

# **NGO Aid Operations Management System: NGO-AOMSYS**

**Work Breakdown Structure (WBS)**

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# **NGO Aid Operations Management System**

**Donor Management**

Donors play a crucial role in supporting the organization's initiatives. To ensure smooth engagement, the system offers a comprehensive donor management module:

* Registration and Authentication: Donors are required to register and authenticate themselves before initiating any donation process. This ensures data security and helps in maintaining accurate records.
* Donation Interface: A user-friendly donation interface empowers donors to select the specific area or project they wish to support, along with the donation amount and type (one-time, recurring, in-kind, etc.). Clear categorization and descriptions facilitate informed decision-making.
* Donation History: Donors have access to their complete donation history within the system. This transparency not only fosters trust but also serves as a reminder of their impact on the organization's mission.
* Shipping Preferences: In cases where physical items are donated, donors can specify their shipping preferences, streamlining the logistics process and ensuring timely delivery.

**Volunteer Management**

Volunteers are the backbone of many charitable organizations. The volunteer management module aims to streamline the recruitment and coordination process:

* Registration and Profile Creation: Prospective volunteers register within the system and create detailed profiles encompassing personal information, professional background, income level, geographical preferences for volunteering, and transportation availability.
* Approval Workflow: Profiles are subject to an approval workflow, with administrators reviewing and approving volunteers based on predetermined criteria. This ensures the suitability and reliability of volunteers.
* Engagement Opportunities: Once approved, volunteers gain access to various engagement opportunities, such as specific projects, events, or ongoing initiatives. Clear communication channels facilitate coordination and collaboration among volunteers.

**Poor Assistance Application**

For individuals seeking assistance, the system provides a seamless application process:

* Application Form: Applicants fill out a comprehensive form, providing personal and economic information relevant to their assistance needs. This information serves as the basis for evaluating eligibility and tailoring assistance programs.

**Operation Coordination**

Efficient operation coordination is vital for maximizing impact and resource utilization:

* Request Review and Planning: Coordinators log into the system to review assistance requests, assess resource availability, and plan operations accordingly. Timely responses and effective allocation ensure efficient service delivery.
* Fundraising and Awareness: The system facilitates the organization of fundraising events and utilizes communication tools to raise awareness about ongoing initiatives and campaigns. Engaging the community fosters support and participation.
* Optimization Algorithms: Leveraging advanced algorithms, the system recommends optimal operation schedules by analyzing available resources, demand patterns, and logistical constraints. This data-driven approach enhances operational efficiency and effectiveness.

**Admin Management**

Administrators wield comprehensive control over system operations and user management:

* User Management: Administrators can manage, query, edit, and delete all registered user accounts, ensuring data accuracy and system integrity.
* Dashboard and Analytics: A centralized dashboard provides administrators with summary statistics, analytics, and insights into key performance indicators, facilitating informed decision-making and strategic planning.
* GIS Integration (Optional): Optionally, the system may integrate a Geographic Information System (GIS) component, enabling visualization of the operations plan on a map. This spatial representation enhances coordination and planning, especially for geographically dispersed operations.

MEET OUR TEAM







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**GANTT CHART**

***NGO AID OPERATIONS MANAGEMENT SYSTEM***

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| --- | --- | --- | --- | --- |
| TASK | MARCH | APRIL | | MAY |
| Initializing the project |  |  | |  |
| WBS Document |  |  | |  |
| SRS Document |  |  | |  |
| Initial Software Design Document |  |  | |  |
| Final Deliveries and Software Demo |  | |  |  |

1. **Project Initiation**

Project Goals and Scope Description:

The project aims to develop an integrated, automated system for managing aid programs and donations. Key objectives include:

* Establishing a robust platform for aid program management, facilitating streamlined operations and resource allocation.
* Enhancing data collection and analysis capabilities to support informed decision-making and reporting.
* Improving transparency by providing stakeholders with comprehensive insights into aid initiatives and their impact.
* Enhancing coordination among aid organizations to maximize effectiveness and optimize resource utilization.

Identification of Stakeholders and Communication Plan:

Stakeholders encompass a diverse range of entities crucial to the project's success:

* Non-governmental Organizations (NGOs): Key users and beneficiaries of the system, actively involved in aid program implementation.
* Donors and Funders: Entities providing financial support and resources for aid initiatives.
* Government and Regulatory Bodies: Entities overseeing and regulating aid programs, ensuring compliance with legal and ethical standards.
* Project Team: Comprising developers, analysts, and end-users, responsible for system design, development, and implementation.

