

IBDL Core Business System - User Stories

Product Overview

The IBDL Core Business System is a comprehensive platform that manages educational certification processes from accreditation to exam completion. This document outlines user stories organized by epic and prioritized for development.

Epic 1: User Management & Authentication

US-001: User Registration

As a prospective user (Training Center, Testing Center, Trainer, or Individual Trainee)

I want to register for an account

So that I can access the IBDL system and its services

Acceptance Criteria:

- User can select their role during registration
- System validates email format and password strength
- Password confirmation must match
- Welcome email is sent upon successful registration
- User status is set based on role (pending for accreditation roles, active for trainees)

Priority: P0 (Must Have)

Story Points: 5

Dependencies: None

US-002: User Login

As a registered user

I want to log into my account

So that I can access role-specific functionalities

Acceptance Criteria:

- User can login with email and password
- System generates secure API token upon successful authentication

- User is redirected to role-appropriate dashboard
- Clear error messages for invalid credentials
- Session management with secure logout

Priority: P0 (Must Have)

Story Points: 3

Dependencies: US-001

US-003: Profile Management

As a logged-in user

I want to view and update my profile information

So that I can keep my account details current

Acceptance Criteria:

- User can view current profile information
- User can update name, email, and password
- Form validation for all fields
- Confirmation message after successful update
- Password change requires current password verification

Priority: P1 (Should Have)

Story Points: 3

Dependencies: US-002

Epic 2: Accreditation Management

US-004: Submit Accreditation Application

As a Training Center, Testing Center, or Trainer

I want to submit my accreditation application

So that I can become an approved IBDL partner

Acceptance Criteria:

- User can fill out application form with required information

- User can upload supporting documents (PDF, JPG formats)
- Document expiry dates are captured
- Application is saved with "pending_approval_1" status
- Confirmation message with application ID is displayed
- IBDL Admins are notified of new application

Priority: P0 (Must Have)

Story Points: 8

Dependencies: US-002

US-005: Track Accreditation Status

As an applicant

I want to view the status of my accreditation application

So that I can track progress and know next steps

Acceptance Criteria:

- User can view current approval level (1, 2, or 3)
- Overall status is clearly displayed
- Rejection reasons are shown if applicable
- Timeline of status changes is visible
- Real-time updates without page refresh

Priority: P0 (Must Have)

Story Points: 5

Dependencies: US-004

US-006: Review Accreditation Applications (Admin)

As an IBDL Admin

I want to review and manage accreditation applications

So that I can approve qualified partners

Acceptance Criteria:

- Admin can view list of all applications with filtering options
- Admin can view detailed application information and documents
- Admin can approve application to next level or final approval
- Admin can reject application with reason
- System tracks admin actions for audit
- Automated notifications sent to applicants

Priority: P0 (Must Have)

Story Points: 13

Dependencies: US-004

Epic 3: Corporate Account Management 🏢

US-007: Corporate Dashboard

As a Corporate Account Administrator

I want to view my account dashboard

So that I can see available credits, employees, and activities

Acceptance Criteria:

- Dashboard shows current credit balance
- Number of enrolled employees is displayed
- Recent activities/transactions are listed
- Quick action buttons for common tasks
- Charts/graphs for usage analytics

Priority: P0 (Must Have)

Story Points: 8

Dependencies: US-002

US-008: Add Single Employee

As a Corporate Account Administrator

I want to add an individual employee as a trainee

So that they can access IBDL courses and exams

Acceptance Criteria:

- Form to enter employee name and email
- System checks for sufficient credits before adding
- Credits are automatically deducted upon successful addition
- New trainee account is created automatically
- Login credentials are emailed to the employee
- Employee appears in corporate account's employee list

Priority: P0 (Must Have)

Story Points: 8

Dependencies: US-007

US-009: Bulk Add Employees

As a Corporate Account Administrator

I want to upload multiple employees via CSV file

So that I can efficiently enroll large numbers of staff

Acceptance Criteria:

