

Laszlo Sebetka

Business Analysis Portfolio Project

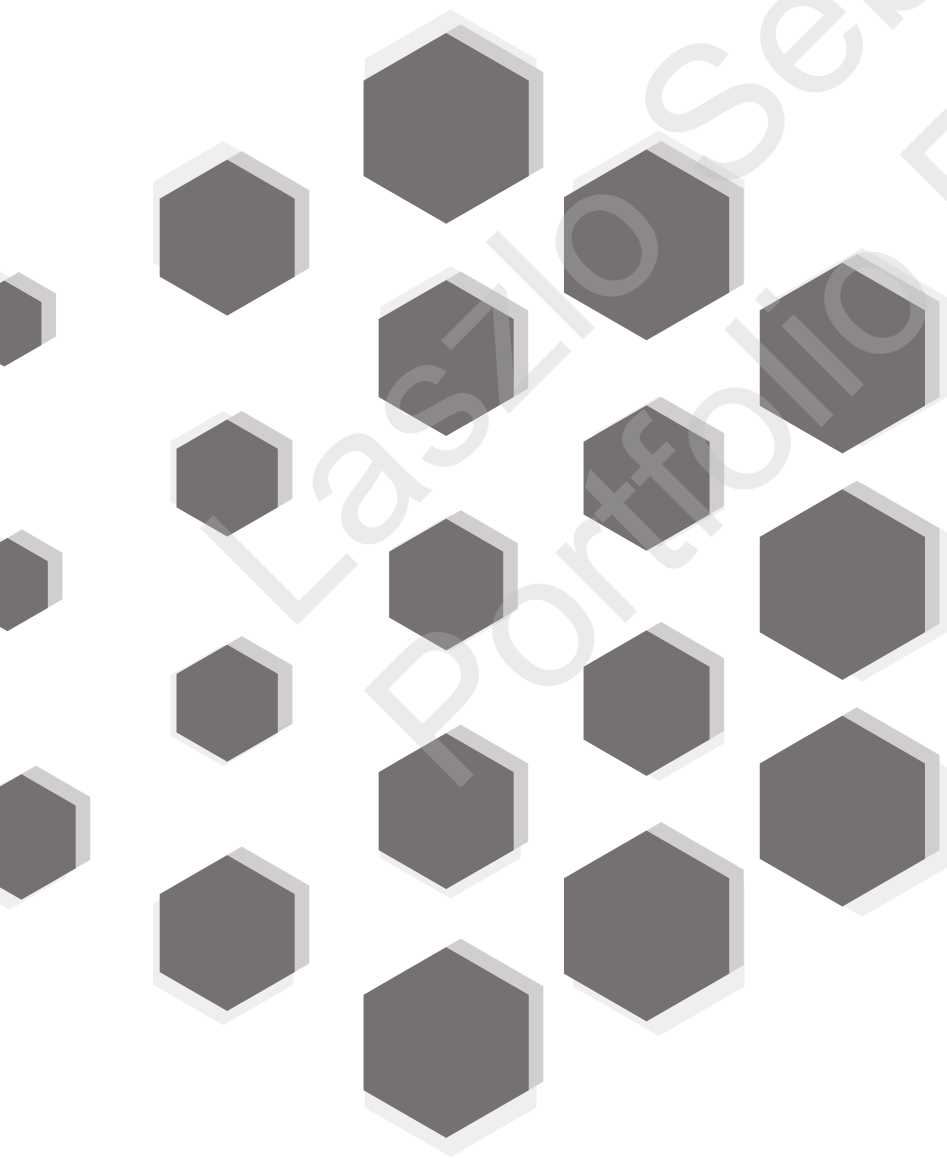


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1 CASE STUDY

Smart Academy, an ABC company Pty Ltd, established in 2002 and based in Australia. We have campuses in four different cities in Australia (Sydney, Melbourne, Adelaide and Brisbane). The pro-vice chancellor wants you (Business Analyst) to propose an online system that will allow students to enrol, make payments and complete the course through the application. The business focus being on delivering a quality education to the students that can benefit them practically and conveniently online. These courses designed such that they allow students to continue with their current lifestyle, whilst improving their skills and CV. The application should allow students to access the Smart Academy portal through web and mobile applications.

