

FLOWARD Express with No allergic concern



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1- Introduction:

What is the first thing you think about when you have occasion?

Giving flowers is a beautiful gesture that can brighten up any occasion. Whether it's a birthday, anniversary, or wedding, flowers have the power to convey your heartfelt emotions and bring a smile to someone's face. Each flower has a unique meaning and symbolism, so you can choose the perfect blooms to suit the occasion. You can also mix and match different flowers and colors to create a stunning bouquet. Whether you're giving flowers as a thoughtful gesture or in celebration of a special event, they are sure to be appreciated by the recipient.

FLOWARD application is an online flower and gifting company. To make sending flowers and gifts as joyful as receiving them, it's the perfect online destination to order flowers and gifts for your loved ones on all occasions. However, if you or someone you care about has a flower allergy, it could be harmful to their health. Therefore, we developed the application to make certain that all preparations were taken to ensure that individuals felt loved and safe. We deliver your feelings without fearing that your loved ones will be affected by their allergies to flowers. For those who are extremely busy or have a tendency to forget special occasions, we have designed a delivery service that arrives within two hours of placing an order.

With FLOWARD, there is no need to be concerned about allergies or quick delivery.

As we know, we live in different cities, and there are people who want to send flowers with gifts on occasions. We operate in 36 cities in nine countries across the MENA region and London, UK. Also, we cover all occasions, including birthday flowers, anniversary gifts, love flowers, Mother's Day flowers, gifts, etc. Not just sending flowers, you can match flowers with many gifts, including candles, cakes, balloons, chocolates, teddy bears, jewelry, perfumes, coffee, and all kinds of gift baskets! (Floward, 2017)

2-Problem Statement:

Problem no1: Finding the time to buy and send flowers and presents is frequently difficult, especially on occasions of great significance. Traditional flower delivery options may not always offer the fast delivery that many people are looking for. While some of them are extremely busy people want the process of buying and delivering flowers and gifts to be as easy, fast, and convenient as possible. This also allows those who tend to forget special occasions and want quick delivery to get exactly the gift they want. This can leave customers in need of quick flower delivery with exactly the gift they want. (Winni, n.d.)

Solution: Provide an extremely quick delivery process for people who wish to get gifts right away, such as in two hours or less.

Problem no2: People who are allergic to flowers may have limited options when it comes to enjoying the beauty and fragrance of flowers. Exposure to flowers can cause a range of symptoms, from mild sneezing and congestion to severe allergic reactions. This can make it difficult for people with allergies to enjoy flowers. We need to prevent purchasing a gift or flowers that can negatively impact them or their loved ones. (Mephram, 2021) (Khawlaor, 2019)

Solution: Offering a simple, quick, and trustworthy way to identify products that contain ingredients that trigger allergic reactions or allergy-friendly arrangements. (Company, 2019)

3-Project objectives:

We have many goals that we would like to achieve through the development of the FLOWARD application, the most important of which are the following:

- Offering and identifying products that contain ingredients that trigger allergic reactions by smart technologies to improve the order process, with the aim of achieving customer satisfaction.
- The insertion of a new function, consultations when ordering gifts for your loved ones, will also help those who have a specific type of flower allergy.
- Providing extremely quick delivery helps the application be available in a larger number of regions so that more customers can order and receive gifts from their loved ones.
- To stand out and differentiate from the competition by providing the fastest delivery and offering.
- flowers and plants from the best growers (high quality) with respect to people who have flower allergies and having them uniquely designed by experienced florists.

4-Methodology:

Agile methodology is an effective approach for "FLOWARD". By using this process, the development team may collaborate and work iteratively to produce a high-quality product that caters to the needs of the users. The agile methodology involves breaking down the development process into smaller chunks, called sprints, which typically last for two to four weeks. During each sprint, the team focuses on delivering a specific set of features or improvements to the app. Because there are other requirements for this application that may be introduced in the future, including determining which products contain substances that cause allergic responses, consultations when ordering gifts for your loved ones.

Because "FLOWARD" application requires continuous analysis and development The agile technique also places a strong emphasis on close cooperation between the development team and stakeholders, such as the users or business owners. The team asks the stakeholders for feedback and periodically updates them on its progress.

