**Software Engineering Practices**

**(SEP) -**  **IT-5040**

**Online Help Desk System for FixIT Computer Solutions**

**OHDS - Sprint 2 Report (28/02/2021 – 13/03/2021)**



Group F - Project

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1. **Scope / Requirements covered in Sprint 2 (19 story points)**

We have categorized our product backlog for 3 main epics/ features based on scope. In addition, there will be another main epic related to SIT considering integration and deployment aspects.

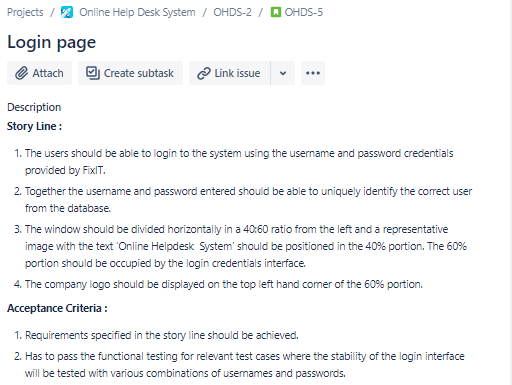
* Onboarding and Login
* Helpdesk support request
* Dashboard module
* SIT

In the first sprint we have taken 4 stories related to Onboarding and Login epic, since our team is new to this framework, new to tools and so on. The total size of story pints taken to the sprint is 12 story points.

In this 2nd sprint we have taken 4 stories related to “Helpdesk support request”, 1 story from “Onboarding and Login” epic and 1 story from “Dashboard module” epic. Total size of stories are 19 story points.

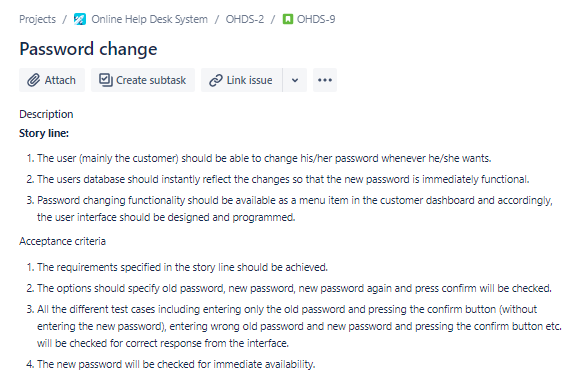
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sprint** | **Epic** | **Story** | **Story Points** | **Total Story Points** |
| **1** | Onboarding and login module | Login page | 3 (Base story) |  |
|  | Onboarding and login module | Access management | 3 |  |
|  | Onboarding and login module | User profile creation | 5 |  |
|  | Onboarding and login module | User profile update | 2 |  |
|  |  |  |  | **13** |
| **2** | Onboarding and login module | Password change | 2 |  |
|  | Helpdesk support request | Create new job/ request | 5 |  |
|  | Helpdesk support request | View job status | 2 |  |
|  | Helpdesk support request | View all jobs - Customer only | 3 |  |
|  | Helpdesk support request | Create new job for another user | 2 |  |
|  | Dashboard module | Customer dashboard | 5 |  |
|  |  |  |  | **19** |

* **Base Story** (Login Page - 3 Story Points)



