ISYS2110 Presentation

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Group: CC02 04
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FriendshipOnWheels

Objective:

Our goal is to create a website to connect frail, aged and disabled person with a volunteer. The website should allow users to request a visit, order meals and request a welfare check. The pairing of volunteer and requestor needs to be based on common interest and that they are swapped once every year. The website should be fully functional where each buttons are working properly and that data stored in json file
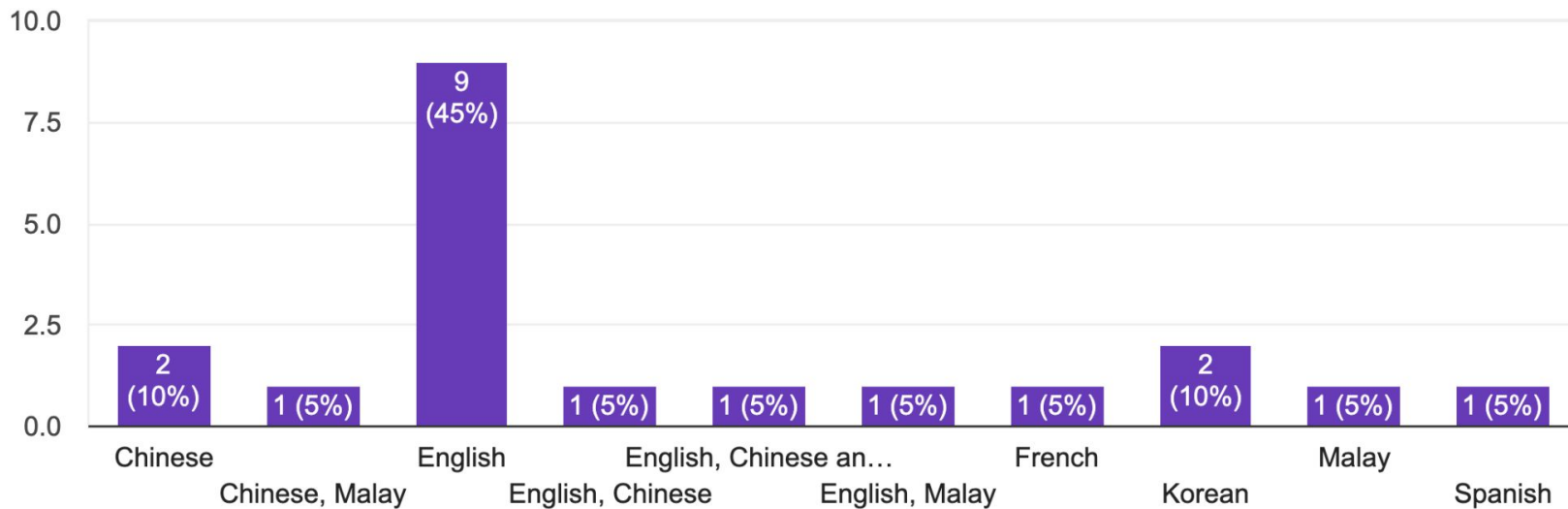
Survey Results

We've done a survey to finalise our functional and non-functional requirements here are the results:

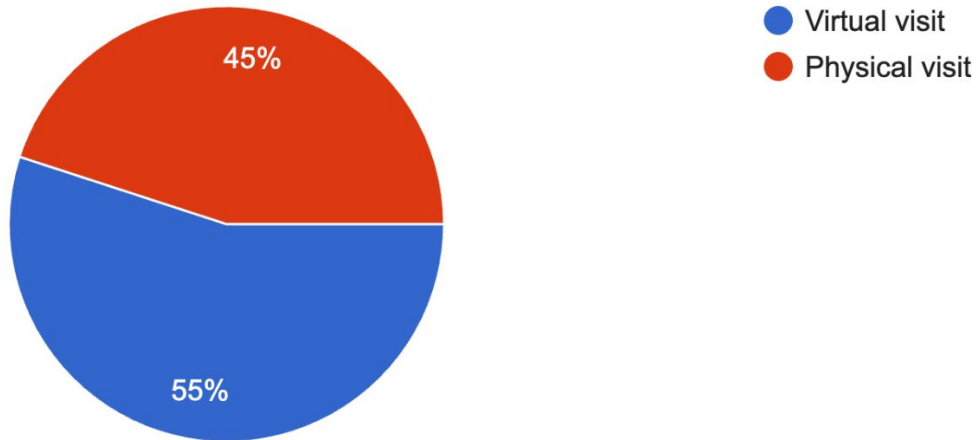# Question 1

What languages are you fluent in speaking?
20 responses

Question 2

Would you rather have a physical or virtual visit?

