



# **BUSINESS REQUIREMENTS DOCUMENT**

## **#CT-0001 MEMBER MANAGEMENT**

**VERSION: 1.0**

2023-10-25



## ORGANIZATIONAL BACKGROUND

Community Helping Hands (CHH) was founded in 2020 by a group of concerned citizens who wanted to make a difference in their community. The organization started out small, but it has quickly grown to include over **200** members. CHH offers a variety of programs and services to the community, including food assistance, Environmental act, Vision, Cancer & Diabetes Healthcare Program and educational programs for the youth.

CHH has a significant impact on the community. In the past year, the organization has provided food assistance to over 1,000 people, helped over 100 visually impaired people, and provided quality program about healthcare to over 5,000 people. CHH's youth programs have also helped hundreds of children and young adults learn new skills and improve their lives.

## DESCRIPTION OF THE ISSUE

The Institution is experiencing time-consuming tasks associated with managing its members, such as tracking membership dues, sending out termination notices, and managing member attendance to its each single activity being held. Were supposedly it can free up staff to focus on other tasks, such as developing new programs and services or engaging with members.

When membership status is tracked manually, it can be difficult to keep up with changes to members' contact information, membership type, and other important details. This can lead to members receiving outdated information or being contacted about events or benefits that they are no longer eligible for. As the organization grows, the existing membership management process is become increasingly difficult to manage. This usually lead to delays in processing membership attendance and activities, and difficulty providing members with the level of service they expect.

## MANUAL OPERATIONS OVERVIEW

The Institution identify and recruit potential new members through various channels, such as networking events, social media, and advertising. Potential members submit a membership application form, which typically includes their contact information, demographic information, and membership type, then club officers review membership applications to determine eligibility and ensure that all required information is provided.

Community Helping Hands (CHH) track member status, communicate with members, and process membership renewals manually then generate reports on membership data to track trends and identify areas for improvement.



### USER GOALS

The Community Helping Hands (CHH) intends to have Membership management software that helps the organization to track member status, communicate with members effectively, and generate accurate reports more efficiently. An software that automates the data entry process, which can save organizations a significant amount of time and reduce the risk of errors.

In addition to these general reasons, CHH may also create or automate member management systems for specific purposes, such as:

- To better manage events and registrations
- To track member volunteer hours or attendance
- To manage member benefits
- To facilitate online member communities
- To provide members with access to self-service tools

Overall, member management systems can help organizations to improve efficiency, productivity, member engagement, and compliance.