The web application designed as the primary student interface, where the mobile application will be the secondary interface. The Online system needs to allow students to enrol and process payment options using desktops, laptops and mobile phones. Once the student registers into the portal under their respective course, students will be able to create a profile where they will be able to select their subjects. The system should allow the students to create, edit and remove subjects during subject selection. Once subject selection is completed, the student should be able to view the list of subjects in which they are enrolled and respective timetables for that semester. Typical courses include Interior Design, Accounting and Bookkeeping, Health Administration, Financial Services Management, and IT support and Networking. Students will login and view their course, subjects and their timetables. The system will have the ability to send reminders and customised reports to students. The reports can be payment receipts, academic transcripts and course completion information. The system should send automatic reminders to the students regarding late fee payments, missed enrolments and other important notifications. At the end of each semester, the system will generate grades, once tutors have completed grading their assessments. The results will be published and can be viewed in web and mobile applications. The system will allow students to enquire about their queries and concerns.

Smart Academy has appointed you to perform Agile Business Analysis activities and produce the appropriate artefacts for this process.

2 USER PERSONA

Identifying personas | Primary / Secondary / Tertiary



3 PRIMARY PERSONA

Creating the case study primary persona profile.

Hugh Damhdalaba



"Traveling for fun, study for a high distinction lifestyle."

Age: 24

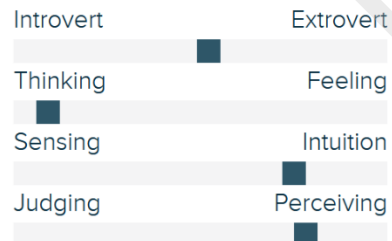
Work: Full time student

Family: Unmarried

Location: Adelaide

Character: High Achiever

Personality



Goals

- Achieve a high career path
- Finish a bachelor and a masters degree
- Travel around Australia
- Achieve high distinction in every subject

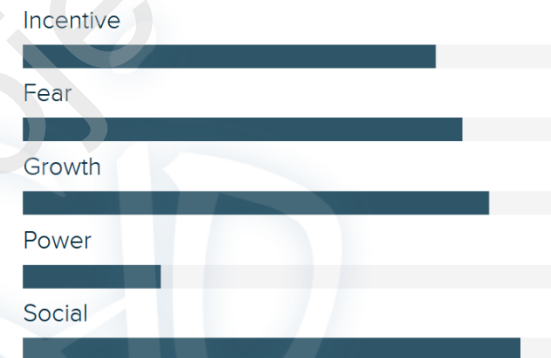
Frustrations

- Fair to ask help. English is his second language.
- Fix budget
- Technological issues

Bio

International student from Europe. He is a high achiever and he likes when a service working perfectly so he can concentrate on his study. His goal is to achieve high distinction in every subject. He wants to finish his bachelor degree and later maybe masters. He has a tight budget and he often forget pay the bills. He wants to travel around Australia. He doesn't mind if he get offers and deal in email.

Motivation



Preferred Channels



Creating user stories. Structure writing a user story:

“As a [persona], I [want to], [so that].”

As an international onshore student, **I would like** an online environment **so** I can create a profile.

As an international onshore student, **I would like** to log in online **so** I can see my online enrolment.

As an international onshore student, **I would like** multiple payment option in the website **so** I can pay my course fee.

As an international onshore student, **I would like** an online chat option **so** I can contact with student services online.

As an international onshore student, **I would like** to select my own subject **so** I can control what I want to study in each semester.

As an international onshore student, **I would like** to see my timetable **so** I can plan my free time accordingly.