A comprehensive communication plan will ensure effective engagement and collaboration among stakeholders throughout the project lifecycle, utilizing channels such as regular meetings, progress reports, and dedicated communication platforms.

Risk Management Plan:

Effective risk management is essential to mitigate potential challenges and ensure project success. Identified risks include:

* Technological Risks: Challenges related to software development, integration, and scalability.
* Schedule Risks: Delays in project milestones and deliverables due to unforeseen circumstances.
* Communication Risks with Stakeholders: Issues arising from miscommunication or conflicting priorities among stakeholders.
* Data Security and Privacy Risks: Threats to the confidentiality, integrity, and availability of sensitive data.

A proactive risk management approach will involve continuous risk identification, assessment, and mitigation strategies to minimize the impact on project outcomes.

Project Budget and Timeline:

A detailed budget and timeline will be established, outlining project phases, milestones, and resource allocation. Critical path analysis will identify key dependencies and prioritize tasks to ensure timely project delivery.

1. **Requirements Analysis:**

Evaluation of Existing Systems:

A thorough review of existing systems and tools will be conducted to assess their suitability and identify areas for improvement. Strengths, weaknesses, deficiencies, and user feedback will inform the development of the new system.

Determining User Needs:

User needs will be identified through stakeholder engagement, including surveys, interviews, and observations. Input from NGOs, donors, and aid recipients will be prioritized to ensure the system meets diverse requirements effectively.

Definition of Functional and Technical Requirements:

Functional requirements will be defined to address key functionalities such as aid program management, donation tracking, reporting, and analytics. Technical requirements, including hardware, software, and infrastructure, will be determined to support system development and implementation.

1. **Design and Development:**

User Interface Design:

A user-centric interface will be designed, focusing on accessibility, intuitiveness, and functionality. Customized interfaces will cater to the diverse needs of different user groups, optimizing user experience and adoption.

Database Design and Development:

A robust database infrastructure will be developed to ensure secure and consistent data storage. Data modeling and management strategies will prioritize scalability, reliability, and data integrity.

Software Development and Testing:

The system will be developed according to defined requirements, utilizing best practices and industry standards. Rigorous unit and integration testing will be conducted to validate functionality, performance, and reliability.

Integration and System Testing:

Comprehensive system integration testing will verify interoperability and functionality across all components. Testing scenarios and data sets will simulate real-world usage to identify and address any issues or inconsistencies.

1. **Application and Training:**

System Setup and Configuration:

The system will be deployed on the necessary hardware and software infrastructure, with configurations tailored to meet project requirements. Customization options will be available to accommodate specific organizational needs.

User Training and Support:

Training programs and materials will be developed to facilitate user onboarding and proficiency. Ongoing user support services, including helpline assistance and knowledge resources, will be provided to address queries and concerns.

Data Migration and Transformation:

Existing data will be migrated and transformed to ensure compatibility and integrity within the new system. Data migration processes will be carefully planned and executed to minimize disruptions and maintain data accuracy.

1. **Maintenance and Support:**

Bug Fixes and Updates:

A proactive approach to bug fixes and updates will ensure system stability and security. Regular updates will incorporate new features, enhancements, and patches to address emerging needs and vulnerabilities.

Performance Monitoring and Optimization:

Continuous monitoring of system performance will identify areas for optimization and improvement. Database optimization, system upgrades, and performance tuning will be undertaken to maintain optimal functionality and responsiveness.

User Support and Assistance:

Responsive user support services will provide timely assistance and resolution of user queries and issues. Feedback mechanisms will be implemented to gather user input and inform ongoing improvements and enhancements.

1. **Project Closing:**

Project Documentation and Archiving:

Comprehensive documentation will be archived, including requirements documents, design specifications, test plans, and user manuals. Documentation will be accessible for future reference and knowledge transfer.

Evaluation Presentation to Stakeholders:

An evaluation presentation will be conducted to showcase project outcomes and achievements to stakeholders. Key benefits and impact of the system will be highlighted, emphasizing its value and relevance.

Lesson Learning and Future Planning:

An evaluation of project successes and challenges will inform lessons learned and future planning efforts. Continuous improvement plans will be developed to enhance project management practices and outcomes for future initiatives.