# **User Stories addressed during the sprint**

1. Password Change (2 Story Points)

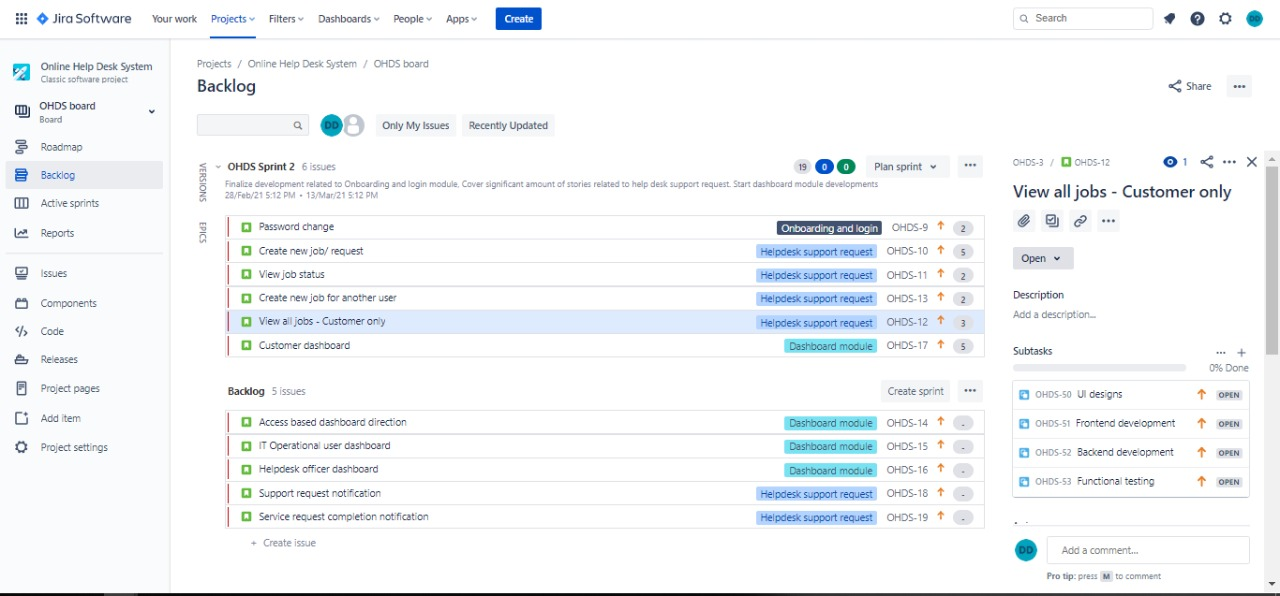


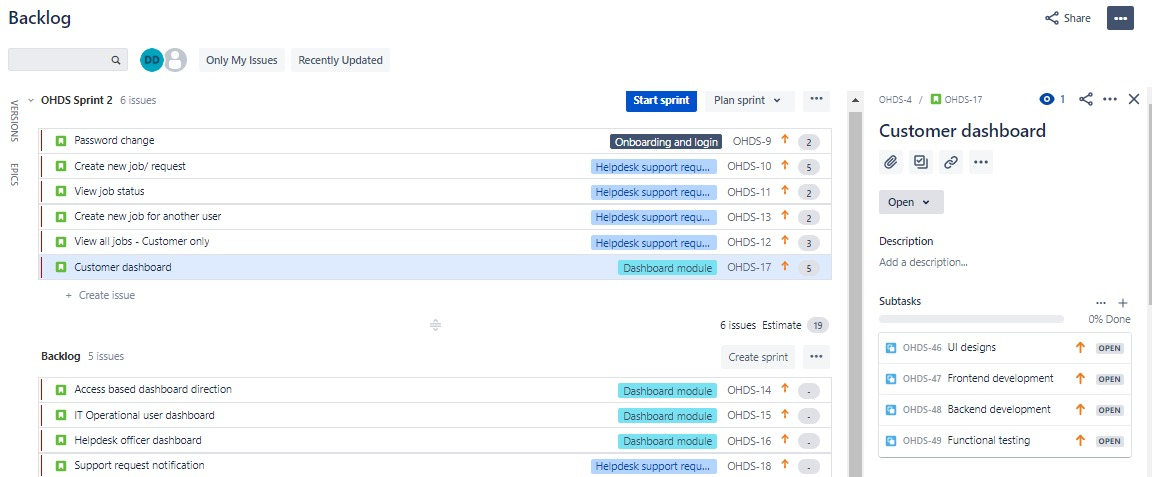
1. Create new job/ request (5 Story Points)
2. View job status (2 Story Points)
3. View all jobs - Customer only (3 Story Points)
4. Create new job for another user (2 Story Points)
5. Customer Dashboard (5 Story Points)
6. **Meeting logs**

* 2021/02/28 –Sprint 2 Planning meeting (~4 hours)

<https://zoom.us/j/94292403833?pwd=VkhyZkVJOGUvRTNmdXhjZkJRVmN2QT09>

|  |  |  |
| --- | --- | --- |
| Discussion Points/ Action items | Point/ Action owner | Due (if applicable) |
| Prioritize Password change story in the sprint and finalize Onboarding and login module. | Team |  |
| Then the stories related to Helpdesk support request module. | Team |  |
| At last we are planning to complete the story related to dashboard module. Since we have taken more story points this time we could spill this story related to another module as a contingency plan. | Ruwan |  |
| Shanaka and Ruwan to perform DevOps and QA | Team |  |
| Nuwan to work on UI/UX and support QA | Team |  |
| Sajeewa to work on focusing support on acceptance testing and backlog | Team |  |
| Dinuka to focus on facilitating, clearing impediments, practicing agile and reporting as usual | Team |  |