As an international onshore student, **I would like** to get a reminder before the course fee is due **so** I can avoid any late payment fees.

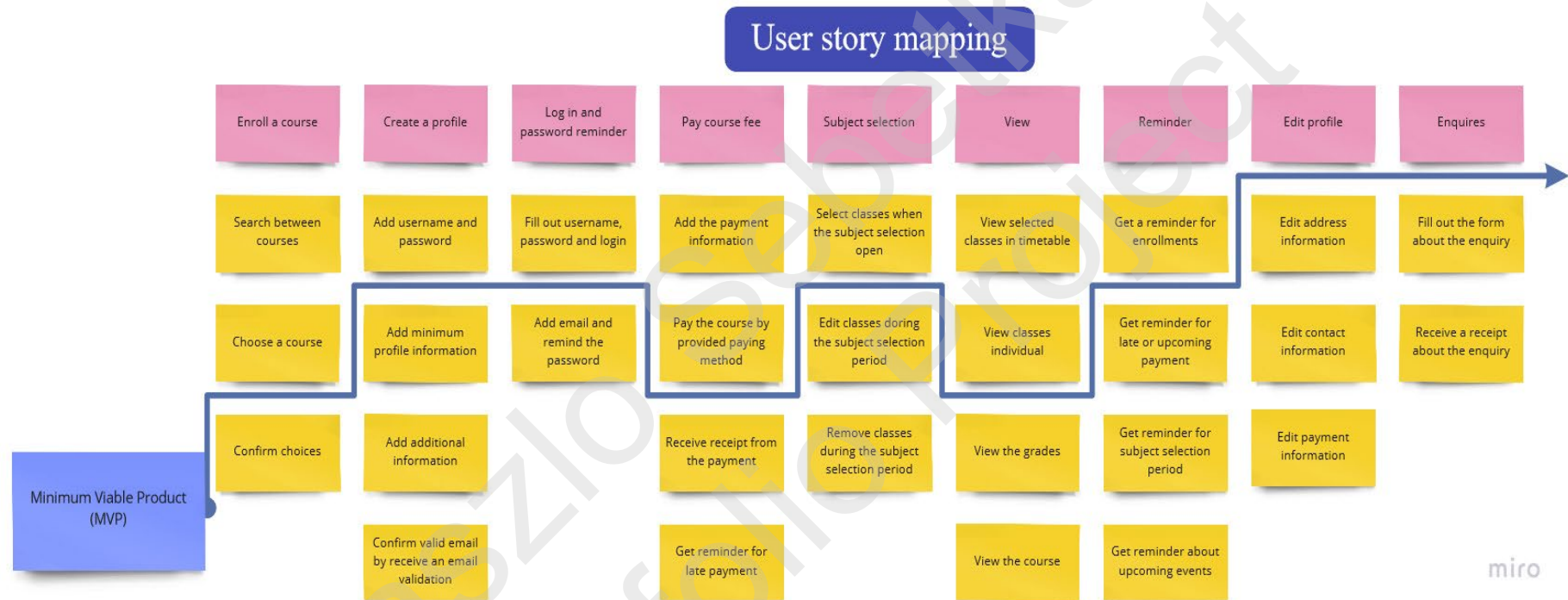
As an international onshore student, **I would like** an option to download my academic transcript **so** I can collect and use them accordingly.

As an international onshore student, **I would like** to see my grade when its realised **so** I can follow my academic progress.

As an international onshore student, **I would like** I would like to have an online form for queries **so** I can send question and my concerns directly to the right department.

5 USER STORY MAPPING

User story mapping technique with identify the minimum viable product (MVP).



6 SMART ACADEMY MVP

MVP stories and describe why is an MVP.

