

Release and Sprint Plans

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Table of Contents

Release Plan	1
Release 1	1
Login.....	1
Visitor information.....	1
Help Requests.....	1
Manage quotes and bookings	1
Look and Feel.....	2
Release 2	3
Volunteer Login	3
Process Request.....	3
Feedback	3
Delivery Schedule	4
Estimated Velocity: 2 hours per Story Point	4
Sprint Plan.....	5
Sprint 1.....	5
Current Velocity: 4 hours per Story Point	5
Story ID: ZERTWO-1 Create and Manage account [GENERAL USER]	5
Story ID: ZERTWO-27 About here2help [VISITOR].....	5
Story ID: ZERTWO-28 Contact here2help [VISITOR]	5
Story ID: ZERTWO-49 Service design [GENERAL USER].....	5
Sprint 2.....	6
Current Velocity: 4 hours per Story Point	6
Story ID: ZERTWO-6 Create Request [CLIENT]	6
Story ID: ZERTWO-4 Manage Request [CLIENT]	6
Story ID: ZERTWO-2 Recover Password [GENERAL USER]	6
Story ID: ZERTWO-2 Manage account [GENERAL USER].....	7
Sprint 3.....	8
Current Velocity: 3.88	8
Story ID: ZERTWO-9 Create and Manage Account [VOLUNTEER]	8
Story ID: ZERTWO-104 Manage Volunteer Account [ADMIN]	8
Story ID: ZERTWO- 12 Request Approval [VOLUNTEER]	9

Story ID: ZERTWO-15 Booking [CLIENT]	9
Story ID: ZERTWO-135 Track Request [CLIENT]	9
Story ID: ZERTWO-134 Record of Quotes [Volunteer]	9
Sprint 4	10
Current Velocity: 3.69	10
Story ID: ZERTWO-10 Service Provider Feedback [CLIENT]	10
Story ID: ZERTWO-14 Volunteer Feedback [CLIENT]	10
Story ID: ZERTWO-171 View service provider Feedback [VOLUNTEER]	11
Story ID: ZERTWO-172 View volunteer Feedback [ADMIN]	11
Story ID: ZERTWO-114 Work on a Request [VOLUNTEER]	11

Release Plan

Release 1

Delivery date: 17th September 2015

Total Story Points: 100

Provide an initial website that allows users to access information about the service including the Help Desk's contact details and a method for emailing the volunteers. Users will be able to create and manage their account. Clients and volunteers will be able to create, manage and track requests, and volunteers will be able to manage bookings and quotes.

Login

Users will be able to create, manage and delete an account. The account will enable them to access Help Desk services. Users will also be able to recover their password.

Story ID	Story Title	Story Points
ZERTWO-1	Create/Manage an account [GENERAL USER]	16
ZERTWO-2	Recover Password [GENERAL USER]	4
Story Point Sub-Total:		20

Visitor information

Visitors and general users will be able to navigate the website, access information about the services provided by the Help Desk and contact the Help Desk Volunteers.

Story ID	Story Title	Story Points
ZERTWO-27	About here2help [VISITOR]	1
ZERTWO-28	Contact here2help [VISITOR]	4
ZERTWO-29	Navigate [VISITOR]	1
Story Point Sub-Total:		6

Help Requests

Clients and Volunteers will be able to create, manage and view help requests. Volunteers will be able to assign requests to other volunteers and Clients will be able to track the progress of their request.

Story ID	Story Title	Story Points
ZERTWO-6	Create Request [CLIENT]	8
ZERTWO-4	Manage Request [CLIENT]	16
ZERTWO-16	Assign Requests [VOLUNTEER]	16
ZERTWO-5	Track Request [CLIENT]	2
ZERTWO-17	Create Help Request [VOLUNTEER]	4
Story Point Sub-Total:		46

Manage quotes and bookings

Volunteers will be able to record quotes, request approval from clients for quotes and Clients will be notified when a booking has been made on their behalf.

Story ID	Story Title	Story Points
ZERTWO-13	Record of Quotes [VOLUNTEER]	8
ZERTWO-12	Request Approval [VOLUNTEER]	16
ZERTWO-15	Booking [CLIENT]	4
Story Point Sub-Total:		28

Look and Feel

Users will be able to navigate the website and it will adhere to basic rules of design.

