

## Appendix B

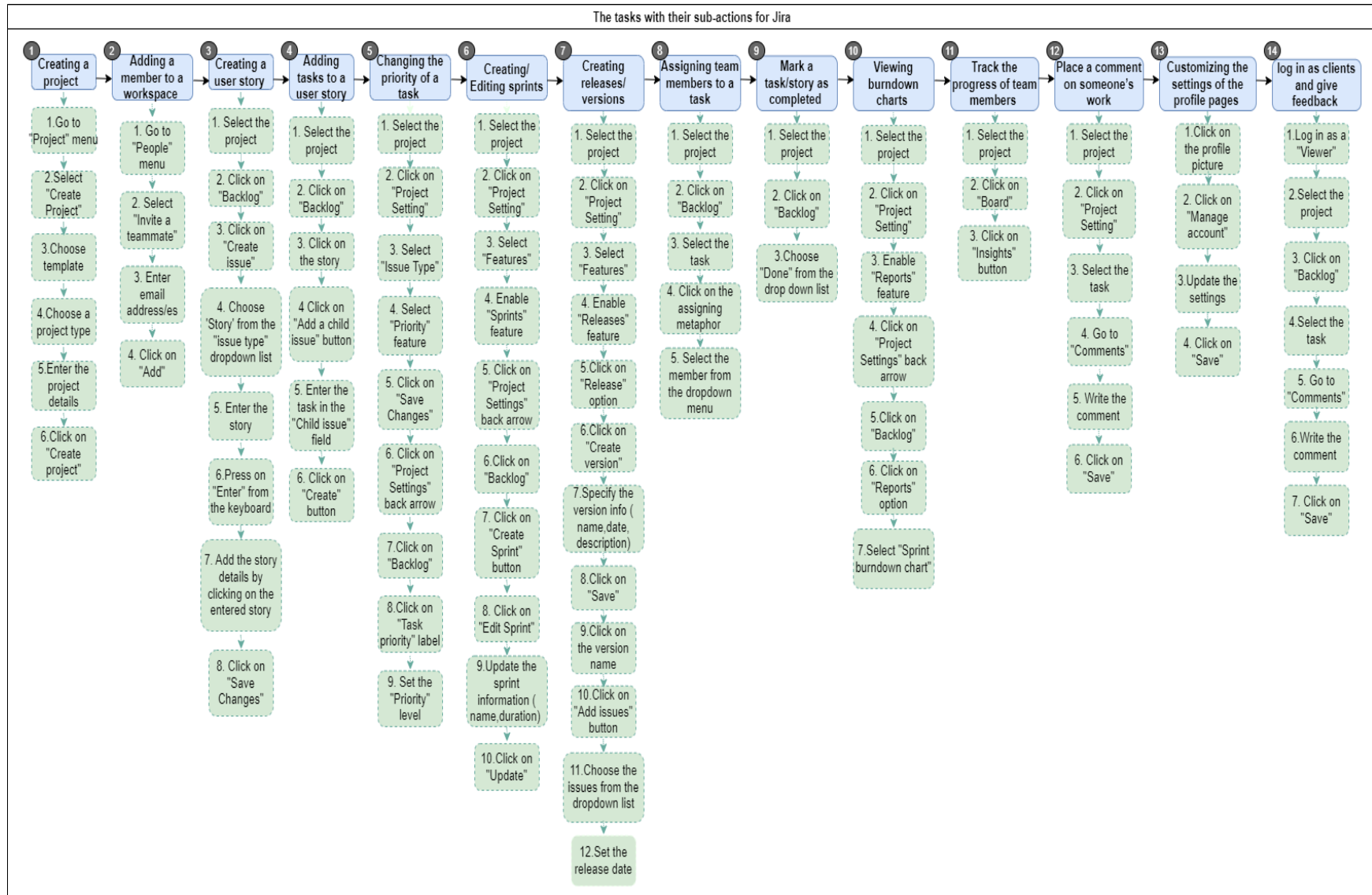


Fig. 6. Task analysis (Jira).

