**Feasibility Report****: Project No-Kill**

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1. **Product:** The No-Kill Louisville food bank is a non-profit organization that takes in pet food donations and distributes them to the community. The food bank currently uses three separate software services to track client applications, appointments, and food distribution. A single website/app is needed to streamline the process and cut down on clerical man-hours. The addition of a method allowing clients to check in remotely upon arrival is the number one request of the new system.
2. **Technical Feasibility:** The proposed system would allow clients to self-check in when they arrive at the food bank, via the website/app accessed from their phones. The client’s information would be sent to a tablet in the distribution center where a volunteer will gather the order and deliver it to the car. Client applications will be submitted through the app and their information will be added directly into a database. Currently the food bank does not have a tablet for use with the proposed system. It was suggested during our interview with the client that a tablet may be donated for this purpose.
3. **Social Feasibility:** Introducing the proposed system will make the job easier for the food bank volunteers. They will spend less time on clerical work and have more time for helping their clients. Older clients who do not have smart phones may dislike the new system, but alternative methods will be available.
4. **Economic Feasibility:** The direct economic impact of implementing a new system would be the lower cost of maintaining one hosted site, rather than the three paid software services that are currently being used to manage the food bank. Indirectly, fewer man hours spent on clerical work means that those volunteers will have more time for the clients and be able to provide better customer service.
5. **Market Research:** The target market group for our project is the No-Kill food bank volunteers and clients. Most consumers expect to be able to sign up for new services and take care of all their scheduling needs online. Volunteers for a non-profit have a limited amount of time and energy to spend working at the food bank. They need an easy-to-use product that will streamline their process. The proposed project will satisfy the current needs of this group.
6. **Alternative Solution:** An alternative check-in system was proposed for a barcode scanner to be attached near the drive through entrance for clients to scan a keychain tag to check in. The scanner could be damaged or stolen, which would incur additional costs to replace. In addition, checking in after parking ensures that the client can provide their parking spot number so that orders will be delivered to the correct vehicle. An alternative to checking in on the app would be to allow check-ins via text to the food bank’s existing Google voice number.
7. **Project Risks:** We need to be sure to design our product with the volunteers and food bank clients in mind. This project needs to be maintainable in the long run by volunteers who may not be comfortable with technology. We need to keep the interface simple and user-friendly so that clients and volunteers will want to use the new product instead of reverting to the old methods.