For an "FLOWARD", the agile methodology can be particularly useful for developing features such as the improved delivery service that comes within two hours of ordering by breaking down these features into smaller components and testing them iteratively, the team can make sure that the software satisfies the needs of the users and is user-friendly. The agile technique is, in general, a flexible and cooperative (Half, 16 May 2022).

5-Project Requirements:

5.1 Software Requirements

- 1. The system should be user-friendly.**
 - 1.1. The system needs to be understandable, and the customer can easily enter the request and select services at any time.
 - 1.2. The software interface must be clear and easy to use
- 2. The system should be portable.**
 - 2.1. It should be possible to install the application on all types of devices and operating systems (OS) as Android, iOS, etc.
- 3. The system should be effective (space, speed).**
 - 3.1. The system should be effective in serving multiple high-speed customers simultaneously.
 - 3.2. The system should not misuse RAM.
- 4. The system needs to be safe and secure.**
 - 4.1. Customers and service provider information must be fully protected, such that the system should not permit unauthorized users to disclose user information.
 - 4.2. The system should have attack resistance.
 - 4.3. Penetration testing and vulnerability assessment should be performed annually.
- 5. The system should have technical support.**
 - 5.1. The technical support representative will offer response to user inquiries, and help them troubleshoot issues.
- 6. The system should have easy accessed database.**
 - 6.1. The technical support representative will offer response to user inquiries, and help them troubleshoot issues.

5.2 Hardware Requirements

1. Server

- 1.1. A high-performance server with sufficient processing power, memory, and storage capacity to handle the large volume of data that is generated by the application.

2. Networking equipment

- 2.1. A reliable and fast network infrastructure that is able to handle the large volume of communication traffic between the application, users, and delivery personnel.

3. Mobile devices

- 3.1. Smartphones, tablets, or other mobile devices that are compatible with the application and can be used by delivery personnel to access the application, receive and update delivery information, and communicate with users.

4. GPS tracking devices

- 4.1. GPS tracking devices that can be installed on delivery vehicles and used by the application to track the location of the vehicles and provide real-time updates to users.

5. Barcode scanners

- 5.1. Barcode scanners that can be used by delivery personnel to scan the barcodes on packages and update the delivery status in the application.

6. Printers

- 6.1. Printers that can be used to print out delivery labels, receipts, and other important documents.

7. Backup and recovery

- 7.1. Reliable backup and recovery systems that can be used to restore the application and data in case of any hardware failures, disasters, or data.

5.3 Functional Requirements

- 1. The customers shall create an account for logging into the application at any time.**
 - 1.1. The customer should create a unique username and password with a minimum of 8 characters, including at least one capital letter, one small letter, and one symbol.
 - 1.2. The customer should be able to activate an account using a link sent to the email, then it will store her account in the system.
 - 1.3. When the customer logs in to the system, check the username and password if they are correct. It will log successfully if it is not correct, and there is a message error.

- 2. The customers shall be able to view all products.**
 - 2.1. A filter option may contain:
 - 2.1.1.filter the search by flowers that are non-allergenic.
 - 2.1.2.Sort prices by choosing any of the two: high-to-low or low-to-high.
 - 2.1.3.New or exclusive products.
 - 2.2. Each flowers have description of the allergenic details.
 - 2.3. Offer alternative flower options that are not known to trigger allergic reactions.

- 3. The customers shall pay online once they have finished chosen the products.**
 - 3.1. A payment consists of the following details:
 - 3.1.1.Payment by credit card.
 - 3.1.2.Number of Items selected to pay for.