- CSV template is provided for download
- File upload validates CSV format and required fields
- System validates sufficient credits for all employees
- Batch processing with progress indicator
- Detailed report of successful and failed additions
- Email notifications sent to all successfully added employees

Priority: P1 (Should Have)

Story Points: 13

Dependencies: US-008

US-010: Book Exam for Employee

As a Corporate Account Administrator

I want to book certification exams for my employees

So that they can complete their certification

Acceptance Criteria:

- Select employee from enrolled list
- Choose from available certifications
- Select from accredited testing centers
- View available dates and time slots
- Booking enters approval workflow
- Confirmation and tracking information provided

Priority: P0 (Must Have)

Story Points: 10

Dependencies: US-008

Epic 4: Individual Trainee Journey 🎓

US-011: Trainee Dashboard

As an Individual Trainee

I want to view my learning dashboard

So that I can track my progress and next steps

Acceptance Criteria:

- Shows purchased kits and activation status
- Displays course progress with percentage completion
- Lists upcoming exam bookings
- Shows completed certifications
- Quick links to continue learning or book exams

Priority: P0 (Must Have)

Story Points: 8

Dependencies: US-002

US-012: Access E-Learning Content

As a Trainee

I want to access my e-learning courses

So that I can study for my certification

Acceptance Criteria:

- Trainee can only access courses for purchased/assigned kits
- Content displays properly (videos, PDFs, SCORM, external links)
- Progress is automatically tracked and saved
- Content is presented in logical order
- Ability to bookmark or note important sections

Priority: P0 (Must Have)

Story Points: 13

Dependencies: US-011

US-013: Track Learning Progress

As a Trainee

I want to see my progress through courses

So that I can understand my completion status

Acceptance Criteria:

- Progress bar shows percentage completion
- Individual module/lesson completion status
- Time spent on each section
- Overall course completion indicator
- Ability to resume from last position

Priority: P1 (Should Have)

Story Points: 5

Dependencies: US-012

US-014: Book Individual Exam

As an Individual Trainee

I want to book my certification exam

So that I can complete my certification

Acceptance Criteria:

- View list of accredited testing centers
- See available exam dates and times
- Select preferred slot
- Booking enters approval workflow
- Receive confirmation and booking details
- Get updates on approval status

Priority: P0 (Must Have)

Story Points: 10

Dependencies: US-012

Epic 5: Content Management

US-015: Create/Edit Courses (Admin)

As an IBDL Admin

I want to create and manage e-learning courses

So that trainees have up-to-date learning materials

Acceptance Criteria:

- Create new courses with title, description, and status
- Edit existing course information
- Set course as active/draft status

- Associate courses with specific kits/certifications
- Version control for course changes

Priority: P0 (Must Have)

Story Points: 8

Dependencies: US-002

US-016: Add Content to Courses (Admin)

As an IBDL Admin

I want to add various types of content to courses

So that I can create comprehensive learning experiences

Acceptance Criteria:

- Add videos (upload or URL)
- Upload PDF documents
- Upload SCORM packages
- Add external links
- Set content order and prerequisites
- Preview content before publishing

Priority: P0 (Must Have)

Story Points: 13

Dependencies: US-015

US-017: Manage Course Content (Admin)

As an IBDL Admin

I want to organize and update course content

So that courses remain current and well-structured

Acceptance Criteria:

- Reorder content within courses
- Edit content details and descriptions

- Remove outdated content
- Bulk operations for content management
- Content usage analytics

Priority: P1 (Should Have)

Story Points: 8

Dependencies: US-016

Epic 6: Question Bank Management ?

