

Alon Djurinsky  
Christopher Recilio  
Chun Ho Lee  
Yunan Shi  
Stephen Liu

# **CASCA**

## **Product Backlog**

### **Project Deliverable #3**

<b>Personas</b>	<b>2</b>
Version 0	2
Alice (TEQ worker)	2
Jeff (Organization Owner)	2
Cody (System Admin)	3
Version 1	3
Alice (TEQ worker-mid level)	3
Bob (TEQ worker-low level)	3
Cody(TEQ worker- high level)	4
Jeff (Organization Owner)	4
Changes from previous versions	4
<b>User Stories</b>	<b>5</b>
Version 0	5
Version 1	6
Changes from previous versions	9
Personas used	9
<b>Tasks</b>	<b>10</b>
Version 0	10
Version 1	12
Changes from previous versions	13

# Personas

## Version 0

### 1. Alice (TEQ worker)

- 25 year-old, female
- Agency worker of The Toronto East Quadrant Local Immigration Partnership.
- Responsibilities includes creating reports, scheduling meetings and making financial decisions.
- Immigrant from India
- Feels very strongly about her work, would like to make the best financial decisions possible.
- Speaks English, Tamil, and Mandarin
- Has great attention to detail and is very organized.
- Good computer skills: she can use most Microsoft Office software such as Word, Excel, and PowerPoint. She can also navigate through the web and learn or use new software competently.
- Believes in technology and willing to spend time on learning it.

### 2. Jeff (Organization Owner)

- 56 year-old male owner of an organization that runs a relief program for immigrants.
- Jeff decides how best to run his organization after carefully considerations such as budget, manpower, and time.
- Jeff deals with phone calls, emails, and in-person meetings on a day-to-day basis. The prior activities gives Jeff's organization help, funding, and or simply just clarification.
- Jeff is a leader that likes to make a plan and follow through on it. He only speaks English and hires translators when dealing with any other languages in his day-to-day work life.
- In terms of technology Jeff can use a computer to read emails, put together a very basic Excel document, and use Internet Explorer. He can also use a basic printer, phone, and car.
- Jeff does not understand technology and considers it magic. He would like to avoid using any technologically complicated.

### 3. Cody (System Admin)

- 20-year old, male.
- A third year Computer Science student at UTSC.
- Code is taking a part time work-study position where he needs to update and maintain a data aggregation software.
- Cody can fix computers and communicate effectively with other UTSC staff.
- Cody uses programming languages such as Python, C, and Java, and is able to create scripts and learn new languages easily as needed.
- Cody is very passionate about Computer Science and would like to work at Google one day.

## Version 1

### 1. Alice (TEQ worker-mid level)

- 25 year-old, female
- Agency worker of The Toronto East Quadrant Local Immigration Partnership.
- Responsibilities includes creating reports, fixing bad data and making financial decisions
- Immigrant from India
- Feels very strongly about her work, would like to make the best financial decisions possible.
- Speaks English, Tamil, and Mandarin
- Has great attention to detail and is very organized.
- Good computer skills: she can use most Microsoft Office software such as Word, Excel, and PowerPoint. She can also navigate through the web and learn or use new software competently.
- Believes in technology and willing to spend time on learning it.

### 2. Bob (TEQ worker-low level)

- 52 year-old, male
- Low level worker of The Toronto East Quadrant Local Immigration Partnership.
- Responsibilities includes creating reports and collaborating with other low-level workers
- Immigrant from China
- Speaks English
- Needs to generate specific reports regularly
- Old fashioned, doesn't like spend too much time on technology, wish everything will be done in one click.
- Poor computer skills: He know how to start a computer and know how to use mouse, but that pretty much it, he does not know how to use any software, but if

someone show him how and the process is simple enough, he will be able to repeat it.

### 3. Cody (TEQ worker- high level)

- 20-year old, male.
- A third year Computer Science student at UTSC and high level TEQ worker
- Code is taking a part time work-study position where he needs to query some work to show some reports
- Cody know how SQL database works and can communicate effectively with other UTSC staff.
- Cody uses programming languages such as Python, C, SQL script, Bash and Java, and is able to create scripts and learn new languages easily as needed.
- Cody is very passionate about Computer Science and would like to work at Google one day.

