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Mono Apartments - Business Vision Report

March 2023

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Prepared for Modern Nomads Group Pty Ltd

Yudo Baskaro, Director of the company

Prepared by Team OneTen.

# Executive Overview

## Business Overview

Established in 2015, Mono Modern Nomads are a Melbourne-based team specialising in stress-free, flexible living options and providing accommodation for people wanting or needing to relocate to Australia. They have multiple locations in the inner Melbourne CBD offering a range of accommodation options, such as private rooms and 1-2 bedroom apartments. By offering free, non-binding consultations with local experts they are able to arrange accommodations to meet the expectations of each customer. They manage all aspects of the accommodation processes including, finding tenants, providing amenities and organising property inspections. The latter is the reason for their outreach to our team, they are seeking a new system that will allow them to manage their apartment inspections more efficiently and reduce the workloads of their admin team.

## Business Requirements.

Mono Apartments have requested some key requirements for their desired system.

Priority 1: Developing contractor auditing/inspection form.

* + Develop a system to manage inspection details for Mono
    - To update details about the property to help the support team more easily access to the information
  + Inspection form
    - Allow contractors to upload images and descriptions about the properties, to help the contractors directly process the information to the Mono staff efficiently.
    - Allow Mono staff members to view and manage the information in a more centralized location,

Priority 2: Scheduling inspections with the contractor directly through an automated email system.

* + Assign tasks/cases to the all contractors
  + Contractors can accept or reject the cases/tasks
  + If the contractor accepts, tasks will be assigned to them.

## Elevator Pitch

Team OneTen will be undertaking this project which will assist Mono with their apartment auditing process, the system will allow Mono to create, manage and view inspections that need to be undertaken at their properties. They will be able to send contractors a generated auditing form, with this form the contractor will be able to complete the necessary tasks when conducting their inspection which is mainly photos and descriptions. These will then be sent directly to Mono apartments staff in the form of a PDF which will be accessible through an admin portal. Through this portal, the staff will be able to view and manage the information received from the contractors.

# Expectations

* User-friendly interface: The website system should have a user-friendly interface that is easy to navigate for both the manager and contractor. This will ensure that tasks can be assigned and completed quickly and efficiently.
* Task assignment and tracking: The system should allow the administrator to assign tasks to the contractor and track their progress more seamlessly. This will help to ensure that all tasks are completed on time and within budget, in a more automated process.
* Inspection scheduling: The system should allow the manager to schedule inspections of apartments and assign them to the contractor. The contractor should be able to view their schedule and receive notifications about upcoming inspections, removing separated processes from the current system.
* Image and form upload: The contractor should be able to upload images and forms related to their work in the apartment. The manager should be able to view and approve these uploads, removing teh current convoluted system being between google drive folders and individual emails with admin and various contractors.
* Data management and analysis: The system should be able to store data related to inspections and tasks completed by the contractor. This data can then be analyzed to identify areas for improvement and to optimize processes in the future.

Overall, the website system should be designed to streamline the process of arranging for contractor inspections in apartments, assigning tasks, and tracking progress. This will help to ensure that tasks are completed efficiently and effectively and that apartments are inspected and maintained to a high standard.

# Scope and Deliverables

## Timeline

| **Meeting** | **Date** | **Participant** |
| --- | --- | --- |
| Business Vision | 09/03/2023 | Client and Team |
| **Iteration 1** | | |
| System Report/Iteration 1 Presentation | 09/03/2023 | Client and Team |
| Iteration complete with acceptance Testing | 23/03/2023 | Team |
| Iteration goes live | 06/04/2023 | Team |
| **Iteration 2** | | |
| Iteration Report and Presentation | 06/04/2023 | Client and Team |
| Acceptance Testing | 28/04/2023 | Team |
| Iteration goes live | 11/05/2023 | Team |
| **Delivery** | | |
| Final Build and Report | 15/05/2023 | Client and Team |
| System Handover Package/Documentation/PGP | 17/05/2023 | Team |
| Handover Package to Clients and Final Feedback | Week 14 | Client and Team |

## Personas

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## Risks and Considerations

At present, the risks associated with implementing such a system are relatively low. The primary objectives of the system are to enhance functionality and alleviate some of the constraints of the existing system. As the proposed system will operate solely on the back end of a specific administrative process, even a limited working prototype would provide tangible benefits to Mono apartments without posing significant risks, even if such a system only had limited functionality and was not adopted by the target user audience. However, it's important to acknowledge that despite the low-risk profile, the potential for risks to emerge cannot be entirely ruled out. Risks such as data security breaches could occur but would likely be lower to medium impact since the system is only storing data from inspections at the time of inception. Changes to the project requirements will need to be considered throughout the implementation of the project as a whole.

# Team **Members**

| Cassandra Tong  - Client Liaison  Business Analyst  [pton0008@student.monash.edu](mailto:pton0008@student.monash.edu) | Daniel Phelan  - Project Coordinator  Business Analyst  [dphe0001@student.monash.edu](mailto:dphe0001@student.monash.edu) | Ricardo Salcedo  Software Developer  [rsal0004@student.monash.edu](mailto:rsal0004@student.monash.edu) | Allen (Rui Qin)  Software Developer    [rqin002@student.monash.edu](mailto:rqin002@student.monash.edu) | Frank (ShangQian)  Software Developer  [sduu0007@student.monash.edu](mailto:sduu0007@student.monash.edu) |
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# 5. Iterative **Nature**

In this project, we will follow an iterative approach, which involves a series of development cycles. Each cycle builds upon the previous one, with the aim of delivering a functional system in incremental stages. As the client, Mono’s participation in the process is critical.

During each iteration, our development team will focus on delivering specific functions, which will be presented to Mono for review and feedback. This will enable mono to communicate any changes or shifting priorities to the team at any time. After each iteration, we will provide mono with a comprehensive report on the completed development. Ultimately the iterative nature of the project gives a clearer understanding of the progress made and allows Mono to track the project's timeline, resulting in a final system that works with all the functionality required.

# 6. Client Sign Off.

Instructions:

1. Please review the enclosed material.
2. Please contact the client liaison with any questions or concerns that you may have during your review through email or phone call.
3. You may contact the client liaison to indicate changes at any time during the review.
4. Please send this sign-off document by 16th August 2022 to: (Cassandra, email: pton0008@student.monash.edu).

Approval Signature:

By signing this document, I acknowledge that team OneTen understands my business and requirements at this specific time. I understand that additional changes or prioritization to the requirements of the content of this report should be informed to the client liaison directly.

Client: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name and Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Team client liaison: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name and Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_