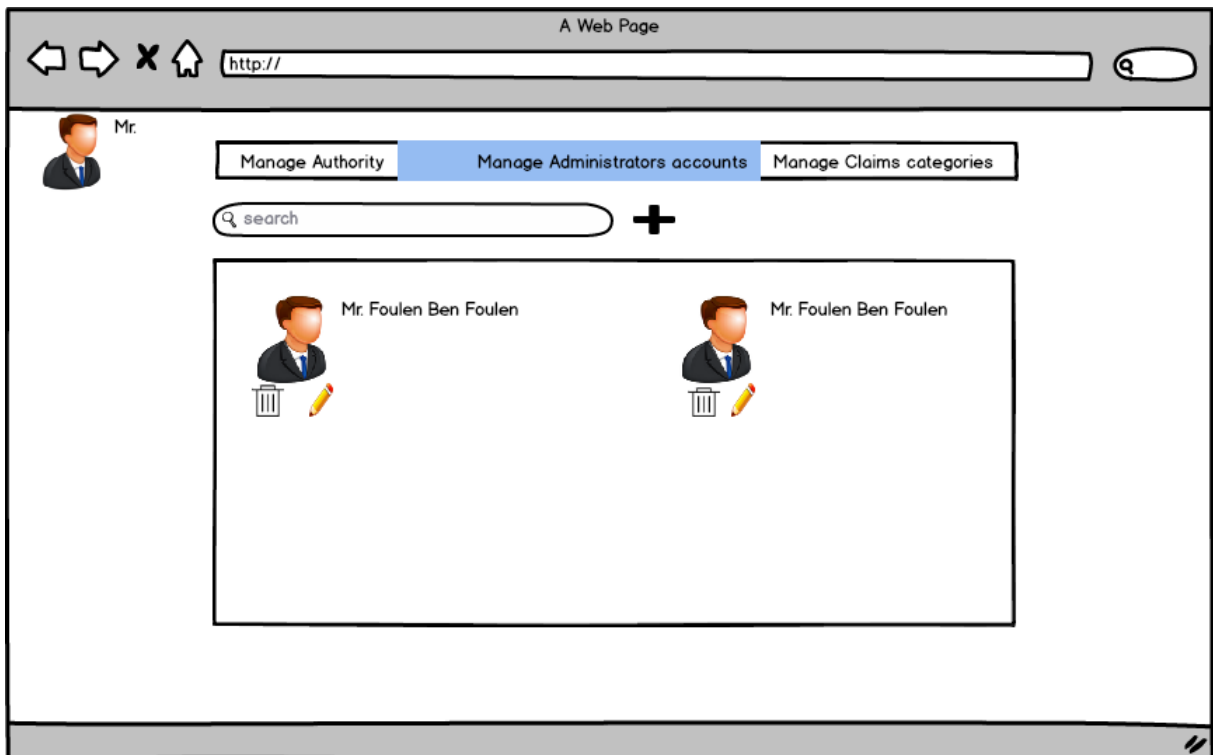


Figure 4: Manage Administrators Mock up

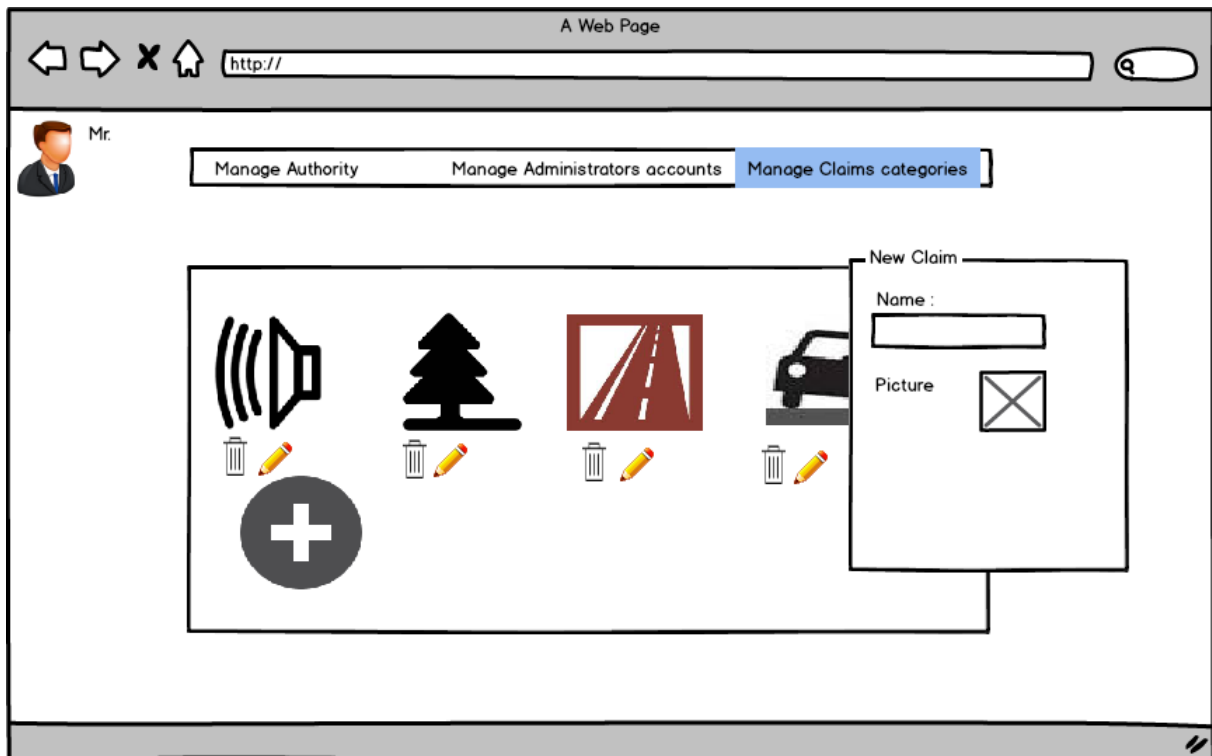


Figure 5: Manage Claims categories Mock up

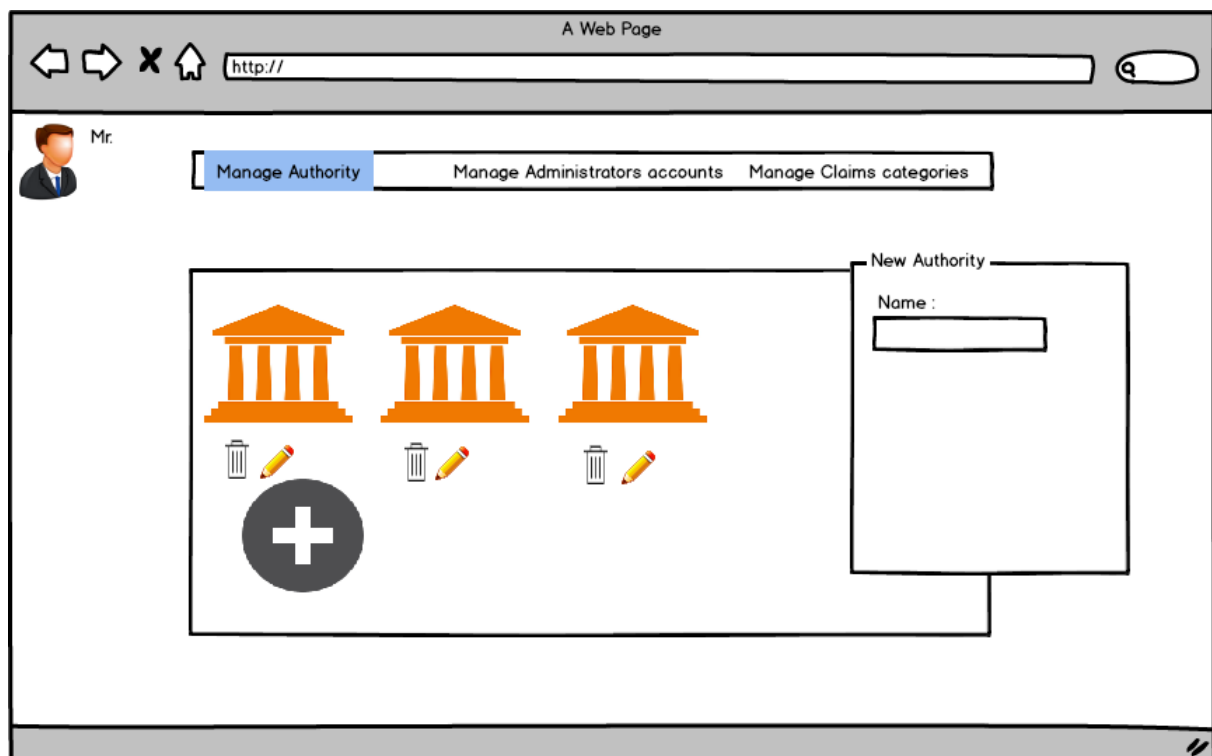


Figure 6: Manage Authority Mock up

A Web Page



Mail Box Password

Inscription

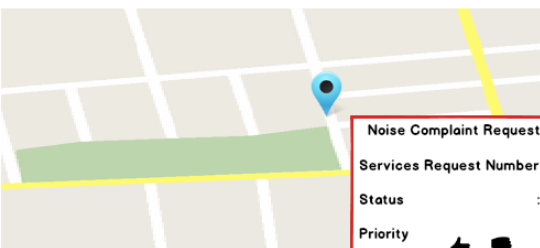
First Name
 Last Name
 Mail Box
 Password
 Location
 Age Day Month Year
 Social Statut

Figure 7: User Inscription Mock up

A Web Page

Home Services Request **Map** Account  Mr. Foulen Ben Foulen 

Date status Priority Type



Noise Complaint Request
 Services Request Number :12876
 Status : New
 Priority :Urgent

Legend

Noise Complaint Request
 Park Maintenance Service Request
 Pothole Service Request
 Street Lighting Service Request

Figure 8: Geo location Mock up



Figure 9: Main portal Mock up

Home **Services Request** Map Account Mr. Foulen Ben Foulen

Location: Ben Arous

Description: Noise Complaint Request

Direction: [Dropdown]

Personal Injury: [Dropdown]

Visibility: [Dropdown]

Select evidence

evidence.jpg

Share on

Validate

Figure 10: Claim post Mock up

Conclusion

Sprint 0 allowed us to make a functional breakdown of our future system and to define our product backlog, models, application architecture class diagram, use case diagram and individual requirements that compose it.