

Food Act 2014 Implementation - User Stories for a Verification and Enforcement (V/E) system

	User Group		Aspiration		Result
As an	MPI System Administrator	I want to	create roles and user groups	so that	appropriate access can be granted to verification/enforcement/RBM data
As an	MPI System Administrator	I want to	create user profiles	so that	user details (name, email, role, recognition, warrant, status) and appropriate validation can be applied to all users of the system
As an	MPI System Auditor	I want to	use Active Directory to manage MPI user access	so that	sensitive verification/enforcement/RBM data is protected from unauthorised access from internal MPI users
As an	MPI System Auditor	I want to	the credentials of external users of verification/enforcement/RBM data is appropriately authenticated	so that	sensitive verification/enforcement/RBM data is protected from unauthorised access from external users
As an	MPI System Auditor	I want to	ensure all user actions must be auditable and traceable	so that	any change to verification/enforcement data is accreditable to a specific user
As a	VA or TA user of the V/E system	I want to	be presented with a list of Verifiers associated with my VA/TA	so that	only those Verifiers who are associated with my VA/TA may be allocated to Audits under my control
As an	MPI users of the V/E system	I want to	be presented with a list of Verification Agencies, and on selection, a list of appropriate Verifiers	so that	I may allocate a Verification Agency to an Audit, and then choose from a list of Verifiers associated only with that agency
As a	User of the V/E system	I want to	ensure Verifier details are linked to each Audit	so that	All verification findings may be searchable, reportable and auditable
As a	User of the V/E system	I want to	view the Recognition credentials of a Verifier during the Verifier selection	so that	only those Verifiers who are currently recognised may be allocated to an Audit
As a	Verifier user of the V/E system	I want to	have the ability to search for the Site to be verified based on RBM Number/Name or Site Number/Name	so that	when entering Audit details, valid Sites on MAPS are easily locatable
As a	Verifier user of the V/E system	I want to	view RBM details from MAPS as part of the Audit details (number, name, registration type & address)	so that	verification/enforcement data may be easily viewed/segmented based on registration details
As a	Verifier user of the V/E system	I want to	have the ability to indicate that the business details are incorrect	so that	A report may easily be generated, showing those businesses where details require correction
As a	Verifier user of the V/E system	I want to	select from a list of predefined values for specific fields associated with Audit (Notice, Outcome, PBV step etc.)	so that	Values entered in such fields are consistent across all VA/TA/MPI users of the system
As a	Verifier user of the V/E system	I want to	ensure Audit data which is then validated according to defined business rules	so that	Audit data is accurate
As a	Verifier user of the V/E system	I want to	ensure outcomes are entered for each Audit Topic associated with an Audit	so that	an Audit may not be completed until all aspects of the verification have been assessed
As a	Verifier user of the V/E system	I want to	ensure that an explanation is entered for any Audit Topics which are judged to be critically non-compliant with the Food Act	so that	appropriate information is gathered respective to critical non-compliance topic outcomes
As a	Verifier user of the V/E system	I want to	be presented with a list of all Audit Topics, grouped under the appropriate Audit Category	so that	my Audit is organised and standardised in line with all other VA/TA/MPI users of the V/E system
As a	Verifier user of the V/E system	I want to	be able to select from a list of PBV Steps as part of the Audit outcome	so that	the PBV step may be recorded as part of the outcome of the verification
As a	Verifier user of the V/E system	I want to	be presented with the date of the next audit, after I have selected a PBV Step	so that	the Next Audit Date will be recorded as part of the outcome of the verification
As a	Verifier user of the V/E system	I want to	be presented with helpful text regarding each data item entered as part of an Audit	so that	my entered is data is accurate and consistent with other Verifiers
As a	Verifier user of the V/E system	I want to	have the ability to enter an Actual Close Out Date which may be applied to multiple Sites	so that	Actual Close Out Date may be linked to Sites linked to the same Registered Business without the need to edit each one
As a	Verifier user of the V/E system	I want to	have the ability to enter a reason associated with Actual Close Out Date which may be applied to multiple Sites	so that	the reason for Actual Close Out Date being delayed may be linked to Sites linked to the same Registered Business without the need to edit each one
As a	Verifier user of the V/E system	I want to	be presented with an editable list of Audit records, appropriate to my role and user group	so that	I may edit only those records which are linked to Verification Agencies of which I am an authorised Verifier
As a	Verifier user of the V/E system	I want to	be presented with a list of all open (unsigned) Audit records	so that	I may edit a group of open (unsigned) Audit records at one time
As a	Verifier user of the V/E system	I want to	be able to alter the list of all open (unsigned) Audit records to include closed (signed) Audit records as well	so that	I may edit a group of open or closed Audit records at one time
As a	Verifier user of the V/E system	I want to	have the ability to apply the outcome of an Audit to other Sites linked to the same Registered Business	so that	Verification Outcome is automatically applied to all Sites under the same Registered Business