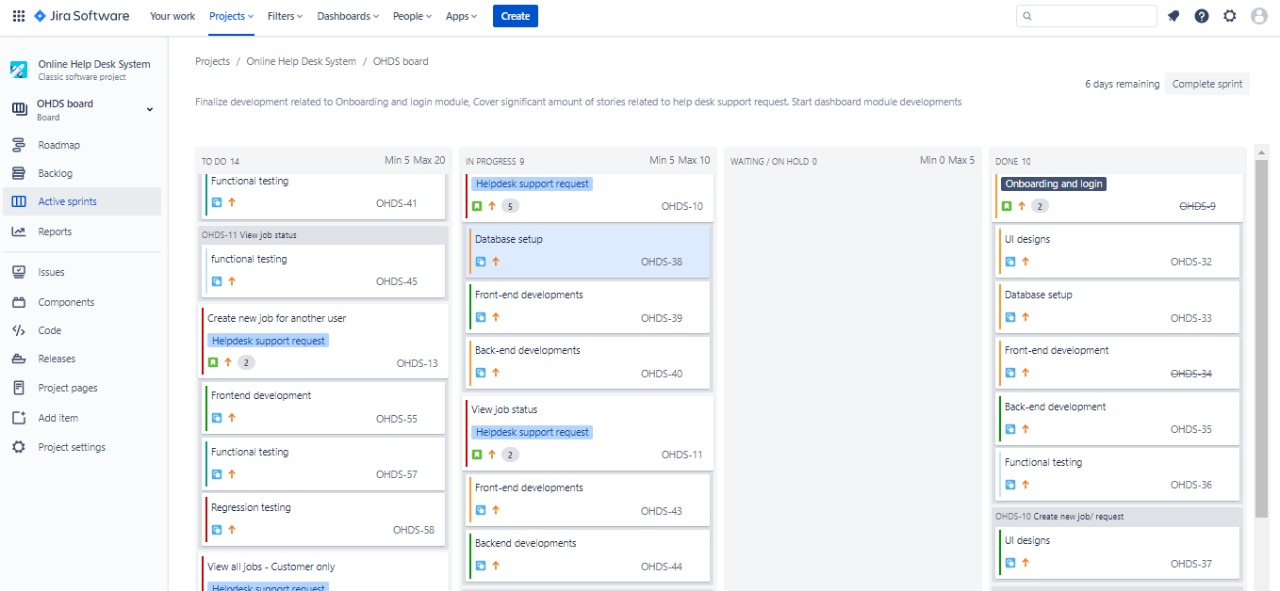


* 2021/03/02nd, 04th, 06th, 09th and 11th – Daily standups (15 min)

