**Release and Sprint Plans**

**Team No.41**

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**HelpDesk**

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Release Plan

# Release 1

Delivery date: Sept. 17 Total Story Points: 45

This website will help the people who need help but lack proper English skills. Users will be able to select the appropriate service type and ask for help. The website is focus on the security of users’ account, so that users will not worry about security problems.

## Security function

Users need to setting passwords and activate the account though verifying from the email links. And users’ privacy information display or not depend on users choosing.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S02 | Ensure real people login in | 3 |
| S13 | Stop users before sending invalid data | 3 |
| S16 | Restrictive place for entering | 2 |
| S17 | User need to confirm password when registration | 3 |
| S21 | User can deactivate account | 2 |
| S48 | Users' password should be at least six characters to keep security | 2 |
| S44 | Check if there is repeat information | 2 |
| S51 | Data type should be written correctly to store in database | 2 |
|  | Story Point Sub-Total: | 19 |

## Select service type

Users are able to search and find the most suitable service that they need.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S22 | Users will be provided with cheapest service | 1 |
| S23 | User can find best service provider | 1 |
| S31 | Users can compare service providers | 4 |
|  | Story Point Sub-Total: | 6 |

## Webpage display

Users have a reliable feeling of our website by suitable colour and special logo.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S33 | Background colour of column can be changed | 2 |
| S36 | Suitable theme colour for the website | 2 |
| S37 | Impressive Logo of the website | 2 |
| S42 | Simple user interface can make user easy to use | 1 |
| S43 | Smooth animation effect on the website | 4 |
| S52 | Logo of the website | 2 |
|  | Story Point Sub-Total: | 13 |

## Register/login/log out:

Users login the website from any page of websites and they can exit the account by closing the webpage.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S32 | Logout easily | 2 |
| S34 | Login in any page | 3 |
| S40 | Visitor can register in any pages | 2 |
|  | Story Point Sub-Total: | 7 |

# Release 2

Delivery date: Oct. 22 Total Story Points: 27

This website will help the people who need help but lack proper English skills. Users, staff and service providers can see the status of issues when they login their account. The detailed information including phone number and address will be provided to users and service providers. There are multiple functions in this website.

## Request status

Users’ request status can be view and check by users and staff.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S01 | Present status of issues | 1 |
| S08 | Staff knows which issues are under processing | 2 |
| S09 | Staff update the status of issues | 1 |
| S12 | Staffs see the progress of issues | 1 |
|  | Story Point Sub-Total: | 5 |

## Detailed information

Users can contact service providers to adding specific requirements or some special needs. For service providers, they are able to get user information to provide services as users wish.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S03 | Contact service provider | 1 |
| S07 | Provide users' phone number | 1 |
| S24 | Users can read terms and condition | 1 |
| S26 | Users can know the address of business | 1 |
| S28 | User can know the phone number and email address to contact staff | 1 |
| S27 | Service know the address of clients | 1 |
| S38 | User can see detail information of service provider | 2 |
|  | Story Point Sub-Total: | 8 |

## Function of webpage

Users could cancel the request, reset the passwords and view the list of the service.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S05 | Cancel request easily | 1 |
| S10 | Users choose satisfied service providers | 1 |
| S15 | Page can update automatically when rolling down | 6 |
| S19 | User can reset password when forgetting password | 1 |
| S25 | Visitor can browse website without registration | 1 |
| S35 | User can click on logo to back to home page | 2 |
| S41 | A nice navigation bar for user | 2 |
|  | Story Point Sub-Total: | 14 |

# Release 3

Delivery date: Total Story Points: 68

## This website will help the people who need help but lack proper English skills, including translate language. Online chat service will also be provided to the users.

