Conflicts Between EPICs/Sprints

DAU Campus Complaint Resolve

S2 (Submit complaint) with S4 (Submit anonymously)

Conflict
S2 requires the student to be logged in and identified to submit. S4 allows anonymity, hiding identity from handlers.

Solution
If a user wants to submit a complaint anonymously (checking anonymous checkbox), the user's identity will be kept hidden and no one will be able to see any info.

S5 (Upvotes) with C6 (Escalation workflow & deadline alerts)

Conflict
S5 prioritizes complaints by popularity, while C6 prioritizes by deadlines and criticality. These different prioritization logics may clash in practice.

Solution
Criticality will be given the highest priority, then by deadlines, followed by popularity.

File Upload vs Security (Sprint 2 vs Sprint 7)

Conflict
Students may attach images/videos as evidence, but committees/admins need access to review while sensitive info could leak.

Solution
Rule: Allow file uploads, but scan for mask metadata that could reveal identity if complaint is anonymous.