**FTUHub**

1. Business requirements

*Establish the "what" and "why" of the project. Clearly define the use cases and business cases to ensure everyone understands the problem being solved and the desired outcome.*

## ***Main components from the app***:

I. **Login Screen:**

***Login Screen*** (Default):

- Username
- Password

II. **Opportunity Seekers' profile:**

a. ***Home:***

- *Show achievements & access entry to other tab*
    - ***Opportunity taken (Events + Co-work Sessions + Internships Taken)***
    - ***Reflection Submitted (Reflection posts on Reflection Post)***
    - ***Connection Made (People met through Co-work, Mentor Sessions)***
    - ***Personal Growth Score***
        - ***Curious Explorer (≥ 3 Opportunities Taken; ≥ 2 Reflection Submitted)***
        - ***Active Doer (≥ 7 Opportunities Taken; ≥ 5 Reflections)***
        - ***Resilient Performer ( ≥ 15 Opportunities; ≥ 8 Reflections)***
        - ***Champion Citizen ( ≥ 20 Opportunities; ≥ 10 Reflections)***

b. ***My Attendance***

**For Events:**

- Upcoming events to attend:
    - Events Screen:
        - ***Brief information*** about the events.
        - **Check-in, check-out** materials for events:
            - Check-in: Get personal QR Code.
            - Check-out: Scanning OMs' QR Code.
- Saved/Interested event
    - List of saved events → Event Listing on Website (After Click)
- Attended Events:
    - Recorded Date
    - Write thoughts
        - NPS Score:

                - Relevance to your studies/ Interests ( Content Quality)
                - Event organization & timing (Organization Quality)
                - Value for knowledge/networking (Value)
                - I would attend similar events in the future (Insights for future)
            - Write thoughts
            - Add photos

**For Engagements:**

- **Upcoming Meetups (Assigned from Ops Spec)**
- **Past Meetups:**
    - **Write your thoughts**
        - **Add photos**
        - **Write Thoughts**

- **Engagements Opportunities (Listed based on Profile)**

***c. Reflection (Feedback):***

- Filter bar:
    - Events
    - Engagements

For events:

- Featured events:
    - Event Screen: Basic information & pictures
    - Reviews:
        - Overall Score: From Attended Events Feedback
        - Texted reviews: From 'Write thoughts'

For Engagements

- Featured engagements:
    - Posts: From 'Write thoughts'
    - Write comments.

***d. My profile:***

- Basic information
    - Phone
    - Email
- Social links:
    - Facebook
    - Linkedin
    - Email
- My Unique ID (Outputs from My Personality Quiz from website)

## III. Operation Specialists' profile:

***a. Home:***

- *Deal (Management)*

- *Filter*
    - *Deal Owner*
    - *Open Date*
    - *Priority Level*
        - *Low*
        - *Medium*
        - *High*
    - *Close Date*
- *Create deal*
    - *Deal name*
    - *Deal stage*
        - *Received*
        - *Under review (By Ops)*
        - *Forwarded to Internal Stakeholder*
        - *In Discussion*
        - *Agreement in Progress*
        - *Signed/ Activated*
        - *Declined*
    - *Assigned Ops (Choose Ope Spe)*
    - *Deal Type*
        - *Internship Programme*
        - *Scholarship*
        - *Training Programme*
        - *Strategic Partnership*
    - *Priority*
        - *Low*
        - *Medium*
        - *High*
    - *Associate with (Choose from My OMs' List)*

- Upcoming tasks: Quick notification of due tasks regarding:
    - Events approval to website
    - OMs profiles' adding to My OMs (Contact list)
- Upcoming engagements: Quick notification of due tasks regarding:
    - Events approval to website
    - OMs profiles' adding to My OMs (Contact list)

***b. My OMs:***
- Contact list: Listed in alphabetical (Default) and by Filter bar:
    - Contact owner: (Ope Speci Name)
    - Type:
        - Alumni
        - Mentor

        - Partner
        - Speaker
        - Employer
    - Engagement Level: (Cấp độ tương tác)
        - Highly (6-8+ interactions)
        - Moderately (2-3+ interactions)
        - Inactive (Stopped for a long time)
        - New (0 interactions)
    - Last update:
        - Today
        - Yesterday
        - Last 7 days
        - Last 14 days
        - Last 30 days
        - Last 90 days
    - Lead Status:
        - Mới
        - Đã tiếp cận
        - Chờ phản hồi
        - Từ chối

- Contact list: Listed from ***filter adjustments***.

