**Release and Sprint Plans**

**Team No.41**

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**Help Desk**

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Release Plan

# Release 1

Delivery date: Sept. 17 Total Story Points: 55

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 |
| S21 | User can deactivate account | 2 |
| S51 | Data type should be written correctly to store in database | 2 |
|  | Story Point Sub-Total: | 12 |

## Webpage layout/design

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

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S35 | Webpages Layout | 8 |
| S53 | Sitemap | 1 |
| S40 | Services Information | 4 |
| S28 | Contact Us | 4 |
| S26 | About Us | 2 |
|  | Story Point Sub-Total: | 19 |

## 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 |
| S34 | Register an account | 4 |
| S32 | Login & Logout | 16 |
| S02 | Staffs register an account | 4 |
|  | Story Point Sub-Total: | 24 |

# Release 2

Delivery date: Oct. 22 Total Story Points: 42

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 |
| S05 | Cancel request easily | 2 |
| S08 | Staff view request list | 4 |
| S09 | Staff update the status of issues | 4 |
|  | Story Point Sub-Total: | 10 |

## Service provider detail information

Staff 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 |
| S38 | Staffs can see detail information of service provider | 1 |
|  | Story Point Sub-Total: | 1 |

## Function of webpage

Users could cancel the request, reset the passwords and receive the notification of the webpage.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S31 | Sending services request | 8 |
| S21 | User can deactivate account | 2 |
| S50 | Users can receive “successful sent” notification | 4 |
| S24 | Users can read terms and condition | 1 |
| S07 | Provide users’ phone number | 2 |
| S19 | User can reset password when forgetting password | 2 |
| S45 | One request one staff | 4 |
| S13 | Validation data for registration form | 8 |
|  | Story Point Sub-Total: | 31 |

# Release 3

Delivery date: Total Story Points: 105

## 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 | 8 |
| S11 | Service provider can see comments | 2 |
| S20 | Users can comment and rating | 4 |
| S30 | User can see other users' comments | 2 |
| S45 | One request one staff | 4 |
| S50 | Users can receive "successfully sent" notification | 4 |
|  | Story Point Sub-Total: | 24 |

## 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 | Update personal information | 4 |
| S18 | Keep user password unexposed | 4 |
|  | Story Point Sub-Total: | 8 |

## Translate language

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

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S06 | Translation function | 32 |
|  | Story Point Sub-Total: | 32 |

## Detailed information

Service providers can give some feedback about the website.

|  |  |  |
| --- | --- | --- |
| Story ID | Story Title | Story Points |
| S49 | Generate closure for service provider | 4 |
|  | Story Point Sub-Total: | 4 |

## Register with social network

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 | 4 |
| S47 | Online chat support | 16 |
|  | Story Point Sub-Total: | 20 |

# 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: 28 Total Hours: 29

## Current Velocity: Undefined Taken Hours: 37

## Story S35: Website Layout

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T01 | Write test cases | 1 | 1 |
| T02 | Design, Draw/Create a logo | 4 | 8 |
| T03 | Create master pages | 1 | 8 |
| T04 | Draw layout | 1 | 1 |
| T05 | Create navigation bar (CSS) | 1 | 1 |
| T06 | Code colour changed where the mouse move to | 1 | 1 |
| T07 | Verify story is complete(acceptance test) | 1 | 1 |
|  | Story Points: 8 Total Hours: | 10 | 21 |

## Story S32: Login & logout

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T08 | Write test cases | 1 | 1 |
| T09 | Create database | 3 | 1 |
| T10 | Create login pages | 1 | 1 |
| T11 | User and password require for login | 1 | 2 |
| T12 | Logout button display after logged in | 1 | 2 |
| T13 | Add a verification if user enter wrong at the second time | 1 | 2 |
| T14 | Connect webpage to database | 2 | 2 |
| T15 | Test login system and verify story is complete(acceptance test) | 1 | 1 |
|  | Story Points: 16 Total Hours: | 10 | 12 |