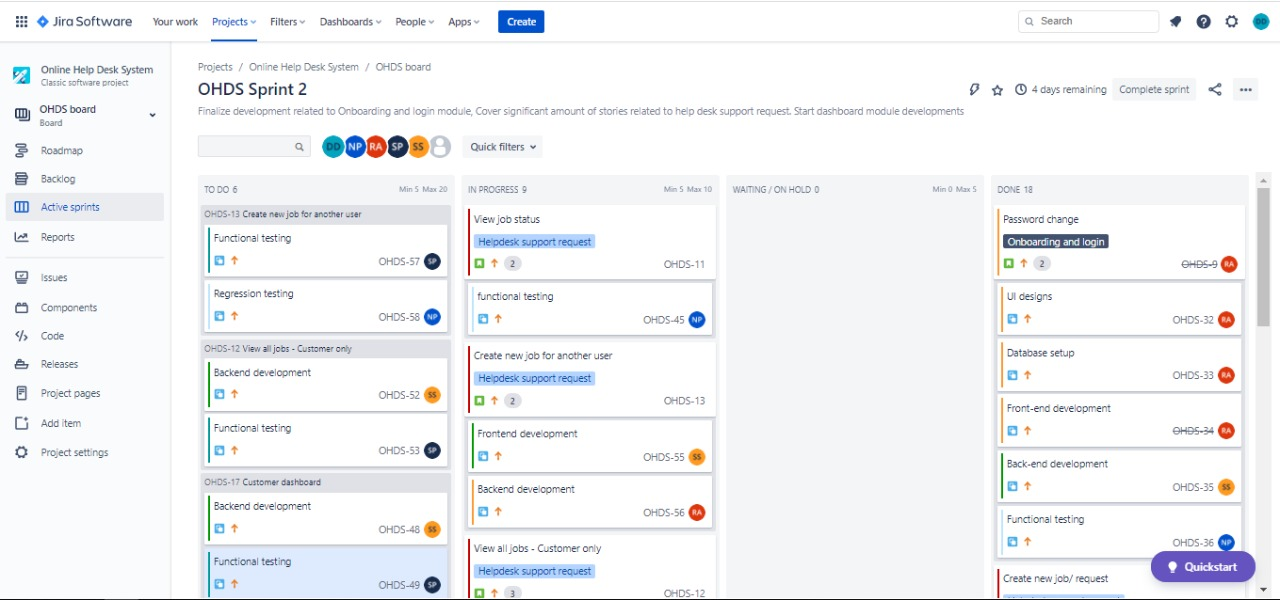
\*No major points, decisions or blockers not available to state. Mostly all development team has given their status update to all attendees of the meeting based on below 3 criteria.

1. What did I do for past 2 days. Which tickets to update based on the status.
2. What will I planned to do for next 2 days?
3. Any blocker/ impediment to executing the planned work