***c. Tasks: Quick notification about:***

- Events: (Form triggered)
    - Approval of Events listings to website
- Information Update
    - Check & Verify to insert the OM's new contact to the lists.
    - Update Information for Deals
- Engagements:
    - Update information for Engagements
    - Reminder to ask Events Status and Updates.

***d. Engagements***

- Filter Bar:
    - OMs: Search through Names from 'Contact List' of 'My OMs'
    - Status:
        - All Statuses
        - Scheduled
        - Pending
        - Confirmed

        - Canceled
        - Completed
    - Date:
        - Today
        - Yesterday
        - Last 7 days
        - Last 14 days
        - Last 30 days
        - Last 90 days
- Management Table:
    - Engagements Name
    - Date & Time
    - OMs Involved
    - Participants
    - Location
    - Status
    - **Edit button**
- **Create New Engagements:**
    - Engagements Name
    - Date & Time
    - OMs Involved
    - Participants
    - Location
    - Status

e. ***My Profile:***

- Basic information
    - UID
    - Phone
    - Email

2. Configurations

Link the defined requirements to specific technical solutions, platforms, and tools. This makes the "how" of the project clear.

| **Tool/Platform** | **Customization** |
|---|---|
| Glide App | Main platform for: App building, Development, Main Databases |
| Google Forms/Sheets | Use as support Databases/ Data Intakes |

| | |
|---|---|
| Google Calendar | Integrated with Zapier to:<br>● Create automated notification & lock-in schedules for ….. of each case. |
| Zapier | Use to create automation workflows:<br>● Automate Emails<br>● Update row/sheets/ databases<br>● Trace back datas |
| SurveyMonkey | - **Survey & feedback platform** with advanced reporting features, configures<br>- Make Personality Quiz |

**Guideline**

- **Key components:**
    - **Tool/Platform:** Identify each technology or solution you will use (e.g., WordPress, Tutor LMS, WooCommerce, FlutterFlow).
    - **Customization:** Specify what customizations or configurations are needed to meet the requirements (e.g., custom page design, mapping courses with WooCommerce products, enabling automatic enrollment).
- **Best practices:**
    - Clearly document why a tool was chosen and how it will address particular specifications.
    - Consider the adaptability of the tool: can it handle future scale, integration with other systems, or AI-driven enhancements?
- **Outcome:** A technical blueprint showing how each requirement is met by a specific tool or customization.

## 3. Appetite

*Allocate time and effort (the "when" and "how much") to different blocks of work. This ensures realistic planning and sets expectations for timelines.*

| Work pile | Specific work | Time allocation |
|---|---|---|
| **Database Setup** | **Xây dựng table structure, define related data giữa 5 đề bài.**<br><br>**Xác định, tạo schema & field tương ứng cho từng table**: ID, tên, trạng thái, liên kết… cho từng bảng được | 4 hours<br><br>2 hours |

| | | |
|---|---|---|
| | xác định<br><br>**Setup & testing**: Xây dựng, testing khi app hoạt động | continuous DAYS until pitching week |
| **UI/ UX** | Xác định User Journey → User Flow<br><br>Sketch out được UI cơ bản cho hệ thống<br><br>Configure & xây dựng trên Glide App cho 5 tab sau:<br><br>Opportunities Seekers' Profile:<br><br>1. Dashboard<br>2. Events (Feedback integrated)<br>3. Mentors & Careers Opportunities<br><br>OM's Profile<br><br>Prod Ops' Profile | done<br><br>continuous DAYS until pitching week |
| **Website integration** | | |
| **Handover** | - How-to-manual scripts<br><br>- Pitching to FTU<br><br>- Project Ends. | |

**Guideline**

- **Two key components:**
  - **High-Level (Phases):** Break down the project into broad phases (e.g., Discovery, Requirements Development, Implementation, Quality Assurance, Handover).
  - **Detailed (Specific Tasks):** Within each phase, list specific tasks or deliverables along with their time allocation.