Story ID	Story Title	Story Points
ZERTWO-49	Service design [GENERAL USER]	1
Story Point Sub-Total:		1

Release 2

Delivery date: 27th October 2015

Total Story Points: 51

This release will extend the initial website developed in release 1. Volunteers will be able to create and manage their account. Clients and Volunteers will be able to provide and view feedback on service providers. Clients will be able to leave feedback on both volunteers and the here2help Help Desk. Service providers will be able to advertise and track their services. Volunteers will be able to ask clients questions about their Help Requests.

Volunteer Login

Volunteers will be able to login, manage their account and access volunteer only portions of help desk. An administrator will be able to create, manage and delete volunteer accounts.

Story ID	Story Title	Story Points
ZERTWO-09	Create and manage account [VOLUNTEER]	5
ZERTWO-104	Manage volunteer accounts [ADMIN]	6
Story Point Sub-Total:		11

Process Request

Volunteers will be able to select a request on a list, change its status, request approval of quotes, and write the booking information. Users will be able to track their request, approve/disapprove a selected quote, receive information about the service booking, and close a request.

Story ID	Story Title	Story Points
ZERTWO-134	Record of Quotes [VOLUNTEER]	4
ZERTWO-114	Work on a Request [VOLUNTEER]	4
ZERTWO-12	Request Approval [VOLUNTEER]	4
ZERTWO-15	Booking [CLIENT]	4
ZERTWO-135	Track Request [CLIENT]	2
Story Point Sub-Total:		18

Feedback

Clients will be able to leave and view feedback on Service Providers. Clients will also be able to leave feedback on volunteers and the overall operation of here2help Help Desk. Volunteers can view a list of service providers and their average rating. Admin can view volunteer's average rating.

Story ID	Story Title	Story Points
ZERTWO-10	Service Provider Feedback [CLIENT]	8
ZERTWO-14	Volunteer Feedback [CLIENT]	8
ZERTWO-171	View service provider feedback [VOLUNTEER]	4
ZERTWO-172	View volunteer feedback [ADMIN]	2
Story Point Sub-Total:		22

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				

Estimated Velocity: 2 hours per Story Point

Sprint Plan

Sprint 1

Total Story Points: 25

Total Hours: 100

Current Velocity: 4 hours per Story Point

Story ID: ZERTWO-1 Create and Manage account [GENERAL USER]

Task ID	Task Description	Estimate	Taken
ZERTWO-31	Create necessary fields	7	10
ZERTWO-32	Implement JavaScript code to perform field validation	10	7
ZERTWO-33	Save user details in account database table	5	4
ZERTWO-34	Have site maintain state, so users can make use of member only functionality	5	7
ZERTWO-44	Create database table to store user account information	5	6
Story Points: 16		Total Hours:	32
			34

Story ID: ZERTWO-27 About here2help [VISITOR]

Task ID	Task Description	Estimate	Taken
ZERTWO-30	Create 'about' page	1.5	1.5
ZERTWO-29	Create service description	0.5	0.2
Story Points: 1		Total Hours:	2
			1.7

Story ID: ZERTWO-28 Contact here2help [VISITOR]

Task ID	Task Description	Estimate	Taken
ZERTWO-45	Create page with contact information (email, phone)	2	2
ZERTWO-52	Create form to send message to volunteers	2	2
ZERTWO-53	Messages are saved in database message table	2	2
ZERTWO-54	Integrate appropriate PHP mailing library	2	3
Story Points: 4		Total Hours:	8
			9

Story ID: ZERTWO-49 Service design [GENERAL USER]

Task ID	Task Description	Estimate	Taken
ZERTWO-50	Choose Appropriate colour scheme	1	1
ZERTWO-51	Choose Appropriate layout for service tools	1	1
Story Points: 1		Total Hours:	2
			2

Sprint 2

Total Story Points: 25

Total Hours: 96

Current Velocity: 4 hours per Story Point

Story ID: ZERTWO-6 Create Request [CLIENT]

Task ID	Task Description	Estimate	Taken
ZERTWO-79	Write test cases	3	3
ZERTWO-80	Verify story is complete (acceptance test)	2	1
ZERTWO-81	Create page to view help request details	4	4.5
ZERTWO-82	Create page to view all of client's help requests	4	4
ZERTWO-83	Create help request form	4	5
ZERTWO-84	Write code to retrieve help request details from database	4	3
ZERTWO-85	Write code to retrieve all of client's help request id's and names from database	4	1
ZERTWO-86	Write code to insert help request details in database	3	3
ZERTWO-87	Create tables to store help request in database	4	1
Story Points: 8		Total Hours:	32 25.5

Story ID: ZERTWO-4 Manage Request [CLIENT]

