ENSE 470,Milestone 3

Team : ENSE Master Race
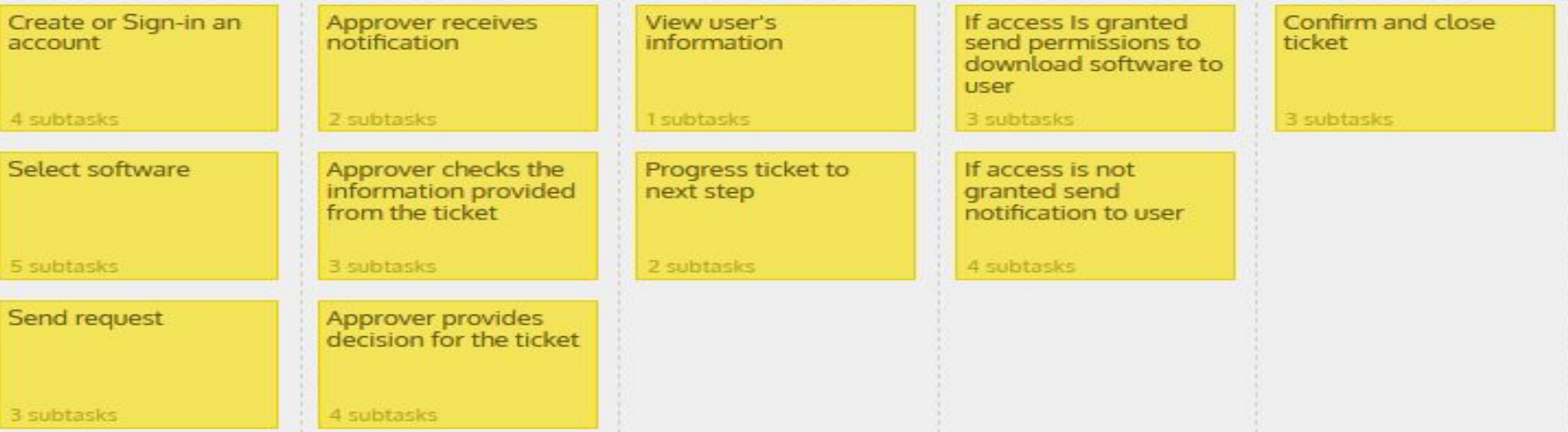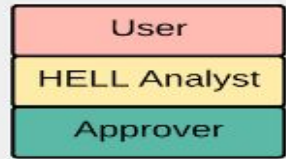Jeff Redmond
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User		
HELL Analyst		
Approver		

Fill in request ticket and submit → **Grant approval on incoming ticket** → **Vet request ticket information** → **Provision access and mark ticket as done** → **Confirm and close ticket**

Fill in request ticket and submit

Create or Sign-in an account

4 subtasks

Select software

5 subtasks

Send request

3 subtasks

Grant approval on incoming ticket

Approver receives notification

2 subtasks

Approver checks the information provided from the ticket

3 subtasks

Approver provides decision for the ticket

4 subtasks

Vet request ticket information

View user's information

1 subtasks

Progress ticket to next step

2 subtasks

Provision access and mark ticket as done

If access Is granted send permissions to download software to user

3 subtasks

If access is not granted send notification to user

4 subtasks

Confirm and close ticket

Confirm and close ticket

3 subtasks

Fill in request ticket and submit

Create or Sign-in an account	Select software	Send request

Release 1

Add sign up form for web application	Add "Software Request" page	Create request ticket
Add sign in form for web application	Add search bar with keyword lookup	Add ticket category: "Waiting for Approval"
	Assign approver based on list for the selected software	Send notification to assigned approver through email and web ap

Release 2

Sign up with regular account	Add fuzzy searching
Sign up with Facebook/Google account	Add search by categories and search filters

- As a *government employee* I want to be able to *create a easy to use account* where I can *download software*

- As a *government employee* I want to be able to view a variety of different *software* applications and then *send a request* so that *I'm able to download the software I need and use it to aid me in doing my job.*

Approver granting approval

Approver receives notification	Approver checks the information provided from the ticket	Approver provides decision for the ticket

Add notification drawer	Add ticket details page	Add buttons to grant or deny approval
Add page to view your assigned tickets	Display user account information	Move ticket to appropriate category
		Add categories: "Approved", "Not Approved"

	Feature that checks user info with a database to check if it is co	For not approved ticket, approver can add reason/ explanation

- As an *Approver* I want to be able to *receive notifications that an employee is requesting access to a software* that I am in charge of so that i'm able to either *allow them to use it or not allow them to use it.*

Analyst vets request

View user's information

Progress ticket to next step

Display fields from user's account

Add option to move ticket to next category

Add categories: "Confirm and Close", "Attention Needed"

- As an *analyst*, I would like to *view the user's information* from their account to be able to *determine if their request is valid*.

- As an *analyst*, I would like to be able to *progress the ticket* to *keep track of which tickets are at any given stage* or to *alert the user that attention is needed to advance*.

Analyst provides access

If access Is granted send permissions to download softwar

If access is not granted send notification to user

Add button to provide access

Add button to deny access

On button press, moves the ticket to "Confirm and Close" and send

On deny access, move ticket to "Confirm and Close"

Add key to user's account

Add user notification/email with reason for denial

For non approval add textbox to add reason

- As an *analyst*, I would like to be able to *grant access and have the user notified with a key sent to them* so that *the ticket can progress to the last step and so that I do not need to directly manage the keys*.

- As an *analyst*, I would like to be able to *deny access and have the user notified* so that *the ticket can progress to the last step and be closed*.

User confirms and closes ticket

Confirm and close ticket

Display granted key with link to software download

Add button to confirm and close the ticket

Add ticket comments so user can talk to analyst

- As an *user*, I would like to *be notified of the completion of my ticket and be able to close it* so that *I can finish the request process or know if I need to take additional actions*.

Changes & Misc

- Have your plans changed since your group's initial conception and project evolution
    - So far, our plan has stayed similar to our initial concept as detailed in our Future VSM
- Other insights:
    - As we move forward, we are realizing the Analyst will be involved in the process less than we had originally planned as most information is automatically entered based on the user's account

Group reflection

- how did we feel about this milestone? Likes? dislikes?
  - This milestone felt good, pretty neutral to this milestone
- What did you Learn about yourselves as you collaborated and worked through this milestone?
  - We learned about the true meaning of friendship
- how will we use what we have learned here going forward?
  - This stage lays out almost all of the features that we will need to implement in our project which is very useful
- What "stuff & things" related to this milestone would you want help with?
  - N/A