NAME

Point of View

TEAM

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CLIENT

Any person who is looking for help wherever they're stuck in life, and people who want to help them out. This project is designated as a service to the public, therefore, the clients of this project are the end users in a direct manner.

SUBJECT

"If ones who went the way and ones who are about to go sat down for a conversation, the amount of purposeless roads traveled would be halved"

Point of View is an application to connect people struggling with different psychological/daily life matters with people who have experience with them, sharing valuable advice, motivation and ways of living through said matters of life. It's designed as a way of sharing experience with others, as a response to the ever increasing social isolation of today, preventing experience from flowing between people and sometimes making them subject to the same hurdles of life that could have been avoided otherwise.

EXAMPLE

A 20-year-old who realizes, in the sophomore year, that he doesn't enjoy this department he's studying anymore, and is looking for advice for this matter.

A 45-year-old person who has been through this situation in his time and managed to pull through contacts through this application, and helps him with his own experience. The older person advises the young one on the process, and provides important knowledge on what may happen if he switches departments - something that person wouldn't be able to learn without stepping in blindly and facing the consequences. With this knowledge, the 20-year-old now knows what lies ahead, and makes his decision in a much more educated manner instead.

HIGHLIGHTS

Both parties will be anonymous by default, and their (online) identity will only be disclosed to the other side on an opt-in system. Mutual anonymity and privacy are important topics in this project, since the purpose of the project does include sharing things that can be considered as very sensitive.

The project will work on a non-profit basis, meaning that all monetary income will be spent back into the system's maintenance and development. The monetization scheme is currently planned to consist of user donations and charity funding.

The project will have general categories, such as:

- Mental health,
- Career choice,
- Education,
- Life goals,
- Finding purpose,
- Love etc.

The project and its requirements will be outlined, elaborated and implemented under guidance of user feedback. Assistance will be sought from Directorate of Family and Social Policies officials on the manner of application for user surveys and requirements related to legal/government systems. The main customer in our project will be the broad public, both because of its service-to-public approach, and as every person may be defined as a potential customer due to how the project is laid out (as everyone may have an experience to tell or something to get assistance with). The customers will input their feedback through periodic surveys and interviews.

RISKS

Due to the nature of this project, some risks are anticipated, and must be emphasized further. The first and foremost risk in this project is the existence of

bad actors. The project, unless the risk is addressed properly, is susceptible to bad actors who may attempt to manipulate other users in a multitude of ways. To address this risk, a layered approach consisting of automated, community and central moderation is proposed. In this system, all conversations will be filtered through a pipeline of moderation systems, starting with a machine learning model to filter out the mass of unwanted content. Content which couldn't be categorized as safe or dangerous will instead be sent over to a community group of moderators, which can be formed with a community reputation system and/or be hand-picked by the central team. Central moderation team will be directly connected with the project team and will work on a case by case basis to resolve specific situations. This multitude of layers will allow the team to maintain a safe environment where an incident would require multiple bad actors or points of failure, which is important for the project.

It is another point of risk that since this project aims to sometimes carry such sensitive content, some users may be negatively affected by the usage of this platform, mainly in the form of an online addiction, especially if certain topics that can be considered too personal for some is included. A possible approach on this risk could be to reach consensus via surveys, and move according to the decision of the user base. From there, topics deemed dangerous may be restricted with heavier supervision, or be removed altogether if the user base decides so.