User Stories for Gen-AI Enabled Integrated Platform Environment

The following user stories are detailed tasks related to the Gen-AI enabled Integrated Platform Environment, incorporating various agentic capabilities and integration tools.

User Story US-011: Real-time data synchronization across systems

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-011	HIGH	6h	Implement real-time data synchronization between platform systems using Elasticsearch and APIs.	Unit Testing: Verify the accuracy and timing of data synchronization.	Sabbu Krishna

User Story US-012: AI-driven anomaly detection for platform incidents

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-012	HIGH	7h	Integrate AI models for detecting anomalies in platform performance and incidents.	Unit Testing: Validate that AI detects anomalies accurately and triggers alerts.	Sai Tejaswi Chimalakonda

User Story US-013: Develop automated rollback mechanisms for incidents

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-013	MEDIUM	6h	Implement automated rollback mechanisms to revert platform configurations in case of failure.	Unit Testing: Verify that the rollback mechanism works during platform failures.	Javalkar Chandra

User Story US-014: Enhance chatbot response accuracy

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-014	MEDIUM	5h	Enhance chatbot (Chainlit) accuracy by integrating Llama70B model for better incident resolution assistance.	Unit Testing: Test chatbot responses for increased accuracy and relevance.	Padma Naresh

User Story US-015: ServiceNow integration for automated ticket generation

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee

US-015	HIGH	8h	Integrate ServiceNow to automatically generate incident tickets when issues are detected.	Unit Testing: Verify that incidents trigger ticket generation in ServiceNow.	Mitta Sarath

User Story US-016: Support multi-region deployment in OpenShift

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-016	HIGH	7h	Enable multi-region deployment of the Integrated Platform Environment in OpenShift.	Unit Testing: Validate the deployment across multiple regions.	Sabbu Krishna

User Story US-017: Integrate Ansible for platform configuration management

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-017	HIGH	6h	Use Ansible to automate platform configuration management and resolve configuration discrepancies.	Unit Testing: Verify that Ansible scripts execute successfully and apply the correct configurations.	Sai Tejaswi Chimalakonda

User Story US-018: Enable chatbot with knowledge base lookup

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-018	MEDIUM	5h	Allow the Chainlit chatbot to access a knowledge base for faster and more accurate resolutions.	Unit Testing: Test knowledge base integration with the chatbot.	Javalkar Chandra

User Story US-019: Implement machine learning models for predictive incident management

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-019	HIGH	9h	Leverage machine learning to predict and proactively manage incidents based on past data and patterns.	Unit Testing: Verify model predictions for incidents.	Padma Naresh

User Story US-020: Provide interactive platform health dashboard

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee

| US-020 | MEDIUM | 7h | Develop a platform health dashboard for monitoring platform status, performance, and ongoing incidents. | Unit Testing: Validate that the dashboard displays correct health metrics. | Mitta Sarath |

User Story US-021: Integrate external API data sources

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-021	HIGH	8h	Integrate external data sources to provide additional telemetry for incident management.	Unit Testing: Test the integration of external APIs and data accuracy.	Sabbu Krishna

User Story US-022: Enable automated root cause analysis (RCA) reports

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-022	HIGH	8h	Develop automation for generating RCA reports for incidents to speed up issue	Unit Testing: Test automated RCA generation and accuracy of the analysis.	Sai Tejaswi Chimalakonda

			resolution.		

User Story US-023: Enhance search functionality with AI

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-023	MEDIUM	6h	Implement AI-powered search functionality to enable searching incidents by various attributes and context.	Unit Testing: Verify the accuracy of AI-enhanced search results.	Javalkar Chandra

User Story US-024: Automate platform scaling based on load

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-024	HIGH	7h	Implement automation to scale the platform environment based on load using OpenShift.	Unit Testing: Validate platform scaling behavior during load increases.	Padma Naresh

User Story US-025: Improve platform uptime monitoring and alerting

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-025	HIGH	6h	Enhance uptime monitoring and alerting mechanisms to improve incident response time.	Unit Testing: Test uptime monitoring and alert triggering functionality.	Mitta Sarath

User Story US-026: Integrate data analytics for incident resolution optimization

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-026	HIGH	7h	Use data analytics to optimize incident resolution workflows and identify areas for improvement.	Unit Testing: Validate data analytics results and workflow optimization.	Sabbu Krishna

User Story US-027: Provide support for incident escalation workflows

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-027	MEDIUM	6h	Automate incident escalation to the appropriate team based on severity and priority.	Unit Testing: Verify the correct escalation paths for different incident types.	Sai Tejaswi Chimalakonda

User Story US-028: Enhance data security for incident-related data

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-028	HIGH	7h	Implement additional security measures to protect incident-related data stored in the platform.	Unit Testing: Validate data encryption and security measures.	Javalkar Chandra

User Story US-029: Integrate incident resolution feedback mechanism

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-029	MEDIUM	5h	Implement a feedback mechanism for platform support teams to rate incident resolution effectiveness.	Unit Testing: Test the feedback collection and processing mechanism.	Padma Naresh

User Story US-030: Enable platform self-healing for known incidents

User Story Number	Priority	Estimate	Acceptance Criteria	Testing Aspects	Assignee
US-030	HIGH	8h	Develop self-healing mechanisms for known platform incidents, reducing downtime and manual intervention.	Unit Testing: Verify that self-healing processes are triggered during known incidents.	Mitta Sarath