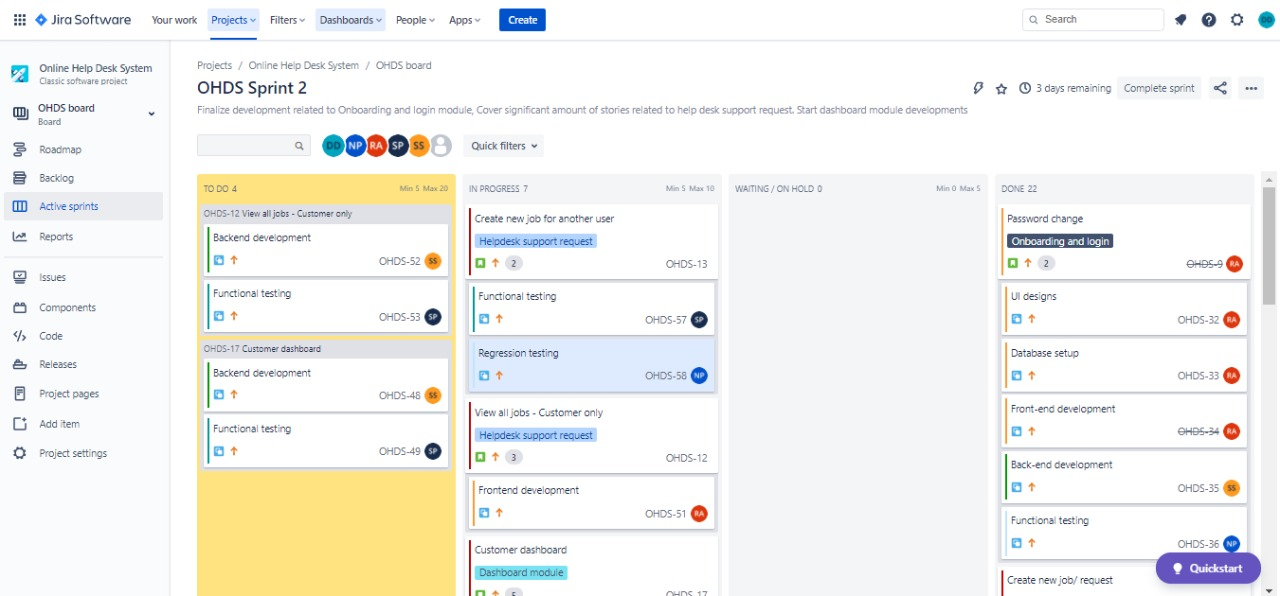
2021/03/04



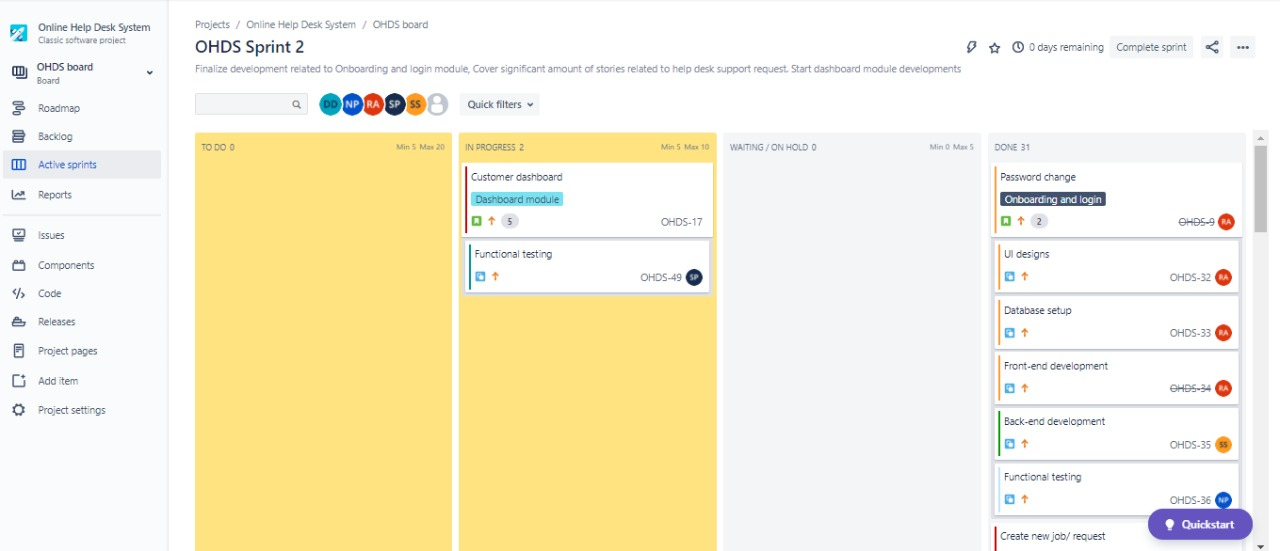
2021/03/06



2021/03/09



2021/03/11



* 2021/03/06 – Backlog Refinement

[Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MjA5N2FmZGEtZjk1Zi00OTNhLTk1OTYtMTczN2FjZWQ1NzMy%40thread.v2/0?context=%7b%22Tid%22%3a%22a628da58-b099-463e-b9bd-4987cd45ed75%22%2c%22Oid%22%3a%22789212a0-8438-4b5a-a962-a89b3cd83d75%22%7d)

|  |  |  |
| --- | --- | --- |
| Discussion Points/ Action items | Point/ Action owner | Due (if applicable) |
| Dashboard module related stories prioritized over Helpdesk support request related stories. | Team |  |
| Helpdesk officer dashboard story prioritized to the 1st position. | Team |  |

