Academi-co Vision

SoftAware

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Abstract

Table 1: Revision History

Date	Version	Description	Author
19/03/2018	1.0	First draft	SoftAware Team

Contents

1 Introduction

1.1 Purpose

This document aims to clarify the motivations and objectives behind the ACADEMI-CO project.

1.2 Scope

This document will be used as a reference as to what is expected from the ACADEMI-CO project and the SOFTAWARE team.

1.3 Definitions, Acronyms, and Abbreviations

User: Any user of the website (visitor or registered)

Visitor: User who did not create an account

Registered user: User who created an account (free or premium)

Free user: User who created a free account

Premium user: User who created a paying account

Moderator: Trusted user with special authorizations and tools to regulate the content

Administrator: Person responsible for website maintenance

Client: Website owner

1.4 References

1.5 Overview

This document details the product?s standing in the context of the current market, its stakeholders and foreseen users, its features and other specifications as well as its constraints and other requirements. It also better defines the project in regards to its priorities, planning and risks.

2   Positioning

2.1   Business Opportunity

ACADEMI-CO is a unique idea, taking a pre-existing and proven model and applying it to a whole new and more global purpose, effectively reaching a large untapped market. The monetization opportunities it offers are both numerous and flexible.

2.2   Problem Statement

The problem is	a lack of means of communication between students and potential helpers
that affects	university students and teachers
the impact of which is	a whole sector of potential customers, waiting for better means of communication
a successful solution would be	a web service providing easy and accessible means of fast communication, with a focus and incentivisation on mutual assistance

2.3   Product Position Statement

For	students and teachers in universities
who	need easy and efficient communication means
ACADEMI-CO	is a forum-like web service
that	provides tools to facilitate communication and help
unlike	StackExchange.
Our product	is for general academic purpose, instead of focusing on one specific domain

3   Stakeholder and User Descriptions

3.1   Market Demographics

Our target demographic is academic students and teachers and especially the students, which are mostly a young demographic, completely versed in the use of modern web-based technology. The usefulness of the service should bring a rapid increase in the number of users and, with that, multiple non-intrusive monetization opportunities, like add banners. Those have been a proven steady source of income that typically bodes well with that type of public, as multiple sites (like youtube.com) can attest.

3.2 Stakeholder Summary

Name	Description	Responsibilities
Student	Student who needs or can give help	Brings new content to the service (questions/answers). Communicates about the product and brings new users.
Teacher	Teacher that wants to interact with students to help them and share various content with them	Brings new content to the service by answering the students and sharing useful documents/information
Client	Buyer of the product	Provides funding and resources for the product and benefits from its long-term monetary opportunities
Administrator	Person who will be in charge of the service's maintenance	Keeps the system running and up to date

3.3 User Summary

Name	Description	Responsibilities
Connected User	Interacts to ask and answer questions	• Creates threads • Posts answers to threads • Shares information
Premium User	Interacts to ask and answer questions, and gets additional tools (e.g custom tags and document sharing)	• Creates threads • Posts answers to threads • Shares documents/information • Can create custom tags
Visitor	Someone that needs information that has been already discussed by Connected Users	• See other peoples' posts
Moderator	A volunteer user who maintains order in the forum	• Moderate posts/comments • Creates threads • Posts answers to threads • Shares information

3.4 User Environment

Web-based application accessed through a browser on computers, tablets and smartphones.

3.5 Stakeholder Profiles

3.5.1 Student

Description	University student in any kind of academic field
Type	A casual user, experienced in the use of web-based applications
Responsibilities	- Producing content - Relaying information about the service (word of mouth)
Success Criteria	- Able to easily find answers to his questions - Help the others
Involvement	Is the main user
Deliverables	None

3.5.2 Teacher

Description	University teacher in any kind of academic field
Type	A casual user, experienced in the use of web-based applications
Responsibilities	- Producing content - Relaying information about the service (word of mouth)
Success Criteria	Able to easily deliver answers to student's questions
Involvement	Is a user
Deliverables	None

3.5.3   Client

Description	Financial contributor
Type	Business executive
Responsibilities	Provides financial support
Success Criteria	Obtained a reliable source of income through optimal monetization techniques
Involvement	Main executive authority behind the project
Deliverables	None