## Story S34: Register pages

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T16 | Write test cases | 1 | 0.5 |
| T17 | Create register pages | 1 | 0.5 |
| T18 | Create form for user input personal detail | 2 | 1 |
| T19 | Connect to database | 1 | 0.5 |
| T20 | Submit button function | 2 | 0.5 |
| T21 | Write code to confirm user enter the same password twice | 1 | 0.5 |
| T22 | Test register page and verify story is complete(acceptance test) | 1 | 0.5 |
|  | Story Points: 4 Total Hours: | 9 | 4 |

# Sprint 2

Total Story Points: 25 Total Hours: 40

## Current Velocity: Undefined

## Story S02: Staff registration form

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T28 | Write test cases | 0.5 | 0.5 |
| T29 | Create staff register pages | 0.2 | 1 |
| T30 | Create form for staff input personal detail | 0.5 | 0.5 |
| T31 | Connect to database | 0.5 | 0.5 |
| T32 | Submit button function | 0.3 | 0.5 |
| T33 | Write code to confirm user enter the same password twice | 0.5 | 0.5 |
| T34 | Test register page and verify story is complete(acceptance test) | 0.5 | 1 |
|  | Story Points: 4 Total Hours: | 3 | 4 |

## Story S40: Services information

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T35 | Write test cases | 0.5 | 0.5 |
| T36 | Create a webpages for each services | 0.5 | 0.5 |
| T37 | Description of each services | 3 | 2 |
| T38 | Webpages layout & design | 1 | 1 |
| T39 | Testing all hyperlink and design(acceptance test) | 1 | 1 |
|  | Story Points: 4 Total Hours: | 6 | 5 |

## Story S28: Contact Us

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T40 | Write test cases | 0.5 | 0.5 |
| T41 | Create webpages for contact us | 0.5 | 0.5 |
| T42 | Staffs contact information | 4 | 2 |
| T43 | Help desk office contact details. | 2 | 2 |
| T44 | Developer team contact information | 2 | 2 |
| T45 | Testing all hyperlink and design(acceptance test) | 1 | 1 |
|  | Story Points: 4 Total Hours: | 10 | 8 |

## Story S14: User can update personal details

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T46 | Write test cases | 0.5 | 0.5 |
| T47 | Update account button for update user data in database | 4 | 3 |
| T48 | Testing (acceptance test) | 0.5 | 0.5 |
|  | Story Points: 2 Total Hours: | 5 | 4 |

## Story S53: Sitemap

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T49 | Write test cases | 0.5 | 0.5 |
| T50 | Create Sitemap pages | 2 | 2 |
| T51 | Webpages layout & design | 1 | 1 |
| T52 | Testing all hyperlink and design(acceptance test) | 0.5 | 0.5 |
|  | Story Points: 1 Total Hours: | 4 | 4 |

## Story S26: About Us

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T53 | Write test cases | 0.5 | 0.5 |
| T54 | Create about us pages | 0.5 | 0.5 |
| T55 | Origins of the help desk | 3 | 2 |
| T56 | Webpages layout & design | 0.5 | 0.5 |
| T57 | Testing all hyperlink and design(acceptance test) | 0.5 | 0.5 |
|  | Story Points: 2 Total Hours: | 5 | 4 |

## Story S54: Check Request Status

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T53 | Write test cases | 0.5 | 0.5 |
| T54 | Create status pages | 0.5 | 0.5 |
| T55 | Display data from the database | 3 | 2 |
| T56 | Webpages layout & design | 0.5 | 0.5 |
| T57 | Testing all hyperlink and design(acceptance test) | 0.5 | 0.5 |
|  | Story Points: 3 Total Hours: | 5 | 4 |

## Story S55: Request Form

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T53 | Write test cases | 0.5 | 0.5 |
| T54 | Create request pages | 0.5 | 0.5 |
| T55 | Insert Data into database | 3 | 2 |
| T56 | Webpages layout & design | 0.5 | 0.5 |
| T57 | Testing all hyperlink and design(acceptance test) | 0.5 | 0.5 |
|  | Story Points: 3 Total Hours: | 5 | 4 |

# Sprint 3

Total Story Points: 22 Total Hours: 32

## Current Velocity: Undefined

## Story S08: Staff view request list

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T58 | Write test cases | 1 | 1 |
| T59 | Create request list | 2 | 2 |
| T60 | Connect the request list with the database | 2 | 1 |
| T61 | Test status of issues can display on the website (acceptance test) | 1 | 1 |
|  | Story Points: 4 Total Hours: | 6 | 6 |