## Respond/comment service

Users can provide comments and respond to the service that they accepted as well as service providers they chosen, which could help other users when they are chosen the service providers or services, it also helps service providers improve their services.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S04 | E-mail notification when found providers | 4 |
| S11 | Service provider can see comments | 1 |
| S20 | Users can comment and rank | 4 |
| S30 | User can see other users' comments | 2 |
| S45 | Only one staff will help user at a time | 4 |
| S50 | Users can receive "successfully sent" notification | 1 |
|  | Story Point Sub-Total: | 16 |

## Security function

Users will be reminded if input wrong information. When the user input their password, they cannot see the clear number.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S14 | User can receive alarm when error | 2 |
| S18 | Keep user password unexposed | 3 |
|  | Story Point Sub-Total: | 5 |

## Translate language

The website would provide English, Chinese and Korean to help most of users.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S06 | Translation function | 16 |
|  | Story Point Sub-Total: | 16 |

## Detailed information

Service providers can give some feedback about the website.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S49 | Generate closure for service provider | 6 |
|  | Story Point Sub-Total: | 6 |

## Register/login/log out

Users can login through other social websites.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S39 | SNS connection for registration | 16 |
|  | Story Point Sub-Total: | 16 |

## Online chat service

Users talk to the staff online to give information about their request or ask some questions, staff reply users by online chat in time.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S46 | Staff can receive notification immediately to help users solve problem | 3 |
| S47 | Online chat support | 6 |
|  | Story Point Sub-Total: | 9 |

# Delivery Schedule

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Week 6 Aug. 27 | Week 7 Sep. 3 | Week 8 Sep. 10 | Week 9 Sep. 17 | Week 10 Sep. 24 | Mid-Semester Break | Week 11 Oct. 8 | Week 12 Oct. 15 | Week 13 Oct. 22 |
| Sprint 1 | | Sprint 2 | | Sprint 3 | Sprint 3 | Sprint 4 | |
| Release 1 Sept. 17 | | | | Release 2 Oct. 22 | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |
| Sprint 5 | | … | |  | |  | |
| Release 3, 4, … | | | | | | | |

Sprint Plan

# Sprint 1

Total Story Points: 20 Total Hours: 43

## Current Velocity: Undefined

## Story S37: Impressive Logo of the website

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T37 | Design, Draw/Create a logo | 1 |  |
| T38 | Write test cases | 1 |  |
| T39 | Add it to suitable place in the page | 1 |  |
| T40 | Verify story is complete(acceptance test) | 1 |  |
|  | Story Points: 2 Total Hours: | 4 |  |

## Story S36: Suitable theme colour for the website

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T46 | Write test cases | 1 |  |
| T00 | Create Master pages | 1 |  |
| T47 | Decide different colour on the website but not much colourful | 1 |  |
| T48 | Verify story is complete(acceptance test) | 1 |  |
|  | Story Points: 2 Total Hours: | 4 |  |

## Story S33: Background colour of column can be changed

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T00 | Write test cases | 1 |  |
| T00 | Create navigation bar (CSS) | 2 |  |
| T41 | Create the suitable colour that can be changed to | 1 |  |
| T43 | Code colour changed where the mouse move to | 1 |  |
| T44 | Verify story is complete(acceptance test) | 1 |  |
|  | Story Points: 2 Total Hours: | 6 |  |

## Story S17: User need to confirm password when registration

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T14 | Create database | 2 |  |
| T00 | Create login pages and password box | 1 |  |
| T16 | Write code to confirm user enter the same password twice | 1 |  |
| T17 | Add a verification if user enter wrong at the second time | 1 |  |
| T00 | Connect webpage to database | 2 |  |
| T00 | Test login system and verify story is complete(acceptance test) | 1 |  |
|  | Story Points: 3 Total Hours: | 8 |  |

## Story S34: Login in any page

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T10 | Create register pages | 1 |  |
| T00 | Create form for user input personal detail | 2 |  |
| T00 | Connect to database | 1 |  |
| T12 | Submit button function | 2 |  |
| T00 | Link the register page to navigation bar | 1 |  |
| T00 | Test register page and verify story is complete(acceptance test) | 1 |  |
|  | Story Points: 3 Total Hours: | 8 |  |

## Story S13: Stop users before sending invalid data

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T07 | Limit textbox input character | 1 |  |
| T09 | Automatically validated data before sending database | 3 |  |
| T11 | Security plugin –verification code | 2 |  |
| T10 | Verify story is complete(acceptance test) | 1 |  |
|  | Story Points: 3 Total Hours: | 7 |  |

## Story S2: Ensure real people login in

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T01 | Create a validation number box after password | 1 |  |
| T02 | Email verification plugin | 4 |  |
| T04 | Write code to get automatic validation number from database | 2 |  |
| T05 | Test email verification and verify story is complete(acceptance test) | 1 |  |
|  | Story Points: 3 Total Hours: | 8 |  |