Task ID	Task Description	Estimate	Taken
ZERTWO-62	Write test cases	3	1
ZERTWO-63	Verify story is complete (acceptance test)	2	3
ZERTWO-64	Add delete function to view help request page	3	1
ZERTWO-65	Create page to edit client help request	4	5
ZERTWO-66	Write code to retrieve help request details from database	4	1
ZERTWO-67	Write code to update help request details in database	4	1
ZERTWO-68	Write code to delete help request from database	4	4
ZERTWO-46	Create page displaying all of the clients current job request	4	4
ZERTWO-40	Implement Javascript code to perform field validation	3	3
Story Points: 6		Total Hours:	24 23

Story ID: ZERTWO-2 Recover Password [GENERAL USER]

Task ID	Task Description	Estimate	Taken
ZERTWO-69	Write test cases	3	3
ZERTWO-70	Verify story complete (acceptance test)	2	2
ZERTWO-71	Create form requesting email, first name and last name	5	5
ZERTWO-72	Write code to query email, first name, last name and hash in database	5	2
ZERTWO-73	Write code to send email with password	5	5.5
ZERTWO-37	Implement JavaScript for field validation	3	3
Story Points: 5		Total Hours:	20 20.5

Story ID: ZERTWO-2 Manage account [GENERAL USER]

Task ID	Task Description	Estimate	Taken
ZERTWO-56	Create account summary page	5	4
ZERTWO-59	Write test cases	3	1
ZERTWO-58	Write code to update user details in database	5	3
ZERTWO-61	Verify story complete (acceptance test)	2	2
ZERTWO-60	Write code to retrieve user details from the database	4	2
ZERTWO-57	Create edit details form	5	6
Story Points: 6		Total Hours:	24
			27

Sprint 3

Total Story Points: 25

Total Hours: 97

Current Velocity: 3.88

Story ID: ZERTWO-9 Create and Manage Account [VOLUNTEER]

Task ID	Task Description	Estimate	Taken
ZERTWO-93	Create sign up page (Create)	3	2
ZERTWO-94	Create account summary page (View)	3	1
ZERTWO-95	Create edit details form (Edit/Delete)	4	1
ZERTWO-96	Implement JavaScript code to perform field validation	1	1
ZERTWO-97	Write code to update volunteer's details in database	2	1
ZERTWO-98	Write code to retrieve volunteer's details from the database	2	1
ZERTWO-99	Write code to delete volunteer's details from the database	2	1
ZERTWO-100	Write code to insert volunteer's details in the database	2	2
ZERTWO-101	Have site maintain state, so users can only make use of volunteer's functionality	2	2
ZERTWO-102	Verify story complete (acceptance test)	2	1
ZERTWO-103	Write test cases	2	2
Story Points: 5		Total Hours:	25
			15

Story ID: ZERTWO-104 Manage Volunteer Account [ADMIN]

Task ID	Task Description	Estimate	Taken
ZERTWO-105	Create list of volunteers account request page (List)	6	3
ZERTWO-106	Create account summary page for a selected volunteer (View)	4	3
ZERTWO-107	Create approve/disapprove volunteer account	4	6
ZERTWO-108	Write code to update volunteer details in database	2	1
ZERTWO-109	Write code to retrieve volunteer details from the database	2	1
ZERTWO-110	Write code to delete volunteer details from the database	2	1
ZERTWO-111	Have site maintain state, so users can only make use of admin's functionality	2	2
ZERTWO-112	Verify story complete (acceptance test)	2	1
ZERTWO-113	Write test cases	2	2
Story Points: 6		Total Hours:	26
			20

Story ID: ZERTWO- 12 Request Approval [VOLUNTEER]

Task ID	Task Description	Estimate	Taken
ZERTWO-115	Create help request summary page with inputs to inform quotes and button to request approval [Volunteer]	5	5
ZERTWO-116	Update help request summary page with quotes and approve/disapprove button [User]	5	5
ZERTWO-117	Write code to send to user an email with help request quotes	2	2
ZERTWO-118	Write code to update request details in database	2	2
ZERTWO-119	Write code to retrieve request details from the database	2	2
ZERTWO-120	Verify story complete (acceptance test)	2	2
ZERTWO-121	Write test cases	2	2
Story Points: 4		Total Hours:	20

Story ID: ZERTWO-15 Booking [CLIENT]

