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3 ITUser : User working in the IT department. ITUser makes requests to the hotline by phoning
4 in, walking in or sending an email.

5
6 Supporter: Person who responds to requests in hotline. Can also add requests if ITUser chose
7 to walk into office or phone in the request. **16**

- 8 a. First line supporters : handles requests that can be immediately handled and closed
- 9 b. Second line supporters: handles requests that cannot be immediately handled and
- 10 closed
- 11 c. Experts: handles request if a request needs specialized (expert) attention.

12
13 Manager: Interested in reports and statistics of requests and how they are handled.

14
15 User Stories:

16
17 *ITUser*
18 As an ITUser, I want to receive an email of approximate time to complete my request, so I know
19 what to expect. **14**

20
21 As an ITUser, if my request cannot be immediately handled and completed I want to be able to
22 monitor my request, so I can easily obtain updates about the reasons the request is not
23 complete. **15**

24
25 As an ITUser, I want a simple and convenient way to add more information to my request if
26 needed. That way if my supporter needs additional information to quickly complete my request I
27 can add it in an efficient manner. **28**

28
29 As an ITUser, I want a reference number for my request, so that if I need to call support again
30 they will be able to easily look up my request. **No, I don't ?**

31
32 As an ITUser, I want emailed updates whenever my request changes status or assignee, so I
33 will be able to monitor the completion of my request. **15**

34
35 *Supporter*
36 As a Supporter, I want a simple template to create requests, so it's fast and easy to create
37 simple requests. **17**

38
39 As a Supporter, I want closing a request to be easy, increasing the efficiency of closing simple
40 requests that can be immediately solved. **17, 30**

41
42 As a Supporter, I want a way of assigning priority to a request, as priority will help guide which
43 requests should be finished first. **20**

44

45 As a Supporter, I want a way to mark a request that has been passed to a Second Line
46 Supporter, so that the request is being tracked through the system. 20? 22?
47

48 As a Supporter, I want a way to flag a request that is waiting on some action, so an explanation
49 can be given if the request is taking longer than anticipated. Why ?
50

51 As a Supporter, I want requests to be assignable to a specific person, so that there is a person
52 that can be accountable for the completion of that request. 22?
53

54 As a Supporter, I want ITUser contact information easily visible on the request, so if there is
55 additional information needed I do not have to struggle to obtain it. 22
56

57 As a Supporter, I want the request to show the original Supporter that logged the request, so I
58 can refer back to the original supporter to see what steps have been taken towards completing
59 the request. 22
60

61 As a Supporter, I want the list of requests to be filterable by at least the following criteria:
62 assignee, age, and priority. When there are many requests this will help me to complete the
63 most requests in an efficient way. 26 ?
64

65 As a Supporter, I want requests to be sortable by at least the following criteria: age and priority.
66 This will help me determine what requests to focus first. 26 ?
67

68 As a Supporter, I want to be able to assign a status describing the state of the request.
69 Updating this status will aid in managing the request queue efficiently. 33-35
70

71 As a Supporter, I want to be able to change the request status to First Line, allowing me to mark
72 the request as being open to ANY first line supporter. 33-35
73

74 As a Supporter, I want to be able to change the request status to Second Line, allowing me to
75 mark the request as needing to be addressed by ANY second line supporter. 33-35
76

77 As a Supporter, I want to be able to change the request status to Taken, allowing me to mark
78 the request that I am in progress and will complete the request. 33-35
79

80 As a Supporter, I want to be able to change the request status to Parked, allowing me to mark
81 the request to signify that the request is blocked for some reason. 33-35
82

83 As a Supporter, I want to be able to change the request status to Reminder, allowing me to
84 signify that a request has not been completed in a timely fashion and the assignee should
85 evaluate the reason as to why. 33-35
86

87 As a Supporter, I want to be able to mark the request as Closed, allowing me to acknowledge
88 that the request is complete, however a closed request should allow for reopening as needed.

89 33-35
90 As a Supporter, I want to be able to mark the request as Closed from a mobile device, so I do
91 not need to remember to update the request if I complete the request away from the office.
92 21?
93 As a Supporter, I want to be able to view requests from a mobile device, so if I need information
94 away from the office it is available. ?
95
96 *Manager*
97 As a Manager, I want to be able to generate a report to see high level data showing how quickly
98 first line requests are being completed or assigned to second line requests, this will allow me to
99 make policy decisions if requests are not being completed in a timely fashion. 25?
100
101 As a Manager, I want to be able to generate a report to see how long a request is taking in
102 second line requests, this will allow me to evaluate if requests are getting pushed to the second
103 line and then getting stuck or forgotten about. 25?
104
105 As a Manager, I want to be able to generate a report based on request status, this will allow me
106 to see if any certain step is taking longer than anticipated. 25?
107
108 As a Manager, I want to be able to query the requests based on assignee, allowing me to see if
109 a Supporter is struggling to keep up with requests. ?
110
111 As a Manager, I want to be able to change any field on a request in the circumstance a
112 Supporter is no longer available to complete the changes, thus allowing me to reassign or
113 update requests if a Supporter is unavailable to do so. ?
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