US-018: Create Exam Questions (Admin)

As an IBDL Admin

I want to create and manage exam questions

So that I can build comprehensive question banks

Acceptance Criteria:

- Create multiple choice questions with 4 options
- Set difficulty level (Easy, Intermediate, Hard)
- Associate questions with topics and certificates
- Mark correct answers
- Add explanations for answers (optional)

Priority: P0 (Must Have)

Story Points: 8

Dependencies: US-002

US-019: Manage Question Versions (Admin)

As an IBDL Admin

I want to track changes to questions

So that I can maintain question quality and history

Acceptance Criteria:

- Version tracking for all question changes

- Ability to view previous versions
- Revert to previous versions if needed
- Change log with timestamps and admin details
- Bulk version operations

Priority: P2 (Could Have)

Story Points: 8

Dependencies: US-018

US-020: Configure Exam Rules (Admin)

As an IBDL Admin

I want to set rules for exam generation

So that exams are consistent and fair

Acceptance Criteria:

- Define total number of questions per exam
- Set distribution of difficulty levels
- Specify topics to include/exclude
- Configure time limits
- Set passing scores
- Preview sample exams based on rules

Priority: P0 (Must Have)

Story Points: 10

Dependencies: US-018

Epic 7: Exam Booking & Administration

US-021: View Available Testing Centers

As a user booking an exam

I want to see available testing centers

So that I can choose a convenient location

Acceptance Criteria:

- List all accredited testing centers
- Show center details (name, address, contact)
- Filter by location/proximity
- Display center capacity and availability
- Map integration for location visualization

Priority: P0 (Must Have)

Story Points: 8

Dependencies: None

US-022: View Available Exam Slots

As a user booking an exam

I want to see available dates and times

So that I can select a suitable slot

Acceptance Criteria:

- Calendar view of available dates
- Time slots with remaining capacity
- Real-time availability updates
- Filter by date range
- Clear indication of fully booked slots

Priority: P0 (Must Have)

Story Points: 10

Dependencies: US-021

US-023: Exam Booking Approval Workflow

As a Testing Center or IBDL Admin

I want to review and approve exam bookings

So that I can manage capacity and ensure quality

Acceptance Criteria:

- View pending booking requests
- Approve or reject bookings with reasons
- Propose alternative dates/times
- Automated notifications to all parties
- Bulk approval capabilities
- Audit trail of all decisions

Priority: P0 (Must Have)

Story Points: 13

Dependencies: US-022

US-024: Generate Temporary Exam Login

As the System

I want to automatically generate temporary exam credentials

So that trainees can securely access exams on exam day

Acceptance Criteria:

- Generate credentials 10 minutes before exam time
- Credentials are time-limited and single-use
- Provide credentials to testing center proctor
- Network restrictions to testing center if possible
- Automatic cleanup of expired credentials

Priority: P0 (Must Have)

Story Points: 13

Dependencies: US-023

US-025: Auto-Generate Exam Content

As the System

I want to dynamically create exam content

So that each trainee gets a unique but fair exam

Acceptance Criteria:

- Pull questions based on configured exam rules
- Ensure proper distribution of difficulty levels
- Include required topics as specified
- Randomize question and answer order
- Generate unique exam ID for tracking

Priority: P0 (Must Have)

Story Points: 13

Dependencies: US-020, US-024

US-026: Exam Monitoring (Admin)

As an IBDL Admin

I want to monitor ongoing exams

So that I can ensure exam integrity and handle issues

Acceptance Criteria:

- Real-time dashboard of active exams
- Trainee progress indicators
- Ability to pause/resume exams
- Handle technical issues or interruptions
- Generate incident reports
- Communication tools with testing centers

Priority: P1 (Should Have)

Story Points: 13

Dependencies: US-025

Epic 8: Notification System

US-027: Automated Email Notifications

As the System

I want to send automated notifications

So that users stay informed of important events

Acceptance Criteria:

- Registration confirmation emails
- Accreditation status change notifications
- Exam booking confirmations and updates
- Employee addition notifications with credentials
- Exam day reminders and instructions
- System maintenance notifications

Priority: P0 (Must Have)

Story Points: 10

Dependencies: Multiple user stories

US-028: Manage Notification Templates (Admin)