20 responses

● Virtual visit
● Physical visit

45%

55%

Question 4

What feature should we integrate to ensure it is user-friendly for the elderly?

- The common responses we get from this question is to include customer service to assist them in registering, requesting visit, etc. Another request we had is to increase the font-size of texts.

Question 5

Are there other features you would like us to implement?

- As the question is open-ended, we had various responses. However, the most common ones are to add customer service to assist them and include more visuals for easy navigation throughout website.

Question 6

Are there other features you would like us to implement?

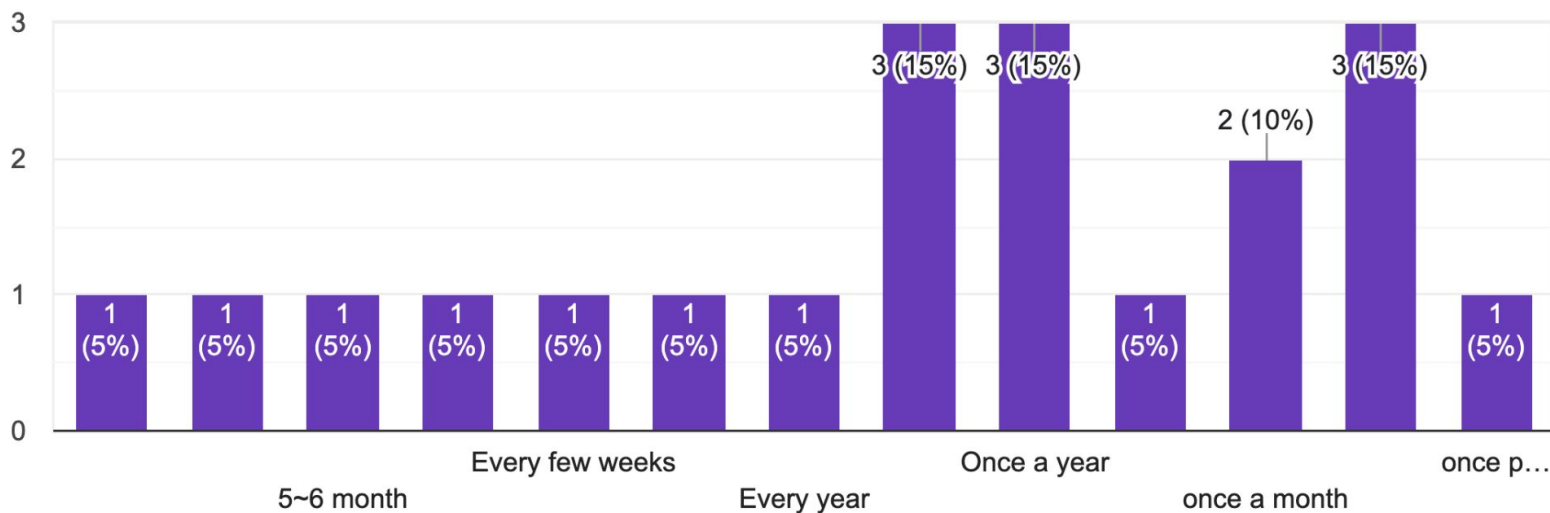- There are no common answers for this question, however we got a few interesting answers.

  One of the answers states that our website should be able to organize activities amongst the elderly.

  Moreover, some also other answers suggest us to integrate virtual calls.

Question 7

How frequently should we rotate the volunteers assisting you?

20 responses

Once a year - 6

Question 9

What suggestions do you have to ensure your safety while receiving care?

- Many responses emphasize on the importance of thorough background check of the volunteer and making sure that they had gone through a robust screening process.

Functional & Non-Functional Requirement

Functional Requirement

- User login
    - The login feature allows users to track their orders and request various kinds of visits.
- Order tracking
    - User: This feature informs the user how their order is progressing.
    - Volunteer: They are notified of their tasks and responsibilities through this feature.
- Volunteer/requestor registration
    - User: A screening process is done to ensure that only people who needs help can create an account.
    - Volunteer: Ensure that they are skilled enough to do their job.
- Requestor-volunteer pairing
    - The requestor and volunteer will be paired based on common grounds which allows both parties to connect easily.

