Assignment - 1
User Story and Product Backlog
PMIT-6111

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1. User Story

As a Chief Mechanic at an automobile service centre, I want a robust Service Chart module in the software to organize the process of assigning, tracking, and monitoring service jobs within my team. This module should provide the following functionalities:

a) Job Creation

I should be able to create service jobs with relevant details such as client details, vehicle description, vehicle service description, due date and priority.

b) Job Assignment

I need the ability to assign jobs to specific mechanics, ensuring that each job is assigned to the appropriate person with the necessary skills and availability.
The module should allow me to assign multiple jobs to a single mechanic or assign multiple mechanics to a single service job and provide notifications or reminders about the assigned jobs.

c) Job Tracking

I should be able to track the progress of each service, including its status (e.g., not started, in progress, completed), parts required, and actual time spent.
It should also allow mechanics to update the status of their assigned jobs, enabling real-time collaboration and visibility for all stakeholders.

2. Product Backlog

a) Job Creation

Create new service jobs with relevant details such as client details, vehicle description, vehicle service list, due date and priority.

Acceptance Criteria:

1. The user should be able to enter service details (client details, vehicle description, vehicle service list, due date and priority).
2. Service job creation should generate a unique identifier for each service.

b) Job Assignment

Assign service jobs to specific mechanics to ensure proper job distribution and accountability.

Acceptance Criteria:

1. The user should be able to select a job and assign it to a specific mechanic.
2. The user should be able to assign multiple jobs to a single mechanic.
3. The user should be able to assign multiple mechanics to a job.
4. Assigned mechanics should receive notifications or reminders about their given jobs.

c) Job Tracking

Track the progress of each service and have visibility into its status, parts list, and actual time spent.

Acceptance Criteria:

1. The user should be able to update the status of a job (not started, in progress, completed).
2. The user should be able to record the parts list and the actual time spent on each job.
3. Job status and progress should be reflected in real-time within the service chart module.

3. Test Cases

a) Test Case: Job Creation
   1. Verify that a new job can be created with all the required details (client details, vehicle description, vehicle service list, due date and priority).
   2. Verify that the job is successfully saved and assigned a unique identifier.
   3. Verify that the job is visible and accessible to the assigned mechanics.

b) Test Case: Job Assignment
   1. Verify that a job can be assigned to a specific mechanic.
   2. Verify that a job can be assigned to multiple mechanics.
   3. Verify that multiple jobs can be assigned to a single mechanic.
   4. Verify that the assigned mechanic receives a notification or reminder about the assigned job(s).
   5. Verify that the job assignment is properly updated in the service chart module.

c) Test Case: Job Tracking
   1. Verify that the job progress can be tracked and updated (not started, in progress, completed).
   2. Verify that the parts list and actual time spent can be recorded for each job.
   3. Verify that the job status changes are reflected accurately in the service chart module.
   4. Verify that mechanics can update the status of their assigned jobs in real-time.