**Milestone #2**

**Senior Resident Management System**

Senior Solutions

Vision Statement

For starters, the problem is that West Boca Retirement Community does not have an efficient system to access resident information, request services, view upcoming events, and more. The solution to this problem is to create a website where residents in the community will be able to visit one location online in order to view or change anything related to the retirement community. It will also allow management to control different aspects of the website without any prior IT experience. This is extremely important to the team because we all have parents who are entering this age group and we would like to help give back to the generation that gave so much to us. Therefore, we will be highly motivated to complete a superior and reliable system for West Boca Retirement Community.

Members

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| --- | --- | --- | --- |
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Stakeholders

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| --- | --- |
| Stakeholder | Definition: System Interactions |
| Community Staff | Manage databases, access residents’ information, handle payments, provide services, host events, etc. |
| Software Developers | Build, document, update, and maintain |
| Possible Investors | Support financially, receive partial ownership |
| Residents | Manage residential information, payments, events, services, activities, etc. |
| City Officials | Benefit from the impact of the software on the community |

Requirements

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| User Requirements | System Requirements |
| **1.** The user shall be able to access and alter their account information with their credentials | **1.1** Upon entering the correct identification information; the user shall be able to view, update, and confirm resident information.  **1.**2 They shall also be able to update their personal information from this account page  **1.3** Each users’ profile shall differ depending on their role. Mainly, residents and visitors shall have the ability to request and view services, while staff members have the ability to create and remove content  **1.4** All users shall have specific credentials; community members shall have a license key generated by staff members  **1.5** A checklist shall be incorporated and made available to applicants to ensure completion of the registration process  **1.6** Members shall be able to post, edit, vote and comment community issues from their personal page via a blog  **1.7** Privacy and protection shall be taken into consideration through the creation of an authentication feature |
| **2.** Managers shall be able to register various events for a future specified date and time from the event subsection of the activities page | **2.1** Utilizing a calendar, event planners and managers shall have the ability to select a date and time when registering an event  **2.2** The calendar shall NOT allow users to assign activities to dates from the past  **2.3** Users of this event planning feature shall have the option of mapping activities to dates and times for specified and multiple groups, such as: new residents, employees, visitors, etc.  **2.4** Some types of events planners shall be capable of posting include: new, current, community.  **2.5** In addition, the client party shall also be granted the ability to post transportation information; for instance, car pool and bus schedules  **2.6** Residents and visitors shall be able to view their personal and general events on the virtual calendar  **2.7** In the clubs section, staff members with permission shall be able to create and remove clubs for others employees, visitors, and residents to join  **2.8** Staff members will also have access to their personal payment schedule |
| **3.** A survey system shall be implemented, where staff members can post virtual questionnaires, which can be closed at any time | **3.1** Authorities with granted permission shall be capable of posting surveys, questionnaires, and polls  **3.2** Survey creators shall have the option of specifying whom is allowed to participate in the event  **3.3** Employees shall have the ability to be chronologically discrete or continuous, meaning they can have specified closing dates or not  **3.4** Staff members shall have the option of re-opening surveys  **3.5** There shall exist an option to allow survey creators to specify whether to corresponding results will be public or private, with private results reserved only for staff members  **3.6** Visitors and residents shall be granted viewership to their individual questionnaire submissions  **3.7** The survey feature shall be organized in such a manner to be visually appealing and simple to encourage participation |
| **4.** A trustworthy payment system shall be incorporated, allowing residents to shop and pay the appropriate fees | **4.1** Financial officers shall be able to check to ensure that initial deposit of community fee has been paid and collect deposit if not paid  **4.2** Officers shall be able to confirm whether certain fees had been paid and collect them  **4.3** If fees had not been paid, the user shall receive a message notifying such  **4.4** Members shall be able to make payments utilizing a plethora of methods, including PayPal, credit card, etc.  **4.5** Staffs shall be paid using this system, as well |
| **5.** Database(s) shall be implemented to assist staff representatives in handling community information | **5.1** Staff members shall be able to log visitors and access their information  **5.2** Managers shall be able to manage a database of resident information  **5.3** Financial officials shall have access to staff wages |
| **6.** A service management feature shall be implemented, allowing for residents to request and comment on community provided services | **6.1** Residents shall have the ability to request community provided services with or without an additional comment  **6.2** Residents shall be provided the option to submit complaint forms about various topics |
| **7.** An about page shall be created, which will include general information about the business | **7.1** A general business page shall be implemented to include the organization’s summary, objective, history, and contact information |
| **8.** An emergency alert system shall exist to notify all users of emergencies | **8.1** When an emergency occurs, all staff members, visitors, and residents shall be notified with a warning sound and description of the occurrence  **8.2** This feature shall be tested every three months to ensure it is still effective |

Development Model

For the most part, the team has taken a Waterfall, plan-driven approach. We have divided the tasks to separate and distinct phases, since each component depends on the last. This method has proven to be effective for us due to the component dependency and flow of our work. That is, we prioritize the specification and development, then present documents at the end. Though our system is built centered around the Waterfall model, we are not opposed to implementing tactics from others.

We have considered integrating and configuring existing components, the reuse approach, but felt originality was essential. However, if at any point in time it seems in our best interest to configure pre-existing elements to enhance the user experience, the necessary steps shall be taken.

Additionally, the Agile (scrum) method would not be appropriate for a variety of reasons. To list a few, team members schedules’ can’t accommodate frequent scrum meetings, a scrum master cannot protect our members from outside interferences, stakeholders cannot be involved in validation until the end, minimal documentation is not plausible, and more. The only part of Agile method that seems alluring is the fact that we must work swift and diligently to meet our deadlines.

Though we appear to implement software fractions in increments, the nature of the Incremental development model itself does not suit our project. This is because we do not need to accommodate much change and customers shall not view the product until it is complete.

That being said, because requirements are well-defined, a suitable plan has been generated, and phases have been discussed; the linear workflow that is the Waterfall method appears to be most optimal for our system. However, pieces of other models may be incorporated along the way, as well.