As a	Verifier user of the V/E system	I want to	have the ability to indicate that this is the initial audit of a new business (began operating after 1/3/2016)	so that	Overdue audits can be identified in MPI reporting
As a	Verifier user of the V/E system	I want to	see the previous PBV Step applied on the previous audit of this Site	so that	I may accurately calculate the subsequent PBV step
As a	Verifier user of the V/E system	I want to	have the ability to indicate that a Technical Expert was consulted as part of this Audit	so that	data can be collated on the level of technical expertise required by Verifiers
As a	User of the V/E system	I want to	have the ability to upload the results of more than one Site Audit into the V/E system	so that	Audit data can be collected via different methods across the country and delivered to the target system without the need for manual data entry
As a	User of the V/E system	I want to	be presented with a list of predefined FSO's when I create an investigation record	so that	only FSO's who are currently warranted may be allocated to an investigation
As an	FSO user of the V/E system	I want to	have the ability to search for the Site to be investigated based on RBM Number/Name or Site Number/Name	so that	when entering Audit details, valid Sites on MAPS are easily locatable
As a	FSO user of the V/E system	I want to	view RBM details from MAPS as part of the investigation details (number, name, registration type & address)	so that	verification/enforcement data may be easily viewed/segmented based on registration details
As a	FSO user of the V/E system	I want to	have the ability to indicate that the business details are incorrect	so that	a report may easily be generated, showing those businesses where details require correction
As a	FSO or RA Admin user of the V/E system	I want to	select from a list of predefined values for specific fields associated with an investigation (Breach, Outcome, Regime, etc)	so that	values entered in such fields are consistent across all FSO users of the system
As a	User of the V/E system	I want to	have the ability to upload the results of more than one Site Investigation into the V/E system	so that	investigation data can be collected via different methods across the country and delivered to the target system without the need for manual data entry
As a	Verifier user of the V/E system	I want to	see a recommended PBV step and outcome calculated by the system as the result of my assessment of each Audit Topic	so that	I may compare the calculated result with my own assessment and either accept or reject that recommendation
As a	MPI user of the V/E system	I want to	see a calculated Next Audit Date linked to each completed Audit	so that	I may monitor pending/overdue audits
As a	Verifier user of the V/E system	I want to	have the ability to apply the calculated Next Audit Date of a completed Audit to other Sites linked to the same Registered Business	so that	Next Audit Date is automatically applied to all Sites under the same Registered Business
As a	External Verifier user of the V/E system	I want to	have access to search/view/report/export Audit details for only those Sites to which I am linked via my VA/TA	so that	I may only search/view/report/export Audit data for which I am authorised
As a	External Verifier user of the V/E system	I want to	have access to search/view/report/export Audit details for all mobile businesses	so that	I may search/view/report/export Audit data on any mobile business
As a	MPI user of the V/E system	I want to	search/view/report on V/E data that is integrated with Registration (RBM) data	so that	I may collate and segment my data by key registration fields
As a	MPI user of the V/E system	I want to	have the ability to print or export queries on V/E and RBM data in a variety of formats (csv, pdf, email)	so that	I may disseminate V/E and RBM data effectively
As a	MPI user of the V/E system	I want to	have the ability to segment audit information by user/verifier/status/business/site/outcome	so that	I may collate information to establish trends
As a	MPI user of the V/E system	I want to	have the ability to generate statistics on the number and percentage of non-compliant Sites which can be segmented by sector(s)/TA/TA Cluster/VA	so that	I may establish trends in non-compliance by sector, regional cross-section and agency
As a	MPI user of the V/E system	I want to	have the ability to generate statistical analysis reports in a number of different formats (tabulated, graph, detail)	so that	I may disseminate V/E and RBM data effectively
As a	MPI user of the V/E system	I want to	have the ability to generate statistics on the number and percentage of non-compliant Audit Topics which can be segmented by sector(s)/TA/TA Cluster/VA	so that	I may establish trends in non-compliance by Audit Topic, segmented by regional cross-section, sector and agency
As a	MPI user of the V/E system	I want to	have the ability to generate statistics on the number and percentage of Registered Businesses which recorded an unacceptable outcome in their Audit	so that	I may establish Audit figures by business, segmented by sector and regional cross-section
As a	MPI user of the V/E system	I want to	have the ability to generate statistics on the number and percentage of Audits not closed out in a timely manner, segmented by sector(s),VA and Verifier	so that	I may establish both business compliance with Audit findings and also the capacity of Verifiers

