User Stories for Gen-Al Enabled Integrated Platform Environment

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

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

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| **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

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| **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

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| **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

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| **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

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| **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

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| **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

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| **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

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| **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

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| **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

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| **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

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| **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

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| **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 resolution. | Unit Testing: Test automated RCA generation and accuracy of the analysis. | Sai Tejaswi Chimalakonda |

# User Story US-023: Enhance search functionality with AI

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| **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

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| 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

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| **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

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| **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

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| **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

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| **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

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| 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

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| **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 |