

# Operational Concept

## Solution Statement

### Solution

#### Purpose

The purpose of the software being developed is to free up resources for legal department leaders to focus on the more pressing tasks. Boomi's legal department spends too much time answering important, although straightforward questions from other departments increasing tensions during crunch time. This software will support Boomi's goal by providing consistent results, innovation, and ultimately integrity by maintaining strong principles.

#### Scope

##### Product Name

BLRB- Boomi's Legal Response Bot.

**Update:** Product name changed to BLRB from BLAB - Boomi's Legal Advisory Bot.

##### Overview

BLRB will provide other Boomi departments with answers to commonly asked legal questions in real-time.

##### Goals

BLRB is a response bot that will help all other Boomi departments with commonly asked legal questions, with consistent and quick legal answers. It will probably be constructed as an application that all employees must download to use or be built into the current Boomi website for accessibility. It will be expected to perform at all times due to the number of employees around the globe with some minor downtime for updates /bugfixes (update times will be figured out later). BLRB will provide benefits such as consistent answers, quicker response times, free up resources for the legal department (reduce busywork), accessibility to legal answers at all times, and increased revenue due to the legal team's responsiveness to new and closing deals. The objective of BLRB is to provide consistent and quick legal answers to avoid confusion as legal counselors may provide different answers to the same question and the goal of BLRB is to provide quick and correct legal answers 100% of the time with updates only needed by the legal team if legal standards change.

Part of Boomi's goal is to provide an intelligent, flexible, and scalable platform quickly and easily across companies and their businesses to transcend and manifest how they connect across a variety of social and civic purposes, but the goal of the legal department is to span litigation, commercial and corporate transactions, IP, employment, immigration, compliance, and regulatory matters. BLRB will be able to help Boomi achieve these goals by providing consistent and quick legal answers to all Boomi departments speeding up the business process and allowing Boomi's legal leaders to focus on more complicated tasks.

- Boomi's Legal Advisory Bot will be developed by August 16th, 2021 by allocating developer resources during the summer.
- BLRB will notify the user of an incorrect input with a pop-up within 10 seconds of the error encountered.
- Once the user enters a single question, BLRB will provide a correct answer within 5 seconds.
- Users are able to input complaints/suggestions on the help page of BLRB for the legal department to take into consideration when doing monthly updates (undecided) or if a hotfix is needed.
- BLRB will only be used by Boomi personnel by only allowing those who obtain special permission from the developers or hold a unique id special to Boomi personnel to create an account. Account verification must take about 3 minutes to confirm that the personnel is from Boomi in the form of two-step verification.

##### Out of Scope

- BLRB will not provide answers to complicated legal questions that need the legal team's confirmation.
- BLRB will not use Machine Learning techniques to learn from user input to improve questions as they are restricted to the legal team only, i.e. BLRB will not be able to learn from users. (Out of my knowledge)
- BLRB will not a live meeting option but it will provide ways to contact the legal team if the question is too complicated. (Could be revisited later)
- BLRB will not be accessible to everyone, only to Boomi personnel.

- BLRB will not be analytical during the launch but is something I would like implemented to improve my understanding of the user's most common questions.

## Assumptions

- BLRB will only be used between Dell Technologies departments.
- Commonly asked questions will be gathered and set before the BLRB is deployed. Those questions can be updated, and new questions added, periodically.
- BLRB will not include out-of-the-scope questions, including those that do not lend themselves to straightforward and consistent answers. Those more complex questions will continue to be fielded and handled by the legal department. (Note: If an answer is not needed at the moment, another feature could be added to accept new questions and responded to by the legal department and added as a new commonly asked question if it meets criteria.)
- BLRB will be built on current systems used by the department to ease the transition.
- BLRB will be managed and updated from time-to-time by the Dell Boomi legal team, and only be used internally as a resource between Dell Technologies departments. (This is a HUGE assumption as to what will occur if the program crashes, has bugs, invalid entries within the database, etc. (This is a topic to be talked about later)).
- BLRB will use some machine learning to identify past questions and related questions to precisely choose the correct answer for the same questions written in different forms.
- All users will be Boomi personnel.
- BLRB can be used on all platforms.
- First-time users will be given a simple tour of how to interact with BLRB.

## Functions

- BLRB will have account creation.
- BLRB will allow users to input questions.
- BLRB outputs the correct legal answers.
- BLRB will have a help button if the question is too complicated.
- BLRB will provide quick legal information.
- BLRB will provide quick access to legal answers
- BLRB will have the freedom to navigate relatively available legal information. (Potentially)
- **Note:** More functions will be added once I obtain more user stories, create use cases, and payout some scenarios.

## Limitations

Key	Summary	Description	Labels
DB-40	The legal department's answers are to comply with Boomi's policies and rules.	All answers provided by the legal department must conform to Boomi's policies and rules.	Limitation
DB-39	The correction of answers provided by BLRB is to be handled by the legal department.	If there are any errors in the answers provided by the legal department, they must update answers to comply with Boomi's policies and rules.	Limitation
DB-38	BLRB's interface will be built using SceneBuilder (subject to change).	Personal preference but if other applications are better for building interfaces I will use those.	Limitation
DB-37	BLRB answers will be made by the legal department and not by developers due to expertise.	Developers should not be providing legal information.	Limitation
DB-36	BLRB's creation of databases and scale may be hindered by my knowledge in the field, I have never built software to a company scale.	Personal limitation as I am not certain of my expertise to create BLRB at an efficient level.	Limitation
DB-35	BLRB must provide correct legal answers to uphold Boomi's value of integrity,	Incorrect legal answers cannot be provided as they will create confusion and complications, harming one of Boomi's core values being integrity.	Limitation
DB-34	BLRB will only be used by Boomi personnel.	BLRB is only to be used by Dell Boomi employees as legal information is not public information unless given access to.	Limitation
DB-33	BLRB must be written using Java, Python, or C++.	Language constraint placed on BLRB as these are the languages I would feel comfortable creating software in.	Limitation
DB-32	The system can only go down for maintenance between (Undecided time frame).		Limitation

By setting a specific time frame for updates or maintenance it will provide a consistent cycle for developers/legal department to complete tasks and avoid unwanted downtime as Boomi has employees around the globe.

DB-31	Passwords must have (at least one special character, at least one upper case letter, and at least one lower case letter) and at least 8 characters long.	Passwords must have (at least one special character, at least one upper case letter, and at least one lower case letter) and at least 8 characters long.	Limitation
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10 issues

- **Note:** More limitations are to be added through the process.