As an IBDL Admin

I want to customize email templates

So that communications are consistent and professional

Acceptance Criteria:

- Edit email template content
- Preview templates with sample data
- Enable/disable specific notification types
- Support for multiple languages (future)
- Track email delivery status
- Template versioning and rollback

Priority: P2 (Could Have)

Story Points: 8

Dependencies: US-027

Development Prioritization

Sprint 1 (Foundation) - 4 weeks

- US-001: User Registration
- US-002: User Login
- US-003: Profile Management
- US-027: Basic Email Notifications

Total Story Points: 21

Sprint 2 (Accreditation Core) - 4 weeks

- US-004: Submit Accreditation Application
- US-005: Track Accreditation Status
- US-006: Review Accreditation Applications (Admin)

Total Story Points: 26

Sprint 3 (Corporate Accounts) - 4 weeks

- US-007: Corporate Dashboard
- US-008: Add Single Employee
- US-010: Book Exam for Employee

Total Story Points: 26

Sprint 4 (Individual Trainees) - 4 weeks

- US-011: Trainee Dashboard
- US-012: Access E-Learning Content
- US-014: Book Individual Exam

Total Story Points: 31

Sprint 5 (Content Management) - 3 weeks

- US-015: Create/Edit Courses (Admin)
- US-016: Add Content to Courses (Admin)
- US-018: Create Exam Questions (Admin)

Total Story Points: 29

Sprint 6 (Exam System Core) - 4 weeks

- US-020: Configure Exam Rules (Admin)
- US-021: View Available Testing Centers
- US-022: View Available Exam Slots
- US-023: Exam Booking Approval Workflow

Total Story Points: 41

Sprint 7 (Exam Execution) - 4 weeks

- US-024: Generate Temporary Exam Login
- US-025: Auto-Generate Exam Content
- US-013: Track Learning Progress

Total Story Points: 31

Sprint 8 (Advanced Features) - 3 weeks

- US-009: Bulk Add Employees
- US-017: Manage Course Content (Admin)
- US-026: Exam Monitoring (Admin)

Total Story Points: 34

Sprint 9 (Polish & Optimization) - 2 weeks

- US-019: Manage Question Versions (Admin)
- US-028: Manage Notification Templates (Admin)
- Performance optimization and bug fixes

Total Story Points: 16

Definition of Done

For each user story to be considered "Done," it must meet the following criteria:

✓ Functional Requirements

- All acceptance criteria are met
- Feature works as specified in different browsers
- Responsive design implemented
- Error handling implemented

✓ Technical Requirements

- Code reviewed by at least one other developer
- Unit tests written with >80% coverage
- Integration tests for API endpoints
- Security vulnerabilities addressed

✓ Quality Assurance

- Manual testing completed
- Accessibility guidelines followed (WCAG 2.1 AA)
- Performance benchmarks met
- Documentation updated

✓ Deployment

- Feature deployed to staging environment
- Stakeholder approval obtained
- Database migrations tested
- Ready for production deployment

Risk Mitigation

High-Risk Items

1. **Exam Security:** Implement multiple layers of security for exam content and temporary logins
2. **Data Migration:** Plan for migrating existing data if any legacy systems exist
3. **Third-party Integrations:** Email service provider reliability and backup options
4. **Scalability:** Design for expected user growth from day one

Dependencies

- Email service provider selection and configuration
- File storage solution for documents and learning content
- SSL certificates and security auditing
- Testing center onboarding and training

Success Metrics

Key Performance Indicators (KPIs)

- **User Adoption:** 80% of target users actively using the system within 6 months
- **Accreditation Efficiency:** 50% reduction in accreditation processing time
- **Exam Booking Success:** 95% of exam bookings completed without issues
- **System Performance:** 99.5% uptime during business hours
- **User Satisfaction:** >4.5/5 rating in user feedback surveys

This comprehensive user story document provides your development team with clear, actionable requirements while maintaining flexibility for iterative development and feedback incorporation.