Remote Mental Health Management

“Naaman” Vision

# Introduction

During the COVID era of lockdown, there are a lot of concern regarding the mental health cause by the lack of social interaction. Henceforth, we have decided to tackle this issue and develop a web-based platform for ITC303 called “Naaman”. Project “Naaman” is a remote mental health management platform that are envisioned by our team “Runtime Terror”. Naaman aim is to help decreasing the mental health issue by providing a platform where people can share their stories and get an online consultation.

# Positioning

## Problem Statement

|  |  |
| --- | --- |
| The problem of | Low mental health |
| affects | Social distancing people |
| the impact of which is | Low productivity and suicide tendency |
| a successful solution would be | catharsis |

## Product Position Statement

|  |  |
| --- | --- |
| For | Low mental health people |
| Who | In a mental breakdown territory |
| The Naaman | Social media platform |
| That | Give opportunity to share their story or get online consultation |
| Unlike | Social media where people know who they are |
| Our product | Can provide it anonymously and get expert help |

# Stakeholder Descriptions

## Stakeholder Summary

| **Name** | **Description** | **Responsibilities** |
| --- | --- | --- |
| Developer team | Group 2 “Runtime Terror” | Develop the application |
| Senior leader | Ather Saeed | Provide guidance |
| Physician | Mental health clinician and mental health practitioner | Giving online consultation and help resolving mental health issues |
| User | The social media user | Registering and receive mental health support |
| Helpdesk Support | Employee | First help support and managing online booking |

## User Environment

  Due to the nature of the application being a personal and sensitive issue, the user interface will focus on a single user usage only. The user can take their time on using the application as vocalizing their thoughts is not an easy task. But this will only be true for the social media aspect of the application. For the online consultation’s part, each user is given a specific time range to communicate with the physicians. The users can access the application through the browser on any device at any time.

# Product Overview

## Needs and Features

|  |  |  |  |
| --- | --- | --- | --- |
| **Need** | **Priority** | **Features** | **Planned Release** |
| Sharing stories | High | Posting a public thread | On launch |
| Online consultation | High | 1 on 1 communication between the user and the physician (voice call, video call, or direct messages) | On launch |
| Anonymous stories sharing | Medium | User can decide the account to be anonymous when registering or editing the account. | On launch |
| Prevent harmful user | High | Users need to create an account and go through the authentications before having access to the comment feature. | On Launch |

# Other Product Requirements

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Priority** | **Planned Release** |
| EIC 62304 Standards for medical software | High | On Launch |
| WCAG 2.0 Standard | Medium | On Launch |
| Browser that supports PHP | High |  |
| FAQ Document | Medium | On Launch |