***Team Number 44***

Company wants a new *data management* system so they can provide **better** quality services to customers.

**Type of Company:**

· Car Rental

**Features (of current system):**

· Multiple car rental locations around Australia

· Offers a wide range of vehicles

o Four-wheel drive

o Mini buses

o Etc?

· Customers can rent a car from a specific store and return to a different store

o CRC gathers the customer’s:

§ Name

§ Contact Details

§ Date of Birth

· Uses local store database to maintain a central database.

o Used for recording customer information, bookings and activities.

· Customer is ‘deemed to have returned’ a vehicle **only** after the final inspection of the vehicle has been conducted by an employee of the store.

· Store maintains a local database to record:

o Pick-up or returns history

o Customer information, order ID, vehicle information, payment

o Others that are not shown in the rental agreement

§ E.g. late of return, different return location, car accident, lost car.

Data management system for CRC

Paragraph 2:

1st: This system needs to run in different places at the same time, which means we may need a login system and have corresponding security protection.

2nd: Each vehicle will upload similar information every time. We may need a corresponding information registration form here to facilitate quick registration of staff.

Paragraph 3:

1st: Vehicle information can be registered offsite, but at the same time we need to add some information entry rules. For example, if the vehicle is registered to rented, the address can be changed and the vehicle can only be registered returned after registered renedl.

2nd: In terms of recording customer information, we can focus on building a customer database. We can also upgrade this part to the customer registration system if needed.

Writing the user story for the end users

Need to use the following format:

As a [role], I want to [do / see / change something] so that [outcome].

16-26 user stories

Data management system for CRC

If we need to build a website this time

Paragraph 2:

1st: This system needs to run in different places at the same time, which means we may need a login system and have corresponding security protection.

*Story 1: As a owner, i hope the system will have a clear login page, so my employee can use and join our system easily and safely.*

2nd: Each vehicle will upload similar information every time. We may need a corresponding information registration form here to facilitate quick registration of staff.

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**Must Have:** *(critical to next delivery)*

* Home Page
* Database Store Info Page (Store name, store address, store inventory)
* Database Customer Info (first name, last name, email, phone number, DOB)
* Rental Records (Pick Up, Drop Off, Staff, Customer, Car Info, Payment, order ID)
* Database Management Page (employees way to edit and view database info, admin/employees only)

**Should Have:** *(important but not immediately necessary)*

* Personal and Company Accounts
* Car Information
* Customer Service Page
* Logout Button
* Modify/Cancel Rental
* Login Page
* Account Creation
* Data analysis system: for example, the most popular models, the best models

**Could Have:** *(desirable but not necessary; improve customer experience)*

* Logout Page
* Admin Accountability (which admin edited what information)
* Benefits for repeat customers / bulk buys from companies
* Renting and Payment

**Won’t Have:** *(least critical features for next delivery)*

* Review/ratings of vehicles
* Customer feedback

Assume 1 Point = 1 work day, 5 hrs of work

Release 1:

* Home Page 3
* Database Store Info 3
* Database Store Inventory 8
* Database Customer Info 8
* Rentals records as Employee 8

Total = 30 = 150 hrs

Release 2:

* Database Management Page 12
* Login Page 2
* Account Creation Page 4
* Car Information Page 5
* Rental records as Customer 3
* Log Page/Button 4

Total = 30 = 150 hrs

Release 3:

* Customer Help Page 2
* Rental Booking Application Modification 6
* Rental Booking Cancelation 6
* Car review 5

Total = 19 = 95 hrs

End of Meeting Summary: Meeting Time 2.5hrs.

Questions for Tutor:

* Payment Info. on user story
* How we submit (repo, zip?)
* Fix story IDs