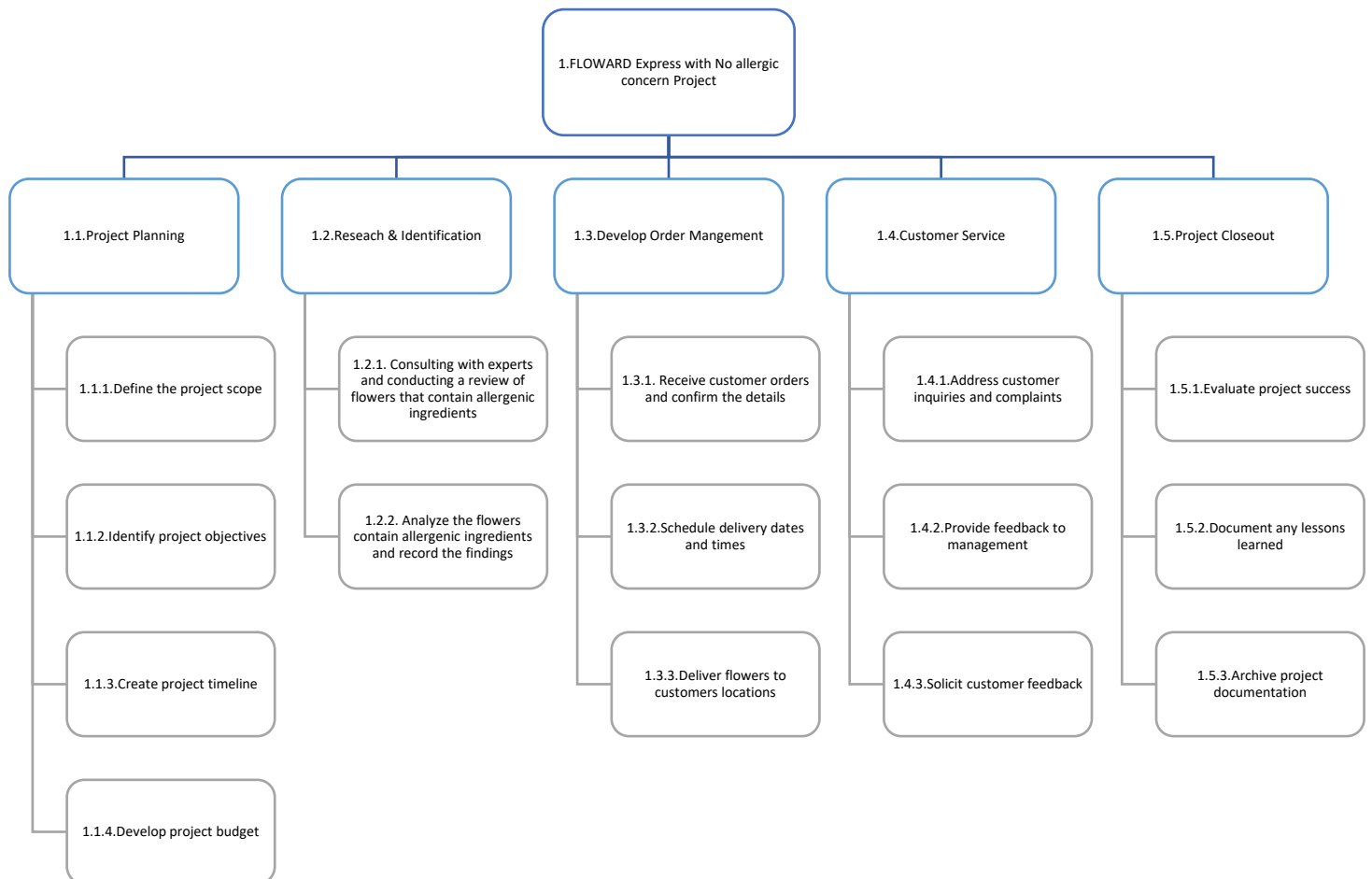
- 4. The customers shall have option to track their order.**
 - 4.1. The customer must show all the details of their order from the point of view of the delivery company and keep track of the time.
 - 4.1.1.Display the name of the delivery company which will deliver the order.
 - 4.1.2. Display the time of every update.
 - 4.1.3.Display every update (processing – Out to delivery – Delivered).

- 5. The customers shall be able to view the history of their orders through the application.**
 - 5.1. The customer can see a list of all the products that are ordered in their profile after logging in.
 - 5.2. The list contains all the details about the orders such as the ID of the order, type of item, and price.
 - 5.3. The list contains all the details of the products such as quantity, price, and special orders.