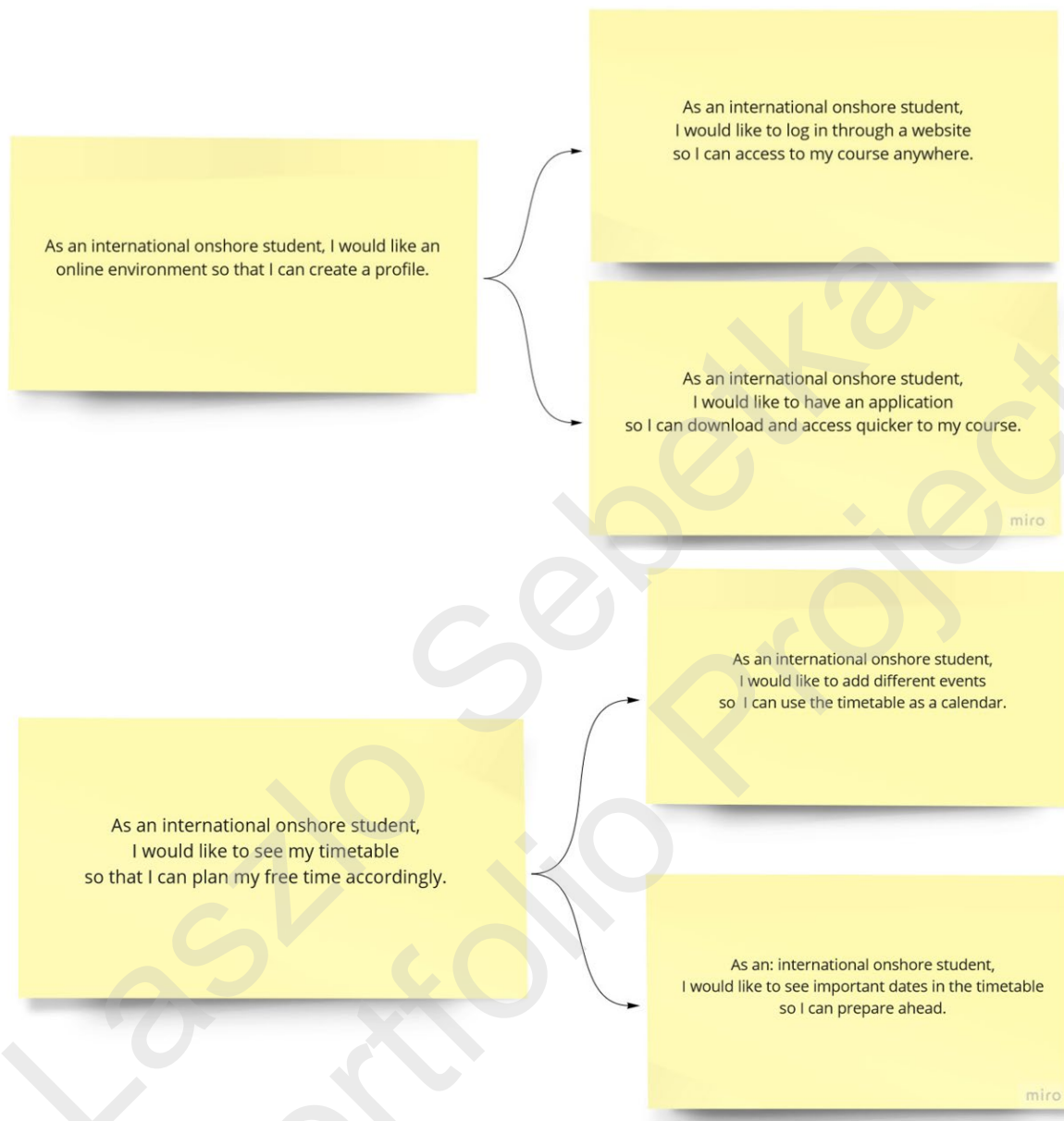
Story	Reason is MVP
As an international onshore student, I would like to search between courses so I can find my course.	<i>A future student need to able to find the course what they are looking for.</i>
As an international onshore student, I would like to choose a course so I can start my study.	<i>If the student finds the course it is essential to able to choose therefore register for that course.</i>
As an international onshore student, I would like to choose username and password so I can log in with my credentials.	<i>It is essential for a student to log in securely. The option to add password individually will allow users to remember easier.</i>
As an international onshore student, I would like a login form so I can login to my account.	<i>The system needs to ask the credentials before log in. Therefore, the data is secure and easy to keep the data integrity.</i>
As an international onshore student, I would like to add my payment information so I can store in the system for future payment.	<i>This allows users to use the system easier and more efficiently.</i>
As an international onshore student, I would like to able to pay my course so I can start my study.	<i>Smart academy is a private education system therefore every student has to pay the course fee. If the payment is completed the student can start the course.</i>
As an international onshore student, I would like to select my classes so I can control which subject I want to enrol.	<i>Students need to be able to choose their own subjects. This is giving the freedom in the study path.</i>