Task ID	Task Description	Estimate	Taken
ZERTWO-128	Create help request summary page with inputs to inform final booking information [Volunteer]	5	5
ZERTWO-129	Create code to send an email with final booking information	5	3
ZERTWO-130	Write code to update request details in database	2	2
ZERTWO-131	Write code to retrieve request details from the database	2	2
ZERTWO-132	Verify story complete (acceptance test)	2	2
ZERTWO-133	Write test cases	2	2
Story Points: 4		Total Hours:	18

Story ID: ZERTWO-135 Track Request [CLIENT]

Task ID	Task Description	Estimate	Taken
ZERTWO-136	Create status bar for visual aid	2	2
ZERTWO-137	Modify view request to display status bar	3	3
ZERTWO-138	Write code to retrieve request status from the database	2	1
ZERTWO-139	Verify story complete (acceptance test)	2	2
ZERTWO-140	Write test cases	2	2
Story Points: 2		Total Hours:	11

Story ID: ZERTWO-134 Record of Quotes [Volunteer]

Task ID	Task Description	Estimate	Taken
ZERTWO-141	Modify work on request to display quote fields	5	6
ZERTWO-142	Write code to create quote table in database	3	3
ZERTWO-143	Write code to retrieve request data from the database	2	1
ZERTWO-144	Write code to update quotes in database	3	2
ZERTWO-145	Verify story complete (acceptance test)	2	2
ZERTWO-146	Write test cases	2	2
Story Points: 4		Total Hours:	17

Sprint 4

Total Story Points: 26

Total Hours: 96

Current Velocity: 3.69

Story ID: ZERTWO-10 Service Provider Feedback [CLIENT]

Task ID	Task Description	Estimate	Taken
ZERTWO-147	Create feedback form (Create)	5	5
ZERTWO-148	Create view feedback page (View)	5	6
ZERTWO-149	Add feedback links to list requests page	3	3
ZERTWO-150	Write code to send to client an email requesting feedback on their experience with service provider when request completed	4	4
ZERTWO-151	Implement JavaScript code to perform field validation	4	3
ZERTWO-152	Write code to insert feedback into database	2	2
ZERTWO-153	Write code to retrieve service provider's details from the database	2	2
ZERTWO-154	Write code to modify database to store feedback (create table)	3	4
ZERTWO-155	Verify story complete (acceptance test)	2	1
ZERTWO-156	Write test cases	2	3
Story Points: 8		Total Hours:	32 33

Story ID: ZERTWO-14 Volunteer Feedback [CLIENT]

Task ID	Task Description	Estimate	Taken
ZERTWO-157	Modify feedback form to include feedback on volunteer	5	5
ZERTWO-158	Modify feedback request email to include request for feedback on volunteer	5	5
ZERTWO-159	Implement JavaScript code to perform field validation	4	3
ZERTWO-160	Write code to insert feedback into database	2	1
ZERTWO-161	Write code to retrieve volunteer's details from the database	2	1
ZERTWO-162	Write code to modify database to store feedback on volunteers (create table)	3	3
ZERTWO-163	Verify story complete (acceptance test)	2	2
ZERTWO-164	Write test cases	2	2
Story Points: 8		Total Hours:	25 22

Story ID: ZERTWO-171 View service provider Feedback [VOLUNTEER]

Task ID	Task Description	Estimate	Taken
ZERTWO-173	Create service provider list page	5	5
ZERTWO-174	Write code to retrieve feedback from database	2	2
ZERTWO-175	Write code to store service provider table	3	3
ZERTWO-176	Verify story complete (acceptance test)	2	2
ZERTWO-177	Write test cases	2	2
Story Points: 4		Total Hours:	14

Story ID: ZERTWO-172 View volunteer Feedback [ADMIN]

Task ID	Task Description	Estimate	Taken
ZERTWO-178	Write code to retrieve feedback from database	2	2
ZERTWO-179	Write code to store service provider table	3	2
ZERTWO-180	Verify story complete (acceptance test)	2	2
ZERTWO-181	Write test cases	2	2
Story Points: 2		Total Hours:	9

Story ID: ZERTWO-114 Work on a Request [VOLUNTEER]

Task ID	Task Description	Estimate	Taken
ZERTWO-122	Create list of help requests, sorted by location > priority > creation date (List)[Volunteer]	6	7
ZERTWO-123	Create help request summary page with button to start working on it (View/Start working)	3	4
ZERTWO-124	Write code to send to user an email informing that a volunteer has started to work on his help request	2	2
ZERTWO-125	Write code to update request status in database	2	2
ZERTWO-126	Verify story complete (acceptance test)	2	2
ZERTWO-127	Write test cases	2	2
Story Points: 4		Total Hours:	17