6-Scope statement:

| Project Scope Statement | | | |
|-----------------------------------|--|---------------------------|--------------------|
| Project name | Enhance to FLOWARD Express with No allergic concern | | |
| Project ID | TTMR-4568 | Project | Ms.Maram Alsheheri |
| Date of approval | April 24,2023 | Last revision date | Jul 23,2023 |
| Scope description | Provide an excellent user experience for delivering and improving the FLOWARD Express service, specifically in relation to the elimination of allergic concerns and the development of an extremely quick delivery process. | | |
| Project deliverables | <ul style="list-style-type: none"> • A new version of FLOWARD Application that can be installed in both iOS and Android operating systems. • Budget report • Quality report • Schedule tracking report • Change request • Project charter • Project documentation | | |
| Acceptance criteria | If the owner approves the deliverables and the application satisfies the requirements specified in the project requirements and performs its intended functions, then the application will be considered acceptable. | | |
| Boundaries | <p><i>In-Scope:</i> Provide support and services for customers with allergies and customers who need fast delivery.</p> <p><i>Out-Scope:</i> Provide and support allergy testing for customers, grow flowers, and design or create flower arrangements.</p> | | |
| Constraints | The project should be completed within Time according to schedule, cost according to Budget, scope constraints and avoid scope creep and Resources | | |
| Assumptions | Availability of programmers, designers, analysts, the ability to access the server, and enough funds. | | |
| Initial group organization | FLOWARD Team | | |

7-WBS:



Tabular Form:

1. FLOWARD Express with No allergic concern Project

1.1. Project Planning

- 1.1.1. Define the project scope.
- 1.1.2. Identify project objectives.
- 1.1.3. Create a project timeline.
- 1.1.4. Develop a project budget.

1.2. Research & Identification

- 1.2.1. Consulting with experts and conducting a review of flowers that contain allergenic ingredients.
- 1.2.2. Analyze the flowers contain allergenic ingredients and record the findings.

1.3. Develop Order Management

- 1.3.1. Receive customer orders and confirm the details.
- 1.3.2. Schedule delivery dates and times.
- 1.3.3. Deliver flowers to customers locations.

1.4. Customer Service

- 1.4.1. Address customer inquiries and complaints.
- 1.4.2. Provide feedback to management.
- 1.4.3. Solicit customer feedback.

1.5. Project Closeout

- 1.5.1. Evaluate project success.
- 1.5.2. Document any lessons learned.
- 1.5.3. Archive project documentation.

8-WBS Dictionary:

| Level | WBS code | Element name | Element description |
|-------|----------|--|--|
| 2 | 1.1 | Project planning | Defines the scope, objectives, deliverables, timeline, and budget for the project |
| 3 | 1.1.1 | Define the project scope | Conduct initial project scope meeting, define project objectives, limitations, and boundaries, and identify stakeholders and their needs |
| 3 | 1.1.2 | Identify project objectives | Determine what the project should achieve, establish measurable objectives, and prioritize objectives based on their importance |
| 3 | 1.1.3 | Create project timeline | Establish the project's detailed schedule. The entire team can see when specific phases will be completed and when the entire project will be finished |
| 3 | 1.1.4 | Develop project budget | Estimate and allocate the financial resources required for the project, develop a project budget that outlines the estimated costs for the project, allocate the budget to individual project activities |
| 2 | 1.2 | Research & Identification | Identifies any allergenic ingredients found in flowers through research, expert consultation, and testing of flower samples. |
| 3 | 1.2.1 | Consulting with experts and conducting a review of flowers that contain allergenic ingredients | Identify and conduct a comprehensive review of flowers that contain allergenic ingredients; engage with experts to gain insights and recommendations on how to manage allergenic ingredients. |
| 3 | 1.2.2 | Analyze the flowers contain allergenic ingredients and record the findings | Analyze the most common allergenic ingredients found in flowers and record the results to detect the allergenic ingredients. |
| 2 | 1.3 | Develop Order Management | Handles customer orders by receiving orders, confirming details, scheduling deliveries, and deliver it to the customer |
| 3 | 1.3.1 | Receive customer orders and confirm the details | The system handles receiving customer orders, obtaining the payment method, training staff on the order management process to be fast. |
| 3 | 1.3.2 | Schedule delivery dates and times | Establish a delivery schedule based on the customer's preferred time and location, |
| 3 | 1.3.3 | Deliver flowers to customers locations | Identify delivery methods that deliver the flowers to customers with accuracy, timing, and location. |