As an international onshore student, I would like to see my classes so I can plan ahead my study-personal life schedule.	<i>The student who can plan ahead doing better performance. The timetable gives the option when the classes, assessments, exams are due so students can plan ahead.</i>
As an international onshore student, I would like to access to individual classes so I can control see the announcements, assessments, grades and discussions.	<i>This is where the lecturer can communicate with the students. The students able to see the class requirements, access to learning materials.</i>
As an international onshore student, I would like to get a remainder about enrolments so I can enrol to classes in time.	<i>This is helping the students (and Smart academy) to plan ahead the next semester.</i>

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7 SPLIT COMPLEX STORIES

Identify 2 complex stories and split into smaller stories.



8 ACCEPTANCE CRITERIA & MOSCOW

The four smaller stories are explained in detail with prioritisation using by MoSCoW technique

As an international onshore student, **I would like** to log in through a website **so** I can access to my course anywhere.

Acceptance criteria:

Must have	1. Log in form 2. Forgot my password option 3. Email and password field 4. Remember me check box
Should have	5. Use sub-domain so the website not overcrowded 6. Easy top navigation 7. Side navigation bar (menu) course materials etc. 8. Access to the course materials and grades
Could have	9. Class messages and forum 10. Access to the academy resources
Won't have	11. Newsfeed – academy can communicate with the student 12. Social media wall 13. Keep site loading under 3sec

As an international onshore student, **I would like** to have an application **so** I can download and access quicker to my course.

Acceptance criteria:

Must have	1. Download option for Android and Apple store 2. Two factor authentications 3. App landing grid design with icons 4. Connected to the academy database 5. View marks and grade
Should have	6. Push notification 7. Notification's option 8. Setting option for customisation
Could have	9. Easy contact for the student services 10. Chat option between students
Won't have	11. Social media wall 12. Connect different social media accounts 13. Background picture change 14. Easy payment function 15. Campus check-in

As an international onshore student, **I would like** to add different events **so** I can use the timetable as a calendar.

Acceptance criteria:

Must have	1. Show study events – assessments, classes, deadlines 2. Show the academic weeks 3. Add personal event to the calendar 4. Edit and delete personal event to the calendar
Should have	5. Drag and drop events 6. Add notification to the events 7. Add and edit duration for an event 8. Add, edit and remove guest for an event
Could have	9. Customize the colour for the calendar 10. Synchronize with different calendars – google, Microsoft, etc
Won't have	11. Notification if overbooked a timeslot 12. When click to study event redirect to the subject page

As an international onshore student, **I would like** to see important dates **so** I can prepare ahead.

Acceptance criteria:

Must have	1. Show subject selection period 2. Show enrolment due dates 3. Set up notification
Should have	4. Filter the dates by event category 5. Different view options – list, weekly, monthly, semester 6. Use custom colours by events
Could have	7. Accessibility settings 8. Connected to the billing system – payment due events
Won't have	9. Pop up window for details about the date 10. Lectures can create special events – help sessions, consultations