Before backlog grooming



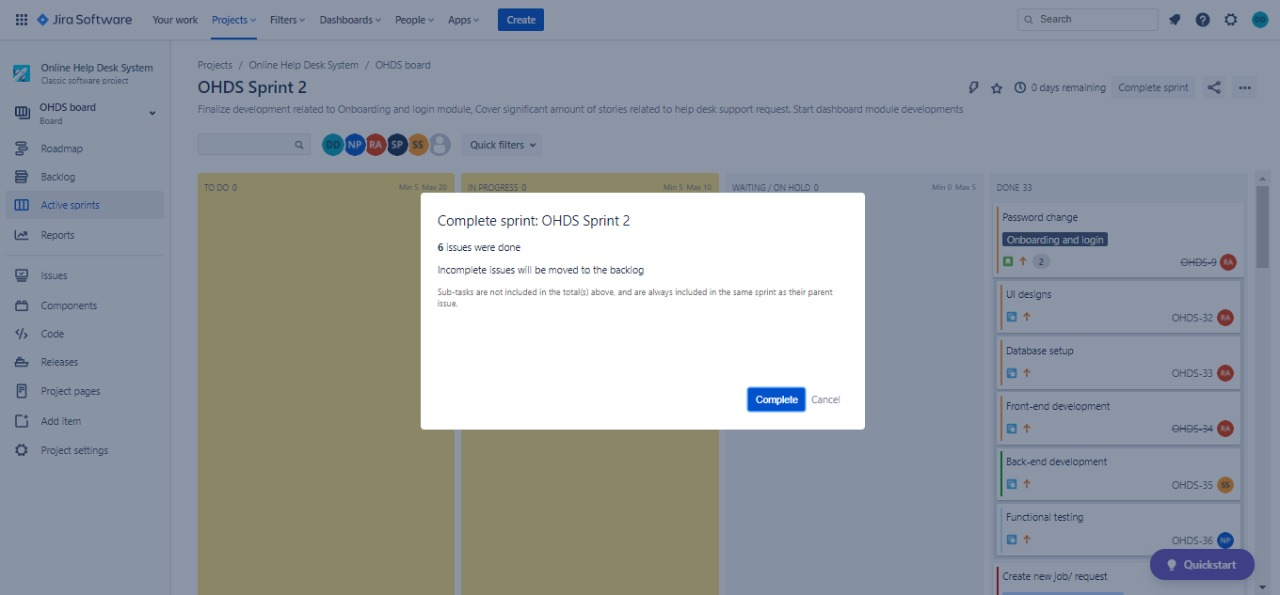
After backlog grooming



* 2021/03/13 – Sprint review and Retrospective

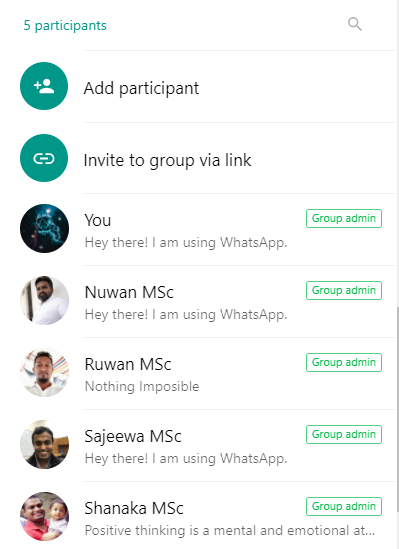
[Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MTkyMzcyOTgtNjUyYy00ZTBjLWJlYzMtZGM5ZjgzZGRiOWE5%40thread.v2/0?context=%7b%22Tid%22%3a%22a628da58-b099-463e-b9bd-4987cd45ed75%22%2c%22Oid%22%3a%22789212a0-8438-4b5a-a962-a89b3cd83d75%22%7d)

|  |  |  |
| --- | --- | --- |
| Discussion Points/ Action items | Point/ Action owner | Due (if applicable) |
| Development team successfully completed the assigned sprint backlog within the estimated time frame. | Team |  |

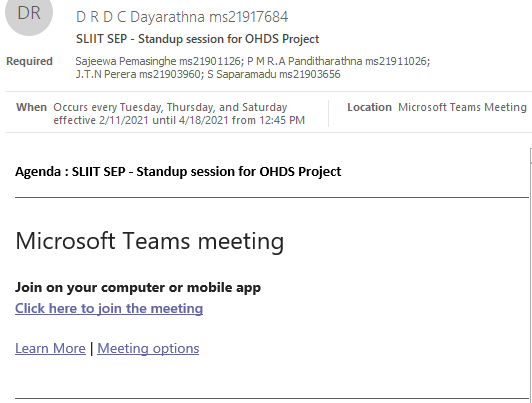


1. **Email communication between your team and lecturers (if applicable)**

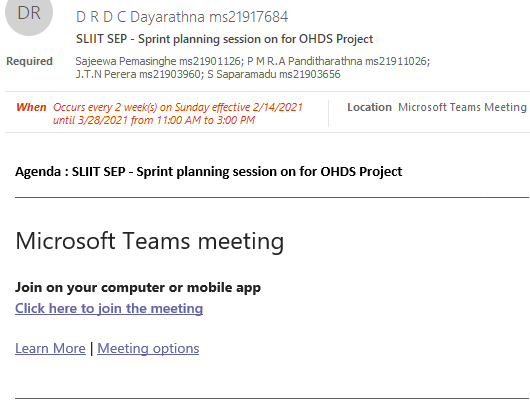
**\***No mails communicated during this sprint since we have moved Whatsapp as team agreed since it is faster due to our workload in office and other subjects.