| | | | |
|----------|------------|---|---|
| 2 | 1.4 | Customer Service | Addresses customer inquiries, complaints, and feedback and provides that information to management |
| 3 | 1.4.1 | Address customer inquiries and complaints | Address and review complaints in detail, and keep records of all complaints in one central place. This will help identify any trends or issues. |
| 3 | 1.4.2 | Provide feedback to management | Scheduling regular meetings with manager, that offering constructive feedback in a positive and professional manner. Feedback helps management make informed decisions and improve team performance |
| 3 | 1.4.3 | Solicit customer feedback | Collecting customer feedback by providing surveys through email or social media, and ensuring that customer feedback is heard and acted upon. |
| 2 | 1.5 | Project Closeout | The final phase is to evaluate success, document lessons learned, and archive project documents |
| 3 | 1.5.1 | Evaluate project success | Evaluate the project's success by reviewing the project scope, assessing the project requirements, examining the project budget, and gauging client and internal satisfaction. |
| 3 | 1.5.2 | Document any lessons learned | Document the lesson learned to keep it on track and contain what was done right, wrong, and what would be done better if the project could be re-done. |
| 3 | 1.5.3 | Archive project documentation | Archive the project documents so that no data is lost and so that staff members can use them as a reference for future works. |

9-RACI Chart:

| TASKS | Project Manager | Project Team | Project Sponsor | Technical Support |
|---------------------------|-----------------|--------------|-----------------|-------------------|
| Project planning | R/A | I | C | - |
| Research & Identification | A | R | I | - |
| Develop Order Management | A | R | I | I |
| Customer Service | C/A | - | I | R |
| Project Closeout | C/A | R | I | - |

Keys:

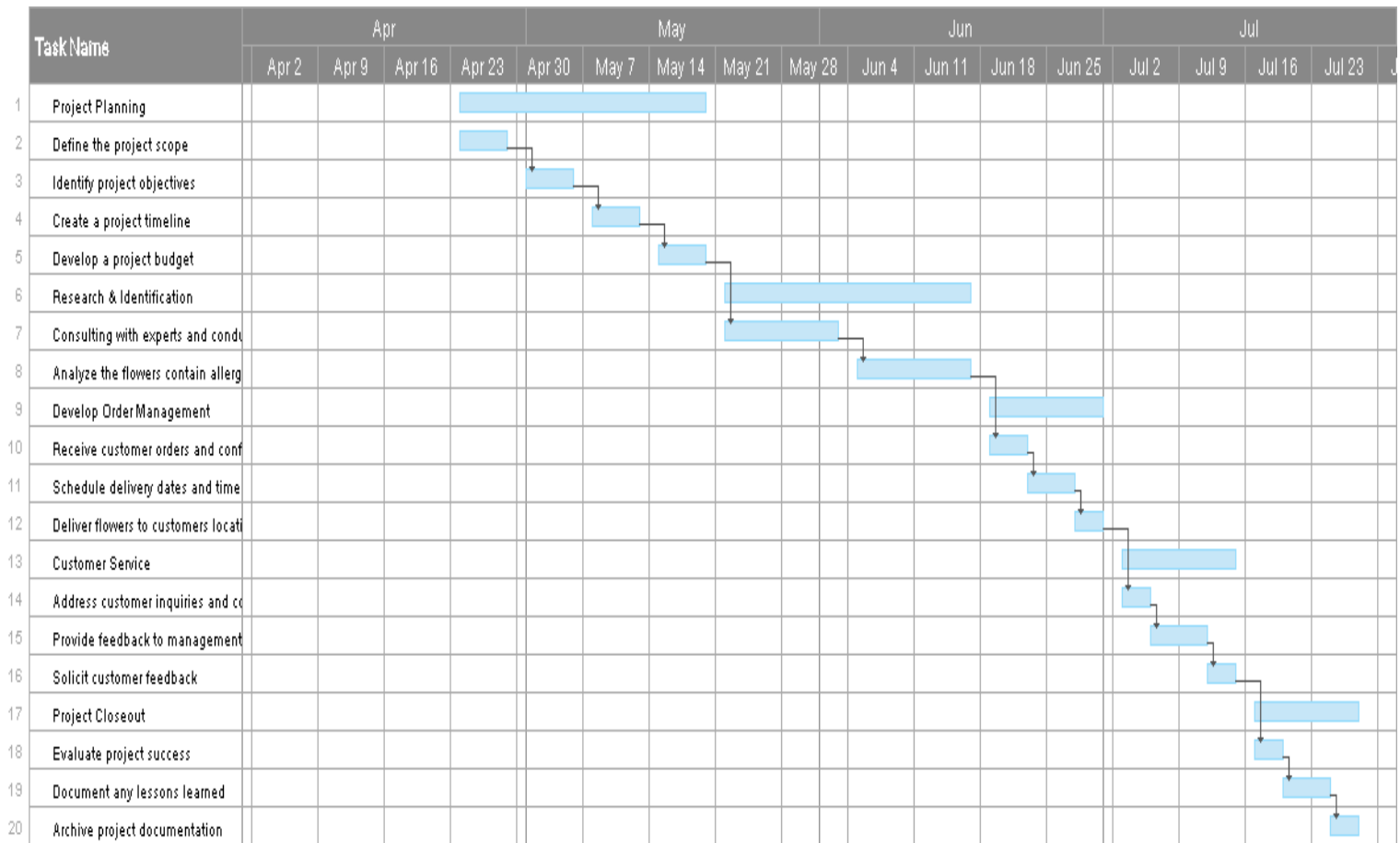
Responsibility: Who does the task?

