###### Requirements

We have our full requirements document on the shared drive and the project website which as well as the requirements themselves has detail on the definitions, notes from reporting meetings and information on the Incident Module. The requirements we have are stated simply.

## **Universe Semantic Layer**

|  |  |  |
| --- | --- | --- |
| ***ID*** | ***Requirement*** | ***Category*** |
| 1.1 | Define the Universe Semantic Layer.*The ’Universe Semantic Layer’ which hides the complexity of the underlying data and empowers users to build reports using well understood business terms.**The Semantic Layer is defined by business and developed by IT. Both need to work together to ensure the correct balance is met between the desired business model and what can be realistically achieved technically.**Docs: Semantic Layer Definition Document.* | **M** |

## **Unidesk DataMart**

|  |  |  |
| --- | --- | --- |
| ***ID*** | ***Requirement*** | ***Category*** |
| 2.1 | Deliver a UniDesk DataMart*The UniDesk DataMart is a pre-requisite to enabling reporting. This deliverable is transparent to business users and will be covered in more detail in the SDS.* | **M** |
| 2.2 | Deliver access to ‘raw’ UniDesk database for selected users.*Stakeholders such as Angi Lamb wish to have direct read only access to the Unidesk Database tables that we report from.* | **M** |

***Reporting Requirements***

|  |  |  |
| --- | --- | --- |
| ***ID*** | ***Requirement*** | ***Category*** |
| 3.1 | All current Incident Module reporting must be met by the UniDesk BI Universe. *Existing reporting has been defined as the monthly reports delivered by Angi Lamb.* | **M** |
| 3.2 | Our reporting timespan must extend to cover the past 7 years.*This is a requisite from Finance* | **M** |
| 3.3 | We should be able to report on the amount of time that each call spends with each team.*During our stakeholder meetings this has been the only additional.* | **HD** |

**Task: I would ask the team to review the BRD please. Most have already done so.**

Note: We do have one interview to go with the Helpdesk. Should that interview mean a change or edit to the above requirements I’ll send this round the team for approval.

###### Infrastructure

Consultation on the shape of the infrastructure have been finalised and we now have an approved configuration. The stumbling points concerned direct access, the size of our copy, the server technology and we had to wait on the outcome of the Unidesk Performance Project.

Agreed between the business, Dev Tech and Tech Man.



**Tasks: Write up the TAD. Build the environments. Provide Angi lamb with an account for direct access to the Live Copy.**

Question: Are there any dependencies or obstacles to hinder this work?

**BI Development**

Both Rob and Ryan have access to the Unidesk TEST database so that analysis of the data can begin. Thanks to everyone for working through those JIRAs.

As well as this Rob and Ryan met last week to begin looking at the Unidesk tables. Rob and Ryan were going through the requirements for the top-desk extract and Bi Universe. With support from Angi they have been taking an initial look at the SQL behind the reports.

Question: As Ryan is inexperienced and will need support could we create a task list for Ryan? If we do shall we keep this in JIRA? That way we can see the status of our work at all times.

###### Tools to use.

We have JIRA and HipChat available.

HipChat: If you haven’t used HipChat you can download it here <https://www.hipchat.com/>

The room within HipChat is (unimaginatively) called ‘SMI008 - Improved Unidesk Reporting’.

JIRA is at the following link. <https://www.jira.is.ed.ac.uk/projects/SMI008/issues/SMI008-1?filter=allopenissues>

If you don’t have access to JIRA let me know and I’ll get it setup for you. We’ll record any project issues and tasks within JIRA.

###### Updated Milestones

Now that the majority of the teams annual leave is past (apart from for me over the next 2 weeks) and we have some agreement of the infrastructure I wanted to update the Millstones as follows.

10-Sep-2015 Business Analysis

16-Oct-2015 Design and Build

30-Oct-2015 Integration

13-Nov-2015 Deployment Sign Off (DSOR)

20-Nov-2015 Acceptance (ASOR)

27-Nov-2015 Deployment

17-Dec-2015 Closure