Functional Requirement

- Language options
  - Multiple languages allows multiple people from different countries to be able to use our website.
- Volunteer screening
  - Ensures the safety of the person being taken care of.
- Feedback of the volunteer
  - Tracks the performance of the volunteer to review it regularly.
- Reminder system
  - Notifies the user and volunteer of their upcoming order.
- Customer support
  - Provides assistance to user who doesn't understand how to navigate through pages.
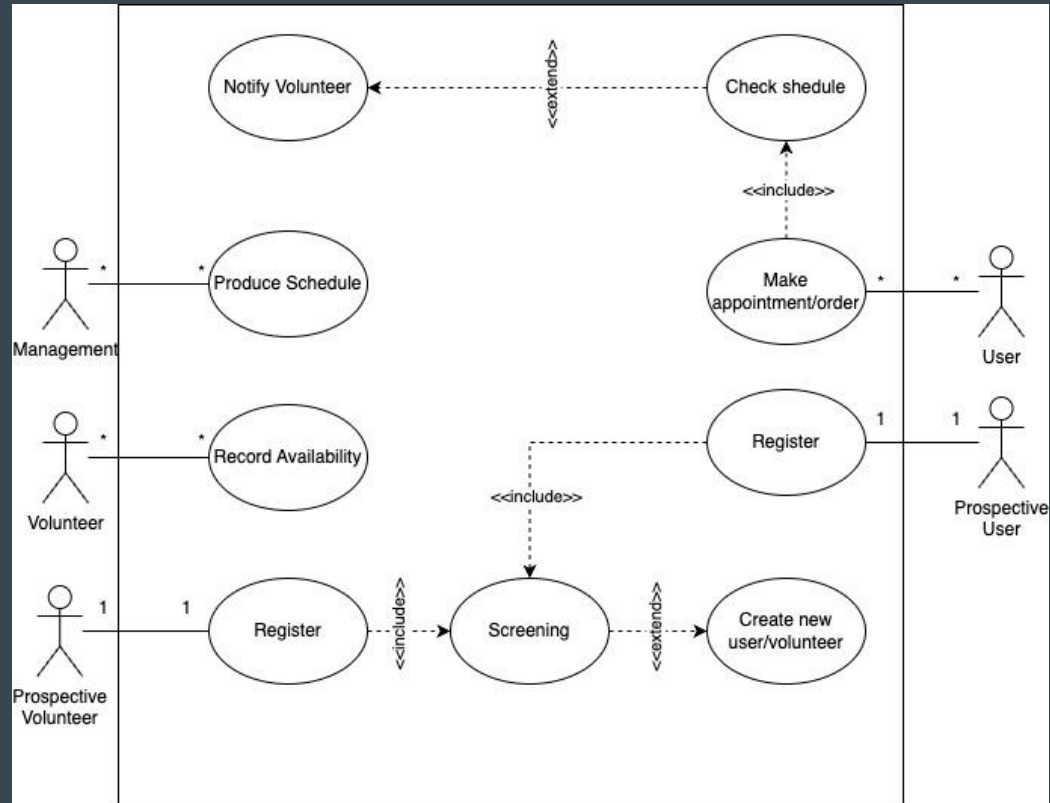
Non-Functional Requirement

- Low latency/Fast response time
  - This feature enhance productivity by enabling quicker access to data and reducing the time user spend waiting for systems to respond.
- User-friendly interface
  - This accessibility increases the likelihood that users will adopt the system and continue using it over time.
- Data is being encrypted
  - This is crucial for protecting sensitive information from hackers and data breaches.
- Logging of transactions
  - It can be used as evidence in the case of legal disputes involving data.
- Multiple servers
  - Ensure continuous operation in case of primary server failure provides substantial benefits in terms of reliability, performance, and scalability.

Non-Functional Requirement

- Have a backup
  - Facilitate the synchronization of data across different devices or locations, enhancing operational efficiencies and data coherence.
- High server capacity
  - Critical to ensure that data flows smoothly and decisions are made instantaneously.
- Scalability
  - Systems can avoid single points of failure, increasing overall system functionality

Use Case Diagram

Our Design