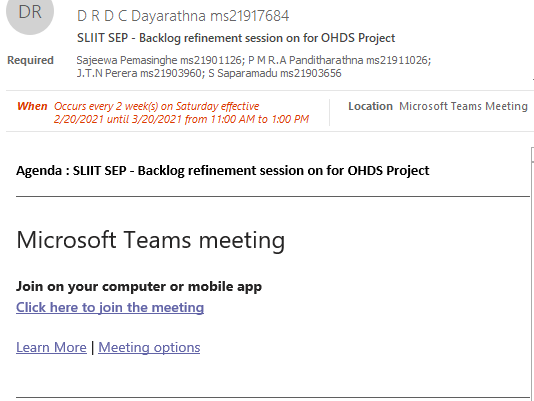
* Daily standup meeting request to team members.



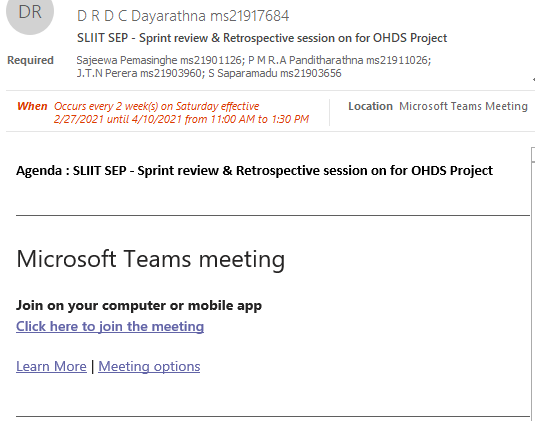
* Sprint Planning meeting request



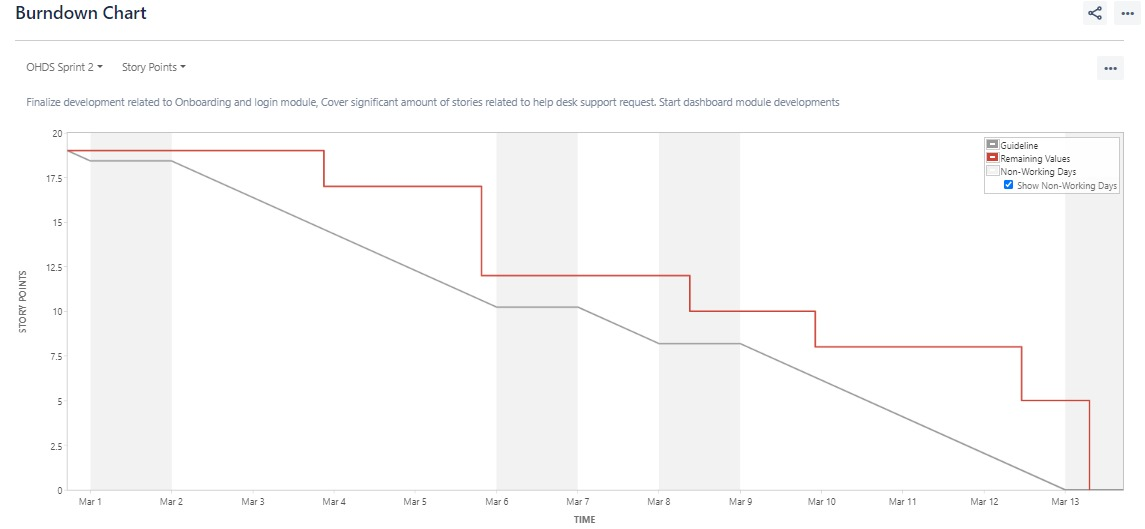
* Backlog refinement meeting request

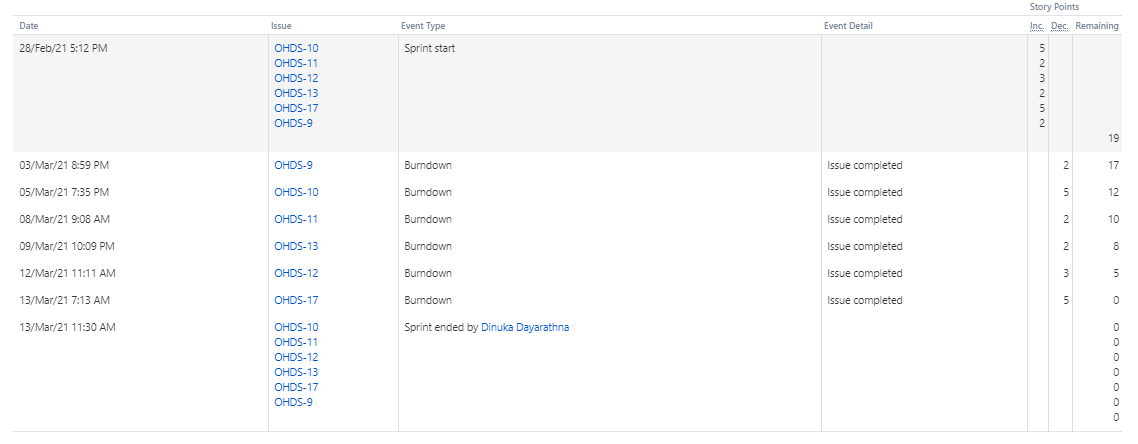


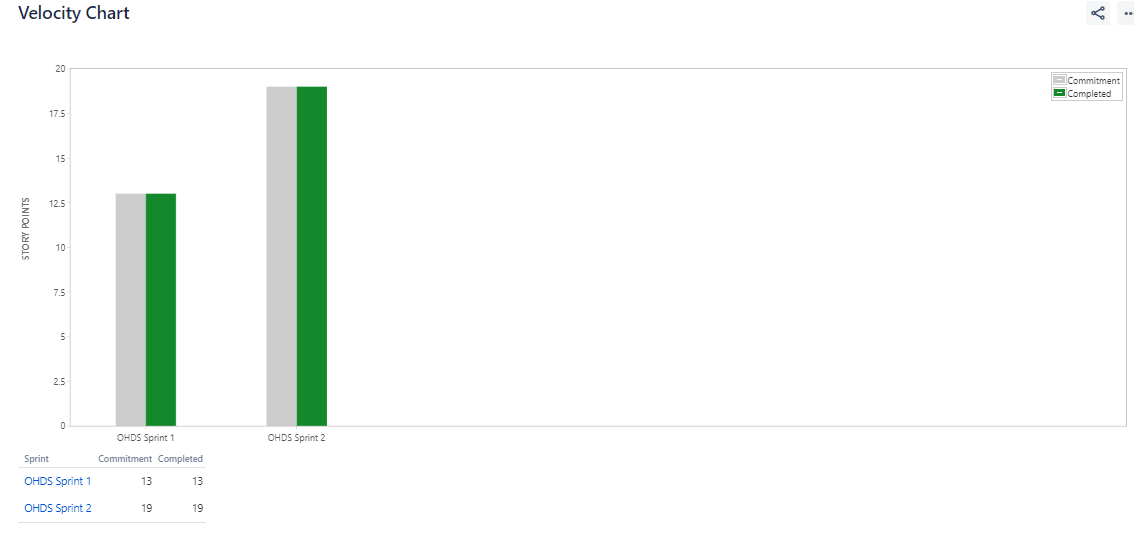
* Sprint review & retrospective meeting request



1. **Progress Tracking**







# **Contingency identification and planning**

* Plan/ add regression testing task for previously developed components which affected by current sprint user stories.
* UI/ UX design sub task added to all stories to achieve client satisfaction.
* Additional sprint planned to SIT to test the system functionality after 3rd sprint since we have time to run that additional sprint before final report submission.

# **Reflections (Retrospective)**

**What did we do well?**

* It was nice change for us to be in such virtual meets. We could have a convenient time during the day when everyone can log in from where we are. @Nuwan
* Even we have taken 6 more story points in the 2nd sprint than last sprint, our team managed to complete all the stories without spilling stories to 3rd sprint. @Dinuka
* With completion of password change story team managed to close Onboarding and login main item (Epic) as planned. - @Sajeewa
* Development team effort is significantly better. No major issues/ bugs not reported during the sprint. @Shanaka

What should we have done better?

* It would be better if team could get more time to allocate to the project. All team members are busy with other subject related assignment, occupational workload and other personal commitments. - @Ruwan
* It would be better to properly plan the next sprint which dedicated for system integration testing and conduct E2E test run to avoid last minute complications - @Dinuka