3.5.4   Administrator

Description	Website maintainer • Website maintainer • Gives moderator rights
Type	IT Expert
Responsibilities	• Maintains the website • Solves potential future website issues
Success Criteria	A working and easy to maintain website
Involvement	Is the person to contact if there are any maintenance problems
Deliverables	Product's documentation

3.6 User Profiles

3.6.1 Registered Premium User

Description	Registered premium (paying) user
Type	Casual user
Responsibilities	- Producing content - Relaying information about the service (word of mouth)
Success Criteria	- Able to easily find answers to his questions - Help the others
Involvement	None
Deliverables	Additional features (e.g creating custom tags, managing threads with own tags)

3.6.2 Registered Free User

Description	Registered user with a free account
Type	Casual user
Responsibilities	- Producing content - Relaying information about the service (word of mouth)
Success Criteria	- Able to easily find answers to his questions - Help the others
Involvement	None
Deliverables	None

3.6.3 Visitor

Description	Unregistered (anonymous) user
Type	Casual user
Responsibilities	None
Success Criteria	Able to easily find answers to his questions
Involvement	None
Deliverables	None

3.6.4 Moderator

Description	Registered user chosen to become a moderator
Type	Trustworthy user, experienced with forums
Responsibilities	Ensures the proper functioning of the administrative policies
Success Criteria	- Able to easily find answers to his questions - Help the others - Able to moderate posts/comments
Involvement	Makes sure that the policies and guidelines of the website are respected by the casual users
Deliverables	Moderating tools

3.7 Key Stakeholder or User Needs

Need	Priority	Concerns	Current Solution	Proposed Solutions
Get help on specific topic	1	Students and teachers	Find a specialized site or an available person	Global and centralized forum for academic questions
Discuss academic subjects	2	Students and teachers	Use social networks or contacts to find interested persons	Create and find threads on that subject with tags

3.8 Alternatives and Competition

3.8.1 StackExchange

Big userbase, wide range of subjects

3.8.2 StackOverflow

Big userbase with steadily and quickly available help.

3.8.3 Social Media

Social media (Facebook, Twitter, Google+, etc.) - Global and easy to use.

4 Product Overview

4.1 Product Perspective

ACADEMI-CO is a standalone web-based product.

4.2 Summary of Capabilities

Stakeholders Benefit	Supporting Features
Students can easily and efficiently find help for their problems	Threads creation and tag based search
Paying customers get easy tools for sharing knowledge	Uploading documents, creating custom tags
Client can flexibly monetize the site	Advertisement banners on the website and premium accounts

4.3 Assumptions and Dependencies

ACADEMI-CO is a standalone web-based product, working on different browsers (Firefox, Chrome, Safari, Internet Explorer, Edge).

5 Product Features

5.1 Create an Account

As a user, I want to securely create an account, so that I can post on the website.

5.2 Post

As a registered user, I want to create threads and answer existing ones, so that I can ask for help or help others.

5.3 Visualize

As a user, I want to read ergonomically presented threads, so that I can get answers in a digestible way.

5.4 Search

As a user, I want to search on the website, so that I can easily find and visualize existing threads and look for a specific user.

5.5 Login/Logout

As a registered user, I want to login and logout to the website, so that I can post.

5.6 Homepage

As a user, I want to be brought to a quality interface when opening the website, so that I get an easy and immediate access to the site's core content.

5.7 Voting System

As a registered user, I want to rate threads and answers, so that other users may find the content I deemed most useful.

5.8 Content Organization

As a user, I want to see the most useful content in priority, so that I increase my chances of finding what I am looking for.

5.9 Tags

As a user, I want to have subjects-related tags, so that I can identify the content's topics.

5.10 Inbox

As a user, I want to have a private inbox, so that I can receive private messages and notifications.

5.11 Add Administrator

As the super-user or an administrator, I want to add new administrators, so that the website can be maintained.

5.12 Send Candidacy for Moderation

As a user, I want to apply for a moderator position, so that it can be reviewed by administrators and I can participate to maintaining the website's content.

5.13 Elect Moderator

As an administrator, I want to pick candidate moderators and revoke their privileges, so that the website content's integrity can be maintained.