Accountability: Who signs off on the task or has authority for it?

Consultation: Who has information necessary to complete the task?

Informed: Who needs to be notified of task status and results?

10-Gantt Chart:



| | Task Name | Duration | Start | Finish | Predecessors | Assigned To | % Complete |
|----|-----------------------------------|----------|----------|----------|--------------|-------------|------------|
| 1 | Project Planning | 20d | 04/24/23 | 05/19/23 | | | |
| 2 | Define the project scope | 5d | 04/24/23 | 04/28/23 | | | |
| 3 | Identify project objectives | 5d | 05/01/23 | 05/05/23 | 2 | | |
| 4 | Create a project timeline | 5d | 05/08/23 | 05/12/23 | 3 | | |
| 5 | Develop a project budget | 5d | 05/15/23 | 05/19/23 | 4 | | |
| 6 | Research & Identification | 20d | 05/22/23 | 06/16/23 | | | |
| 7 | Consulting with experts and | 10d | 05/22/23 | 06/02/23 | 5 | | |
| 8 | Analyze the flowers contain | 10d | 06/05/23 | 06/16/23 | 7 | | |
| 9 | Develop Order Management | 10d | 06/19/23 | 06/30/23 | | | |
| 10 | Receive customer orders and | 4d | 06/19/23 | 06/22/23 | 8 | | |
| 11 | Schedule delivery dates and times | 3d | 06/23/23 | 06/27/23 | 10 | | |
| 12 | Deliver flowers to customers | 3d | 06/28/23 | 06/30/23 | 11 | | |
| 13 | Customer Service | 10d | 07/03/23 | 07/14/23 | | | |
| 14 | Address customer inquiries and | 3d | 07/03/23 | 07/05/23 | 12 | | |
| 15 | Provide feedback to management | 4d | 07/06/23 | 07/11/23 | 14 | | |
| 16 | Solicit customer feedback | 3d | 07/12/23 | 07/14/23 | 15 | | |
| 17 | Project Closeout | 9d | 07/17/23 | 07/27/23 | | | |
| 18 | Evaluate project success | 3d | 07/17/23 | 07/19/23 | 16 | | |
| 19 | Document any lessons learned | 3d | 07/20/23 | 07/24/23 | 18 | | |
| 20 | Archive project documentation | 3d | 07/25/23 | 07/27/23 | 19 | | |

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