User Stories (The Students)

Sourish Dhekane, Kaustav Goswami, Manan Sharma

21 January 2019

The set of "Users" in the case of our software consists of the Mess Managing Committee (headed by Mess Manager) and the Student Community. This report briefs about the User Stories of the Student Community and planned Product Backlog.

1 User Stories

After interacting with the students of IIITG, following are the prime demands raised regarding the improvement of the functioning of mess. (The ordering is done with respect to the intensity of the demand)

1. Correct Billing must be done by removing any interference of manual work. The current system of calculating bills by following the register maintained at hostels is very faulty. In case of last semester, the bill for the whole month of November was imposed irrespective of the duration of stay which was different in case of every student. This failure happened despite maintaining the hostel register. Even after bringing this issue to the concerned authority, the problem was never solved and a sum of approximately ₹ 500 was charged without any reason.

2. The assumption that the student if present in the institute will avail the mess facility for all the 3 services (Breakfast, Lunch, Dinner) must be removed. The option to avail selected services must be available. Accordingly, billing must be done.

3. Currently, the feedback is taken intentionally on those days only when the mess service is good. This helps to generate a false impression on

the Mess Managing Committee about the quality of food served. Thus regular feedback is necessary.

4. Complaints are not taken seriously because of the lack of it's popularity. The complaint register is not taken followed up periodically. Hence the complaints must be transparent to the public and must be answered in real time.

5. It is better if everyone decides on the menu rather than just mess representatives. A voting will give a clear picture of what the students wish to have in mess.

2 Product Backlog

By analyzing the demands, following products are necessary

1. Log In System

2. Billing Dashboard

3. Calender Interface

4. Feedback System

5. Complaint Portal

6. Menu Voting

This list is already a subset of our target products.