### 4. Jeff (Organization Owner)

- 56 year-old male owner of an organization that runs a relief program for immigrants.
- Jeff decides how best to run his organization after carefully considerations such as budget, manpower, and time.
- Jeff deals with phone calls, emails, and in-person meetings on a day-to-day basis. The prior activities gives Jeff's organization help, funding, and or simply just clarification.
- Jeff is a leader that likes to make a plan and follow through on it. He only speaks English and hires translators when dealing with any other languages in his day-to-day work life.
- In terms of technology Jeff can use a computer to read emails, put together a very basic Excel document, and use Internet Explorer. He can also use a basic printer, phone, and car.
- Jeff does not understand technology and considers it magic. He would like to avoid using any technologically complicated.

## Changes from previous versions

- Removed developer (UTSC staff) as a persona
- Divided TEQ worker into 3 levels (high, mid, low)

# User Stories

## Version 0

1. As Jeff, an organization representative, I want to be able to upload a form to the software in the form of ICare Excel templates, so TEQ can use the data
2. As Jeff, an organization representative, I want to be able to be able to fill out a form that will input the data in manually so I do not have to deal with excel files
3. As Jeff, an organization representative, I want to be able to change everything in form back to default with one click
4. As Jeff, an organization representative, I want to be able to go back to home page with one click.
5. As Alice, mid level TEQ project staff, I want to be able to have many options in terms of filtering, processing, querying data and send it so that I can create detailed graphs and tables.
6. As Alice, mid level TEQ project staff, I want the raw data sorted in a format with charts, graphs, and tables so that I can view the performance of different programs.
7. As Alice, mid level TEQ project staff, I want to be able to detect and resolve conflicting data, so that I can keep the integrity of the data.
8. As Alice, mid level TEQ project staff, I want to be able to generate a report, so that the data can visualized for boardroom presentations.
9. As Jeff, an organization representative, I want the form to show the required fields, so that I can give the refugee's important information clearly and consistently.
10. As Jeff, an organization representative, I want to be able to upload excel files other than iCare, so that I don't have to transfer or lose the gathered data.
11. As Cody, a high level TEQ worker, I want to view all of the data collected, so that I can accurately perform maintenance and project-related analysis.

12. As Cody, a high level TEQ worker, I want to review all logs of the system so that I can ensure performance and maintenance of the system
13. As Cody, a high level TEQ worker, I want to be able to access the functions of all other users, so that I can troubleshoot and maintain the system
14. As Alice, TEQ project staff, I want to be able to manually review data conflicts so that I can ensure they are being resolved correctly
15. As Jeff, an organization representative, I want conflicting data to be resolved automatically, so that I don't have to worry about minor data conflicts.
16. As Alice, TEQ project staff, I want to be able to review logs of data that have been resolved automatically so that I can review it if issues arise
17. As Jeff, an organization representative, I want to download a template and enter my data into it so I know for sure what file formats are acceptable and the fields in them.
18. As Alice, TEQ project staff, I want to be able to see a log of which organizations contributed to the data along with their timestamps
19. As Alice, TEQ project staff, I want all organizations to be able to create an account but not be able to upload their data until I have confirmed the account is linked to the organization.
20. As Jeff, an organization representative, I want to be able to create an account easily and ask TEQ for my account credentials if I forget them
21. As Jeff, an organization representative, I want to undo the data I uploaded if I find a mistake in it.

## **Version 1**

1. As Jeff, an organization representative, I want to be able to upload a form to the software in the form of ICare Excel templates, so TEQ can use the data
2. As Bob, low level TEQ project staff, I want to be able to generate a report, so that the data can be used for boardroom presentations.
3. As Alice, mid level TEQ project staff, I want to be able to have many options in terms of filtering, processing, querying data.

4. As Cody, high level TEQ project staff, I want all organizations to be able to create an account but not be able to upload their data until I have confirmed the account is linked to the organization.
5. As Bob, low level TEQ project staff, I want to be able to detect and resolve conflicting data, so that I can keep the integrity of the data.
6. As Jeff, an organization representative, I want conflicting data to be resolved automatically, so that I don't have to worry about minor data conflicts.
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9. As Alice, mid level TEQ project staff, I want to be able to see a log of which organizations contributed to the data along with their timestamps
10. As Bob, low level TEQ project staff, I want the raw data sorted in a format with charts, graphs, and tables so that I can visualize the performance of different programs.
11. As Jeff, an organization representative, I want to be able to create an account easily and ask TEQ for my account credentials if I forget them
12. As Jeff, an organization representative, I want to be able to fill out a form that will input the data in manually so I do not have to deal with excel files
13. As Jeff, an organization representative, I want the form to show the required fields, so that I can give the refugee's important information clearly and consistently.
14. As Jeff, an organization representative, I want to be able to change everything in form back to default with one click
15. As Jeff, an organization representative, I want to be able to go back to home page with one click.
16. As Jeff, an organization representative, I want to undo the data I uploaded if I find a mistake in it.



