Review Process

# User Registration

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| **Current State** | **Desired State** | **Benefits** | **Challenges** |
| * Registration details are sent from the user’s email address to the Company. * Company manually stores the details to allow them to send out the required content. | * Registration details are sent from user’s email address to company. * Details sent are automatically extracted and saved into a database. | * Transferring of details from email to database not prone to human errors. * Some registrations which may have previously missed due to “clogging” of inbox will be prevented. * Saves time for previous worker who was manually collating user details to save in database. | * Details could be inputted correctly, not making any contextual sense. These errors will need to be handled. * Integration with company database used to save users later on may prove difficult. |

# Content Aggregation

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| **Current State** | **Desired State** | **Benefits** | **Challenges** |
| * The content is manually put together aggregated from various sites on a user by user basis. | * The preference of the user will be identified automatically. * The aggregator will then extract the relevant information from a minimum of 3 websites and will be collated into a document ready for manipulation to ensure its presented in a user friendly manner. | * Manually searching websites for every user can be a time-consuming task. This shall save a considerable amount of time. * Preferences of users could easily be misread, this will prevent such issues. * Keeping a track on previous information delivered to ensure the same thing isn’t sent again is hard. | * May be difficult to interact with elements on webpage, making it challenging to scrape content. * If there are changes to the website being scraped, could make automation obsolete, with changes needing to be made. |

# Content Manipulation

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| **Current State** | **Desired State** | **Benefits** | **Challenges** |
| * The content is manually cleaned. Additional headers and titles are manually removed. | * If a standardised format can be repeated for all content, the content will be automatically formatted to be concise as user friendly as possible. | * This will free up time. * Will keep the content being sent consistent improving quality. | * Each site or each piece of content my have a different structure, this will need to be overcome, or an alternative strategy may need to be considered such as manual assistance. |

# Delivery of Content

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| **Current State** | **Desired State** | **Benefits** | **Challenges** |
| * The content manipulated from previous is emailed to respective user with the information in the body of the email. | * All the content is gathered before hand and each piece of content category will have its own document. * Each piece of content associated to a user will be pasted in the body of the email and sent. | * Save time as the same content will not need to be manually copy and pasted. | * Ensuring the correct paragraph is selected with the correct starting point and end point may prove difficult. |

# Update Details / Removal Details

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| **Current State** | **Desired State** | **Benefits** | **Challenges** |
| * Company will receive and email with a subject of ‘CHANGE’ or ‘DELETE’. * Customers details will have to be manually updated on database or deleted. * Manual confirmation will be sent to the customer of action taken. * User requests added to log. | * Company will receive email with subject of ‘CHANGE’ or ‘DELETE’. * Action will then be carried out automatically, taking the desired change from the email and updating it in the database. Locating user by its unique email address. * Automatic confirmation sent to user. If mandatory user details field have not been entered it will reply requesting these. Otherwise, confirmation of the change or deletion will be sent. | * Changes of customer details will be completed more efficiently. Offering an overall better service to customers. * Saves workload and time. * Ensuring customer are not missing out on content, with changes reflecting as soon as possible. * Automated responses ensures relevant details are gathered. |  |

# Reports Created

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| **Current State** | **Desired State** | **Benefits** | **Challenges** |
| * For user requests, the user’s names, email address, Date/Time of request, summary of changed items are all added manually. * For content transmissions, the user’s names, transmission date, content preference and the first piece of content are all added manually. * All user actions are reported manually for audit purposes. | * When user makes a request, details of name, email address, Date/Time of request, summary of changed items will be added automatically into a log. * When the transmission of content is sent, the user’s names, date/time, content preference and the first piece of content will be added automatically to a log. | * Ensure that all details are logged accurately without any requests or transmissions missing. * Prevent a backlog of requests. * Improve accuracy of reports. * Free up time for worker. |  |