- **Recommended approach:**
  - **Project Overview + Specific Tasks (Integrated Model):** Combine the phased, narrative view (e.g., Discovery → Requirements Development → Implementation → QA → Handover) with a breakdown of specific tasks under each phase. This shows both the big picture and the details in one place.
  - **Use hill-chart** metaphors (adapted from Shape Up) to distinguish "uphill" (solving unknowns, exploring ideas) vs. "downhill" (execution and refinement) work. This visual metaphor helps communicate uncertainty and progress.
- **Best practices:**
  - Tie each time allocation back to requirements and configurations so you know exactly how effort maps to deliverables.
  - Regularly review and adjust appetites as you learn from prototyping and user feedback.
- **Outcome:** A schedule that everyone understands, showing how much time is allocated to each part of the project, and how phases relate to each other.

4. Pivotal changes

*Prepare for contingencies and uncertainty. "If…then…" scenarios ensure the team has a game plan when unexpected issues arise (e.g., a chosen tool turns out to be nonviable, a technical setback occurs).*

| **Scenario** | **Impact** |
|---|---|
| Glide không xử lý được volume dữ liệu hoặc logic quá phức tạp | Phải tách dữ liệu sang Google Sheets/Airtable và tích hợp qua Zapier |
| Zapier không đủ khả năng tự động hóa các bước tích hợp giữa web–app. | - Tìm kiếm các giải pháp Automation khác<br>- Thiết kế giải pháp thủ công thay thế |
| Tích hợp giữa Website (WordPress) và App bị gián đoạn, không có điểm giao. | Phải tạo workaround bằng email-trigger, webhook tạm, hoặc form export thủ công |
| SurveyMonkey không cho phép custom flow, phân nhánh quiz, hoặc tích hợp API trả kết quả. | Chuyển sang Google Forms + Script hoặc Glide quiz tự build → mất thêm 1–2 working days. |

**Guideline**

- **Key components:**
  - **Scenario:** Identify a trigger event or risk (e.g., “If BuddyBoss is nonviable…”).
  - **Proposed Action/Impact:** Outline what the team will do if it occurs (e.g., switch to FlutterFlow) and the expected time, cost, or scope impact.
- **Best practices:**
  - Prioritize these scenarios by likelihood or potential impact to focus contingency planning where it’s needed most.
  - Keep them visible and regularly reassess; if a risk becomes less likely, reprioritize accordingly.
- **Outcome**: A more resilient project plan that reduces panic and delays when obstacles arise.

5. Version boundaries

*Clearly define what is included in the current version of the project and what is not. This manages scope creep and sets expectations for future iterations.*

| | |
|---|---|
| **To include** | • Hệ thống quản lý sự kiện (Event Management)<br>• Hệ thống theo dõi mối quan hệ đối tác & chuyên gia (Partnership & Expert Management)<br>• Hệ thống phản hồi sự kiện (Event Feedback)<br>• Career Hub (đăng tin tuyển dụng, tìm kiếm việc làm) |
| **To include but justify** | • Tích hợp chatbot AI hỗ trợ người dùng |
| **To not include** | • Hệ thống Gamification cho người dùng |
| **To be inherited by** | N/A |

**Guideline**

- **Key components:**
  - **To Include:** Features or tasks confirmed for the current version.
  - **To Include but Justify:** Items that might be included if there’s a strong enough reason (e.g., if stakeholder demand or budget allows).
  - **To Not Include:** Features explicitly excluded from the current scope.

    - **To Be Inherited By (Future Versions):** Features or tasks intentionally deferred to the next phase or version.
- **Best practices:**
    - Revisit these boundaries periodically. If user feedback or business priorities change, you know exactly what to consider for reprioritization.
    - Document the decision rationale for each boundary, so there’s no confusion down the line.
- **Outcome:** A well-defined scope that helps prevent overextension and sets a roadmap for future improvements.