5.14 Moderation Tools

As a moderator, I want to have intuitive moderation tools, so that I can enforce the website's guidelines and filter inappropriate content.

5.15 Metadata

As a user, I want to access information about the content, so that I can get a better idea of its context.

5.16 Create a Premium Account

As a user, I want to create a premium account, so that I can get additional tools on the website.

5.17 Create a Custom Tag

As a premium user, I want to create custom tags, so that posts related to my topic can be found easily.

5.18   Advertisement Banners

As a client, I want to put advertisement banners on the site's pages, so that I can efficiently and non-intrusively monetize the website.

5.19   Help Page

As a user, I want to be informed about the site's guidelines and tools, so that I can use the site optimally.

5.20   Flag

As a registered user, I want to signal inappropriate content, so that it can be reviewed by a moderator.

5.21   Format

As a registered user, I want to have access to tools to format my posts, so that they can be more interactive and easy to read.

5.22   Dashboard

As a registered user, I want to have a dedicated page, so that I can access content relevant to my interests.

5.23   Upload Documents

As a premium user, I want to upload documents, so that I can share documents

6   Constraints

Must be compatible with popular web browsers (Firefox, Chrome, Safari, Internet Explorer, Microsoft Edge).

7   Quality Ranges

Maintainability: the website must be easy to maintain and update;

Performance: the site must be responsive and the search functionalities must be fast;

Availability: the site must be available at all times from every major web browser, except during scheduled maintenance tasks;

Robustness: the content added to the site must be durably stored;

Usability: the site must be intuitive to use;

Modifiability: the site can support the addition of new languages;

Scalability: the site must support a progressive but large increase of its user-base (workload/storage).

8 Precedence and Priority

- Create account

- Login / logout

- Post

- Visualize

- Tags

- Search

- Voting system

- Content organization

- Homepage

- Create premium account

- Advertisement banners

- Inbox

- Add administrator

- Send candidacy for moderation

- Elect moderators

- Moderation tools

- Metadata

- Dashboard

- Flags

- Help page

- Upload documents

- Create custom tag

- Format

9 Other Product Requirements

9.1 Applicable Standards

Compatibility with common web browsers.

9.2 System Requirements

An internet connection and a web browser.

10 Documentation Requirements

10.1 User Manual

None

10.2 Online Help

Help page (cf. specifications)

10.3 Installation Guides, Configuration, and Read Me File

None

11 Planning

cf. planning visualization

12 Risks

Priority	Description	Impact on the project	Occurrence indicator	Mitigation strategy	Alternative plan
1	Lack of experience from the development team	Buggy or missing features, delays	Spending longer than expected on researching tools, bugs and integration problems	Use external knowledge bases (Google, Stefan, Steve)	Reassign workload, abandon/simplify requirement
2	Too many new requirements appearing during development	Delays	User story analysis reveals new requirements more than once	Analyze each user story thoroughly at the start of the project, adjust planning accordingly	Simplify vision of the impacted features, scale down requirements

Priority	Description	Impact on the project	Occurrence indicator	Mitigation strategy	Alternative plan
3	Bad planning management	Dependency issues, missing features	Missing dependencies when starting a task	Regular planning/ dependencies review	Rework the project planning, and work re-assignment
4	Bad development time management (can be caused by external factors)	Delays	Missing feedback form the developer, being increasingly behind personal schedule	Expect longer work days than planned	Work reas-signment
5	Unforeseen browser compatibil-ity issues	Delays, sections of the site unsup-ported on certain browsers	Encountering compatibil-ity issues that were not accounted for during development	Very regular testing and team prepared to encounter and tackle such problems	Simplify the visu-als/features causing the problem on the impacted browsers
6	Lack of developers availability	Delays, missing features	Developers regularly unable to attend meetings and/or deliver their work	Flexible plannings and obtaining commit-ment	Review scope and redistribute work

Priority	Description	Impact on the project	Occurrence indicator	Mitigation strategy	Alternative plan
7	Lack of appeal from the site	Loss in userbase and potential revenue	Insufficient growth in the userbase during a benchmark period	Get feedback on the site from potential users and graphic design specialists	Rework the site's appearance and add incentives for user activities