## Story S09: Staff update the status of issues

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T62 | Write test cases | 1 | 1 |
| T63 | Show the status of issues | 4 | 4 |
| T64 | Create button to change the status | 1 | 1 |
| T65 | Verify story is complete(acceptance test) | 1 | 1 |
|  | Story Points: 4 Total Hours: | 7 | 7 |

## Story S31: Sending services request

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T66 | Write test cases | 1 | 1 |
| T67 | Create request form | 3 | 2 |
| T68 | Set data type in database | 2 | 2 |
| T69 | Validate data type | 1 | 1 |
| T70 | Test request saving correctly (acceptance test) | 1 | 1 |
|  | Story Points: 8 Total Hours: | 9 | 8 |

## Story S21: User can deactivate account

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T71 | Write test cases | 1 | 1 |
| T72 | Create deactivate button | 1 | 1 |
| T73 | Link to database | 1 | 1 |
| T74 | Test request saving correctly (acceptance test) | 1 | 1 |
|  | Story Points: 2 Total Hours: | 4 | 4 |

## Story S50: Users can receive "successfully sent" notification

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T75 | Write test cases | 1 | 1 |
| T76 | Create notification | 2 | 2 |
| T77 | Write code to send notification | 2 | 2 |
| T78 | Test request saving correctly (acceptance test) | 1 | 1 |
|  | Story Points: 4 Total Hours: | 6 | 6 |

## Sprint4：

Total Story Points: 20 Total Hours: 34

## Current Velocity: Undefined

## Story S05: Cancel request easily

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T79 | Write test cases | 1 | 1 |
| T80 | Add cancel button | 1 | 1 |
| T81 | Delate database information | 1 | 1 |
| T82 | Test cancel request is complete(acceptance test) | 1 | 1 |
|  | Story Points: 2 Total Hours: | 4 | 4 |

## Story S24: Users can read terms and condition

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T83 | Write test cases | 1 | 1 |
| T84 | Create button called “terms and conditions” | 1 | 1 |
| T85 | Write terms and conditions | 1 | 0.5 |
| T86 | Test the webpage (acceptance test) | 1 | 1 |
|  | Story Points: 1 Total Hours: | 4 | 3.5 |

## Story S38: Staffs can see detail information of service provider

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T87 | Write test cases | 1 | 1 |
| T88 | Create button called “detail information of service provider” | 1 | 1 |
| T89 | Create database of each service provider and connect button | 1 | 1 |
| T90 | Test the button(acceptance test) | 1 | 1 |
|  | Story Points: 1 Total Hours: | 4 | 4 |

## Story S07: Provide users' phone number

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T91 | Write test cases | 1 | 1 |
| T92 | Create a button that user can choose to show their phone number to service provider | 1 | 1 |
| T93 | Write code to show the phone number | 1 | 1 |
| T94 | Test the button(acceptance test) | 1 | 1 |
|  | Story Points: 2 Total Hours: | 4 | 4 |

## Story S19: User can reset password when forgetting password

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T95 | Write test cases | 1 |  |
| T96 | Create a button that user can reset password | 1 |  |
| T97 | Write code to send email | 2 |  |
| T98 | Test the function of reset the password(acceptance test) | 1 |  |
|  | Story Points: 2 Total Hours: | 5 |  |

## Story S45: One request one staff

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T99 | Write test cases | 1 | 1 |
| T100 | Create button for users to choose staff | 1 | 1 |
| T101 | Write code to automatically assign work which have nobody responsible for it | 3 | 2 |
| T102 | Test the automatically assign function(acceptance test) | 1 | 1 |
|  | Story Points: 4 Total Hours: | 6 | 5 |

## Story S13: Validation data for registration form

|  |  |  |  |
| --- | --- | --- | --- |
| Task ID | Task Description | Estimate | Taken |
| T23 | Write test cases | 1 | 1 |
| T24 | Limit textbox input character | 1 | 1 |
| T25 | Automatically validated data before sending database | 3 | 2 |
| T26 | Security plugin –verification code | 2 | 1 |
| T27 | Verify story is complete(acceptance test) | 1 | 1 |
|  | Story Points: 8 Total Hours: | 7 | 6 |