User stories for hotline system

Backlog Item #1

Report request

Beskrivelse

As a user I wish to report an it-request to servicedesk in order get it solved as soon as possible so I can continue my work

Estimat

Acceptkriterier

a. Users can record a request for any user in the system

b. Any user or approved system can create a request by e-mail which is automatically transformed to a new request report in the system.

c. The request report is recorded in the system with the following data:
**Unique request ID (autogenerated)
**Affected User ID
**Reporting User ID
**Subject
**request decription
**Creation Date

d. Contact information for the affected user is automatically included from AD

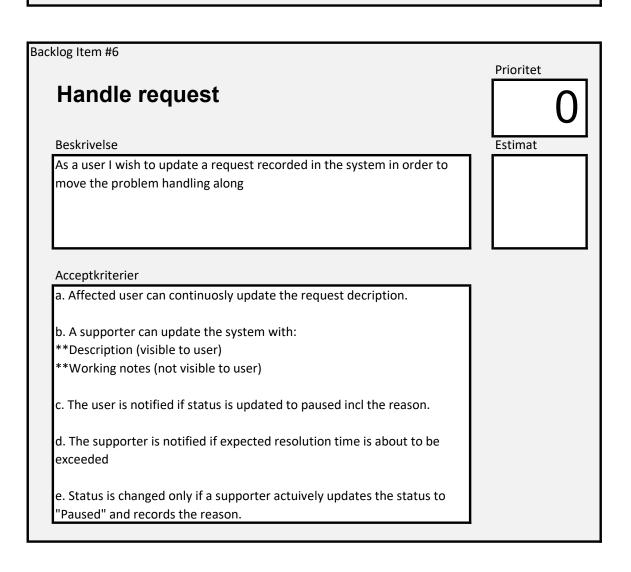e. Affected user recieves confirmation containing unique request ID

f. Request status is logged as "New"

Backlog Item #2

Assess and record

0

Beskrivelse

As a first-line supporter I wish to receive and assess a request in order to move the request forward

Estimat

Acceptkriterier

a. Any user can see the total number of people logged on the system as first and second line support.

b. Supporter can update the system with:
**Priority
**Category
**Expected resolution time

c. Supporter can reject a request and record the reason in the request.

d. If a request is rejected, status is updated to "Rejected" and affected user is notified.
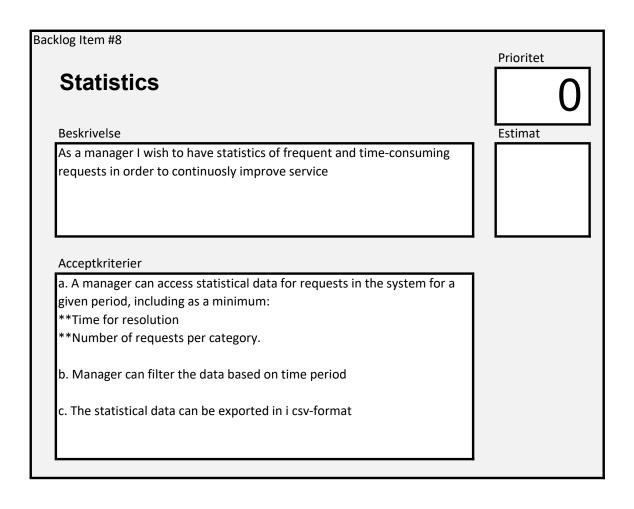
Backlog Item #3

Variation in work

0

Beskrivelse

As a supporter I wish to be able to change between working in first and second line support in order to ensure variation in my work

Estimat

Acceptkriterier

a. Supporter is moved to the desired group

b. Supporter can see how many active users are in each group

c. System warns if last first-line supporter attempts to switch group

---

Backlog Item #4

Assign supporter

Prioritet

0

Beskrivelse

As a supporter I wish to assign a request to the right supporter or supportgroup in order to get someone qualified working on finding a solution

Estimat

Acceptkriterier

a. A supporter can assign a request to any group (AD-group).

b. A supporter can assign any request direcly to a specific user (incl. herself).

c. Named users are notified when a new request is assigned to them

d. Status is updated to "Open"

Backlog Item #5

Assign supporter

0

Beskrivelse

As a supporter I wish to have an overview of all requests assigned to me or my group in order to determine what to handle first

Estimat

Acceptkriterier

a. A supporter can see a complete list of all open requests assigned to them personally including priority and expected resolution time

b. A supporter can see a complete list of all open requests assigned to their group (first line/second line) including priority and expected resolution time

---

Backlog Item #6

Handle request

Prioritet

0

Beskrivelse

As a user I wish to update a request recorded in the system in order to move the problem handling along

Estimat

Acceptkriterier

a. Affected user can continuosly update the request decription.

b. A supporter can update the system with:
**Description (visible to user)
**Working notes (not visible to user)

c. The user is notified if status is updated to paused incl the reason.

d. The supporter is notified if expected resolution time is about to be exceeded

e. Status is changed only if a supporter actuively updates the status to "Paused" and records the reason.

Backlog Item #7

Close request

0

Beskrivelse

As a supporter I want to close a request in the system in order to record the solution and notify the affected user.

Estimat

Acceptkriterier

a. A supporter can update the system with a solution to the it-problem (visible to the user)

b. Status is updated to "Closed" and affected user is notified.

Backlog Item #8

Statistics

Prioritet

0

Beskrivelse

As a manager I wish to have statistics of frequent and time-consuming requests in order to continuosly improve service

Estimat

Acceptkriterier

a. A manager can access statistical data for requests in the system for a given period, including as a minimum:
**Time for resolution
**Number of requests per category.

b. Manager can filter the data based on time period

c. The statistical data can be exported in i csv-format

Definition of Done:

1. All updates are saved in the system and recorded with time and date.

2. All system text in graphical user interface is in English

3. All input fields support use of Danish characters

4. System is WCAG 2.0 compliant on level AA

Notes for Non-functional requirements:

1. Internal operations and it-security

2. Integration to user management in AD without data duplication

Notes for Options with separate pricing if relevant:

1. Migration of old requests

2. Other options for system integration