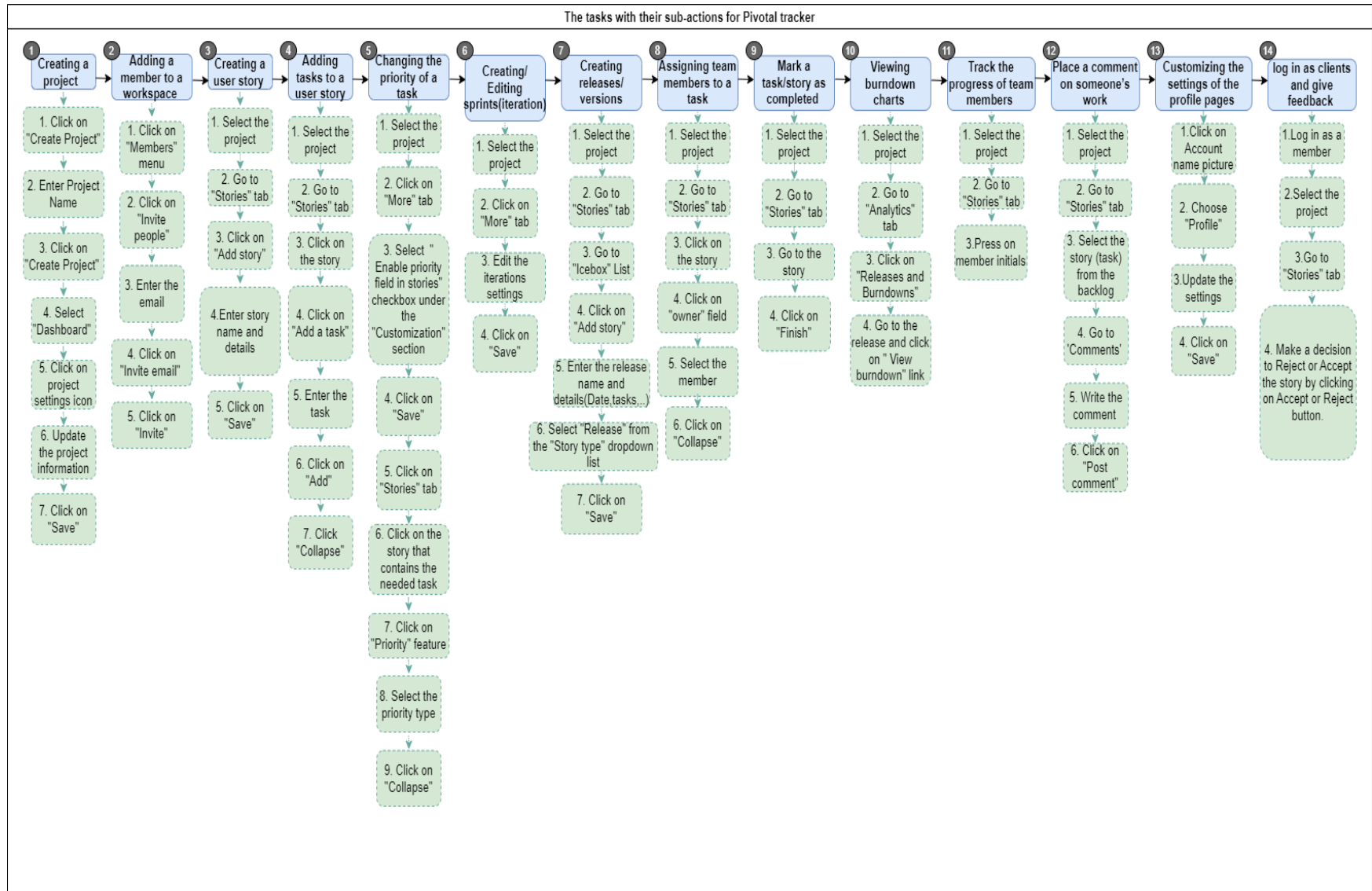


Fig. 7. Task analysis (Pivotal Tracker).