Requirement   **Gathering**
Date: 17/06/24

1. Project Overview: EvoCom is a comprehensive web-based Community Event Management System designed to streamline the organization and management of community events. It aims to solve the problem of inefficient event planning and coordination, providing a centralized platform where community members can discover, register for, and participate in events, and where event organizers can efficiently manage event logistics, collect fees, and engage with participants. The main objectives are to enhance community engagement, simplify event management processes, and provide robust tools for event organizers and administrators.

2. System Scope: EvoCom is proposed as a full-scale implementation. It will be developed to meet the practical needs of community organizations and will be fully operational, incorporating essential features and capabilities to manage a variety of community events effectively.

3. Target Audience: The target audience includes four primary user groups:

- **Community Members:** Individuals interested in participating in community events.

- **Event Organizers:** Users responsible for creating, managing, and coordinating community events.

- **Administrators:** Platform administrators responsible for overseeing user activities and maintaining system integrity.

- **Community Admins:** Users responsible for managing community-specific events and activities, and for creating and managing communities.

4. Modules:

1. **Community Member Features:**
   - Profile Management
   - Event Discovery
   - Event Registration
   - Fee Management
   - Notification Centre
   - Event Reminders

2. **Event Organizer Features:**

- o Event Creation (Community-Specific and Public Open Events)

- o Attendee Management

- o Fee Collection

- o Volunteer Management

- o Analytics Dashboard

- o Customizable Email Templates

3. **Administrator Features:**

- o User Management

- o Dispute Resolution

- o Financial Management

- o System Maintenance

- o Customizable Email Templates

4. **Community Admin Features:**

- o Community Creation and Management

- o Community Event Management

- o User Engagement

- o Community-Specific Analytics

- o Volunteer Coordination

- o Resource Allocation

- o Communication Management

5. User Roles:

- **Community Members:** Can create and update profiles, explore events, register for events, pay fees, and receive notifications.

- **Event Organizers:** Can create and publish events (both community-specific and public open events), manage attendees, collect fees, coordinate volunteers, and access analytics.

- **Administrators:** Manage user accounts, resolve disputes, oversee financial transactions, ensure system stability, and maintain platform security.

- **Community Admins:** Create and manage communities, manage community-specific events, engage with community members, coordinate volunteers, allocate resources, and handle community-specific analytics.

6. System Ownership: The system is owned by an academic institution, developed as part of a project initiative to enhance community engagement and event management.

7. Industry/Domain: EvoCom is related to the Event Management and Community Services domain. It is designed to facilitate community engagement and improve the management of community events.

8. Data Collection Contacts:
- Name: Jaimon Joseph
  Role: President, Event Manager of Golden Club Kidangoor
  Contact Information:
  Ph: 9446265106
- Name: Santhosh Nair
  Role: Secretary of Golden Club Kidangoor
  Contact Information:
  Ph: 9656793890

9. Questionnaire for Data Collection:

1. **What are the main challenges you face when planning and organizing various events like weddings and receptions?**

   Ans: Coordinating various vendors for the events, managing guest lists, staying within budget, ensuring logistics run smoothly, adhering to schedules, and handling last-minute changes.

2. **What tools or methods do you currently use to manage events?**

   Ans: Using spreadsheets for planning, email and messaging apps like WhatsApp for communication, specialized event planning tools for very large events only.

3. **How do you handle guest registrations and guest participation for different events?**

   Ans: Utilizing online registration forms such as Google Forms, primarily use invitation cards or notices. Also uses social media apps

4. **How do you manage payments and fee collection from clients and attendees for events that require pre-payment?**

   A**ns:** Managing through online payment gateways, sending invoices, and offering payment options like installments.

5. **How do you recruit and coordinate vendors like caterers and decorators for events?**

   Ans: Maintaining a list of vendors, creating contracts, and regular communication through calls and chats.

6. **How do you communicate event details, updates, and reminders to clients and guests?**

   Ans: Sending emails, and using SMS or messaging apps for reminders and updates.

7. **How do you measure the success of the events you organize?**

   Ans: Collecting feedback from clients and guests verbally or by other means, analyzing event metrics like attendance and engagement, and reviewing financial outcomes.

8. **Are there any specific features or capabilities you wish existing event management tools had?**

   Ans: Improved integration between various tools, easier monitoring and communication facilities, customizability for specific needs, real-time collaboration features, and advanced analytics for better insights.

9. **What improvements or changes would you like to see in your current event management process?**

   Ans: Automation of repetitive tasks, centralized platform for all event-related activities, and enhanced communication tools for team and participant engagement.

10. **What are your expectations from a new event management system that could improve your workflow?**

    Ans: A user-friendly interface, comprehensive features to cover all aspects of event management, scalability for different event sizes, and reliable customer support.

11. **Do you think a combined application that can help you organize and manage events as well as allow participants to join various events would improve the challenges you are facing now?**

    Ans: Yes, having an all-in-one solution would streamline event planning, improve coordination, and enhance participant experience.

12. **How do you handle last-minute changes or adjustments during events, such as changes in guest numbers, venue logistics, or vendor availability?**

Ans: Implementing backup plans, ensuring real-time communication with stakeholders, having flexible contracts, and deploying on-site coordinators to manage adjustments.

13. **What are the most time-consuming tasks in your current event planning process, and how do you typically manage or mitigate these challenges?**

    Ans: Guest management, vendor coordination, and logistics planning. Usually handled by experts in the corresponding fields.

14. **Could you describe the process of creating and managing event schedules and timelines? How do you ensure events run smoothly and on schedule?**

    Ans: Developing detailed event schedules, assigning tasks to team members, providing regular updates, and ensuring real-time coordination on the event day.

15. **What are the key factors you consider when selecting venues for events like weddings and receptions? How do you manage venue bookings and agreements?**

    Ans: Considering location, capacity, amenities, and cost. Managing bookings through contracts and regular follow-ups with venue managers.

16. **How do you ensure effective coordination and communication among your team members and external stakeholders during event planning and execution?**

    Ans: Conducting regular meetings, regular communication using calls and messages, clearly defining roles and responsibilities, and keeping all information centralized and accessible.

17. **What methods or tools do you use to gather feedback from clients and guests after an event? How do you analyse and utilize this feedback to improve future events?**

    Ans: Distributing surveys and feedback forms, making follow-up calls, analyzing responses, and using the insights to improve future events.