17. As Jeff, an organization representative, I want to be able to upload excel files other than iCare, so that I don't have to transfer or lose the gathered data.

## **Changes from previous versions**

- Reordered user stories based on importance
- Changed user stories to fulfill needs of version 1 personas

## **Personas used**

- Version 1

# Tasks

## Version 0

User Story	Task	Story Points	Dependencies	Description	Details/Notes
U1	T1	3	None	Create a simple SQLite database that is able to store an ICare template, along with creating a corresponding schema	Refer to ICare template () Since it is so large, it would make sense to split the data into multiple tables
		The following are the names of the tables: <ul style="list-style-type: none"> <li>- Employment related</li> <li>- Community connection</li> <li>- Information and Orientation</li> <li>- Client Enrollment</li> <li>- Client Setup</li> <li>- Client Exit</li> </ul>			
	T2	2	T1	Create script to take a .csv ICare template And dump it into the database	Refer to ICare template
	T3	3	T1	Create a method that will let the user pick which file has the to-be-uploaded data	Make sure the picker only allows .csv files to be uploaded
U2	T4	3	None	Create a main menu with button to go to each widget	Buttons do not need to do anything yet
	T5	5	None	Design a GUI with writable fields, labels for the fields, and a send button	For now the fields are all text, though some will need to be replaced with dropdown menus
	T6	2	T1, T5	When the send button is clicked, create a method to send the	

				data into the database	
U3	T7	1	T5	Add a button called reset and create a method that resets all of the data in the template back to default	
U4	T8	1	T6, T3	Add a button to take the user back to the main menu screen, and add functionality to the main menu button to let the user get back to the form	
U5	T9	2	T1	Create a method that will create an ICare template csv file that is output to the file using the state of the current database	
	T10	5	None	Create a GUI screen with buttons for the different ways to output the options	
	T11	2	None	Create a method that will let the user pick the name of the report and where it will be output	For the time being only allow CSV files to be output
	T12	1	T4, T8-T11	Allow the user to get to this screen from the main menu and back using the same button as T8	

## Version 1

User Story	Task	Story Points	Dependencies	Description	Details/Notes
U1	T1	3	None	Create a simple SQLite database that is able to store an ICare template, along with creating a corresponding schema	Refer to ICare template () Since it is so large, it would make sense to split the data into multiple tables
		The following are the names of the tables: <ul style="list-style-type: none"> <li>- Employment related</li> <li>- Community connection</li> <li>- Information and Orientation</li> <li>- Client Enrollment</li> <li>- Client Setup</li> <li>- Client Exit</li> </ul>			
	T2	2	T1	Create script to take a .csv ICare template And dump it into the database	Refer to ICare template
	T3	3	T1	Create a method that will let the user pick which file has the to-be-uploaded data	Make sure the picker only allows .csv files to be uploaded
U2	T4	3	None	Create a main menu with button to go to each widget	Buttons do not need to do anything yet
	T5	5	None	Design a GUI with writable fields, labels for the fields, and a send button	For now the fields are all text, though some will need to be replaced with dropdown menus
	T6	2	T1, T5	When the send button is clicked, create a method to send the data into the database	
U3	T7	10		Add parsing options for	

				high level TEQ workers	
U4	T8	1	T6, T3	Add a button to take the user back to the main menu screen, and add functionality to the main menu button to let the user get back to the form	
U5	T9	2	T1	Create a method that will create an ICare template csv file that is output to the file using the state of the current database	
	T10	5	None	Create a GUI screen with buttons for the different ways to output the options	
	T11	2	None	Create a method that will let the user pick the name of the report and where it will be output	For the time being only allow CSV files to be output
	T12	1	T4, T8-T11	Allow the user to get to this screen from the main menu and back using the same button as T8	

### Changes from previous versions

- Changed U3 to adding parsing