As a	External Verifier user of the V/E system	I want to	have the ability to create a report showing the number of pending, completed and overdue Audits, highlighting audits in the previous/next month and segmented by sector(s)/TA/TA Cluster/VA and Verifier	so that	I may establish both business compliance with Audit findings and also the capacity of Verifiers
As a	MPI user of the V/E system	I want to	have the ability to generate statistics on the number and percentage of Audits which were scheduled/unannounced segmented by TA/TA Cluster/VA and Verifier	so that	I may correlate Scheduled/Unannounced Audits with Audit findings
As a	MPI user of the V/E system	I want to	have the ability to generate a report on Sites within each Sector, segmented by PBV Step	so that	I may correlate Audit progress against Sector
As a	MPI user of the V/E system	I want to	have the ability to generate statistics on the number and percentage of Audits which were closed out in a timely manner, segmented by sector(s),VA and Verifier	so that	I may establish both business compliance with Audit findings and also the capacity of Verifiers
As a	User of the V/E system	I want to	have the ability to generate a report listing businesses with incorrect business details	so that	I may action the correction of these details
As a	User of the V/E system	I want to	have the ability to generate a report listing businesses with incorrect business details, limited to those businesses I am authorised to view	so that	I may only search/view/report/export data for which I am authorised
As a	FSO user of the V/E system	I want to	have access to search/view/report/export investigation details for only those Sites to which I am linked via my Registration Authority	so that	I may only search/view/report/export investigation data for which I am authorised
As a	FSO user of the V/E system	I want to	have access to search/view/edit/report investigation details for all mobile businesses	so that	I may search/view/report/export investigation data on any mobile business
As a	FSO user of the V/E system	I want to	have access to search/view/report/export Audit details for only those Sites to which I am linked via my Registration Authority	so that	I may only search/view/report/export Audit data for which I am authorised
As a	FSO user of the V/E system	I want to	have access to search/view/edit/report Audit details for all mobile businesses	so that	I may search/view/report/export Audit data on any mobile business
As a	Special Access MPI User	I want to	be able to search/view/report/export all investigation/enforcement records across all TA's/VA's	so that	specific MPI user groups may review investigation and enforcement data nationally
As a	MPI user of the V/E system	I want to	be able to search investigation/enforcement data by RA/User/FSO/Site Registration Number/MAPS Legal Name/MAPS Trading Name/MAPS Reg. Type	so that	results may be segmented in a meaningful way
As a	MPI user of the V/E system	I want to	have the ability to generate statistics showing the number and percentage of compliance interventions by Audit Topic, segmented by Sector(s)/TA's	so that	determine trends in non-compliance and subsequent intervention
As a	MPI user of the V/E system	I want to	have the ability to generate statistics showing the number and percentage of compliance interventions by Audit Topic where a previous non-compliance exists, segmented by Sector(s)/TA's	so that	identify patterns of non-compliance by businesses which required intervention
As a	MPI System Administrator	I want to	have the ability to group Territorial Authorities into TA Clusters, with the ability to subsequently reconfigure this grouping on business request	so that	reporting by TA Cluster is enabled
As a	MPI System Administrator	I want to	have the ability to group Sectors into higher level groupings	so that	reporting by high level Sector is enabled

Glossary

FSO – Food Safety Officer
 PBV – Performance based verification
 RA – Registration Authority
 RBM – Risked based measure
 TA – Territorial Authority
 VA – Verification agent or agency