

Business Analysis

Introduction

Business purpose

The purpose of the business is to connect students across universities so that they don't need to pay freelancers and can meet new people around their school. With this business, the objective is to have a community of students working together and building the platform from scratch.

Business scope

A networking platform like Facebook to connect students and show off their skills. There are currently no divisions within the organization. As of now, there is a discord server is made for FGCU. It is the minimum viable product of the business as it is in its start-up phase.

Overview

The major intervals division comes from the moderators on discord which is the current platform we are using while the external entities are the students at FGCU. They work together to figure out how to best help connect the student body.

Definitions

There is currently no special slang or words used within the business.

Major stakeholders

The major stakeholder for this product and business is Ayoub Amrouss.

References

All of this information came from the business CEO Ayoub Amrouss

Business management requirements

Business environment

The environmental factor that is important is making sure that the website is user-friendly while also allowing people to connect with one another. The influence to create this business was that Ayoub had a problem and realized that many others are in the same situation. He wanted to bridge that gap in the market.

Mission, goals, and objectives

The end mission goal for this product is to connect students around FGCU so they may work together to bring their ideas, projects, or businesses to life.

Business model

The way that the mission is planned on being achieved is through moving the Discord community to a more friendly online website so that it can reach more people more conveniently.

Information environment

The project portfolio consists of Creating discord, organizing discord, having people join and start working together, creating an online website, moving that community to a website. There has also been no decision or planned system architecture due to the stage of the process it is in. The only constraint on the information is accessing the student's information and safety which is still being figured out by the team.

Business operational requirements

Business processes

The business procedures and activities are handled by the moderators on the website so that they can guarantee that everything is safe and friendly for the users and students.

Business operational policies and rules

-Be respectful. Intolerance will not be tolerated. - Do not spam the channels. - Post in the correct channels. - Harassment of any type will result in an immediate and permanent ban from the server (if you experience harassment, please let a Faculty & Staff member know). - Use

-start-up - talk about your business and get a conversation going. - Share your social media pages in

-promotions (not required but recommended)! -

-my work & review - students post their work so others can see their skills and leave a review -

-tips-and-tricks - website links that can help others reach their goal by saving time or making things a little easier. Any tips or tricks you can think of sharing will be helpful to other students. -

-server-feedback - share your feedback about the server. What do you think needs to be improved?

-tutor - created to help students tutor one another on a class or skill they need help on. Write down what you need help on and someone will reply offering service.

Business operational constraints

There are currently no constraints in the workplace that are in place while conducting the business.

Business operational modes

When the business is unsteady the plan would be to use pivot when needed. This is due to the fact that it will help the business figure out what is missing and what is needed to fix it. Also, the business is going to also be open-minded when there are new ideas that may help improve or fix problems.

Business operational quality

At the moment everyone working on this project just needs to be professional and respect one another. Quality is judged based on the respect you give and get.

Business structure

Ayoub Amrouss is the CEO OF AZConnection (business name). There are also interns who manage the discord server while the others promote the server.

Preliminary operational concept of the proposed system

Preliminary operational concept

operational policies and constraints

This product will make sure that users feel safe and protected from unauthorized users and people while interacting with their site, through the implementation of safeguards for the user's personal information. There will also be an antispam feature that doesn't allow a user to spam a channel or chat making the site more organized and controlled for other users trying to utilize the space. The only constraints are set through the business designers when creating or developing their business or project ideas. This product is meant to allow students to be as creative and adventurous as they please without being restrained.

description of the proposed system

This system is a website/app that allows students to communicate with each other through private messaging or through chat rooms. There is also the ability to review people's profiles after completing a project. There is also a currency system that promotes users to utilize the features in order to earn the currency.

modes of system operation

- Admin Mode- Only workers and admins can utilize this mode which allows them to update the website and also ban and or unban users from the website as needed. They get all permissions allowed in order to make the space as enjoyable as possible for the other people /users who utilize the website on a daily basis
- Subscribed User Mode- This is the paid version of the website that allows the user to have access to more tools like professional tutors. You also get some tokens to start off your account with, which can be utilized to purchase items from the university stores.
- Basic User Mode- This is the free base mode that everyone have when they create an account and link it to their university. This mode allows the user to edit their personal information while also being able to chat with other users across the campus. This mode also allows the user to have access to student tutors but not professional tutors. This mode has the most restrictions as it is the most basic mode possible.

user classes and other involved personnel

- Engineers- have their own workstations that have high-end desktops that have a lot of ram and development tools installed that allow them to work at peak efficiency.
- Graphic Designers- have laptops and have the option to work remotely and connect to the network in order to work with other team members.
- IT department- have their own workspace and desktop that allows them to help users with questions they have whether that be over the phone or in a chat room on the website.
- Executives and Admins- Get their own office with assistants, get a laptop and have access to the app and website and also work with more imperative requests from the workers or users.

support environment

There will be a support page and frequently asked questions areas in the website that allows users to either ask for help if there is an error in their account or troubleshoot how to access certain features and utilize them. This is so that the engineers can immediately try and remedy the situation at hand rather than let that user get upset and hopefully make them want to keep using the product.

Preliminary operational scenarios

1. The users seem to have problems connecting to the server scenario
 - a. The users seem to be struggling with staying connected to the servers on the website. There has been an abundance of IT tickets sent in and the IT department has come to the conclusion that the servers are down due to a software issue, and need some mandatory maintenance. Then the IT department contacts the engineers and they work on a solution to the problem as fast as possible without creating any bugs so that the lowest consequence for cost and productivity is achieved. Once the engineers solve the issue the update is pushed to the servers and then the users can access the servers again the next time they load up the website or app.
2. There is an issue that two different schools from Florida got placed under the same ID number and users are confused why they see other schools users
 - a. The users send a complaint about how they are finding people who don't even go to their school and want them to be moved to their own school server. The complaint ticket is sent to the IT department and they send it to the engineers to move the information from one ID to another brand new ID so that those students can have their own server for their proper school. Then the IT department makes an apology message sends it out to the affected users and posts it in their notification tab.
3. A user is harassing other users and causing them to feel uncomfortable and or unsafe
 - a. The user submits a ticket about how someone is harassing them and then the IT team looks into the case and puts a strike on that persons account if the ticket is credible and if another ticket gets submitted with a similar issue then they add the second strike to the account which gives them a temporary 1-month ban. Then after that 1-month ban if they receive their third credible ticket they receive a permanent ban that they can appeal after 1 year of being banned.

Other preliminary life-cycle concepts

Preliminary acquisition concept

We will have graphic designers creating fun art and website designs to follow for the development team to implement and use while also trying to utilize our funding gradually just in case any unforeseen issues arise. There will also be check-ups with the consumer so that they can determine if the project is going as planned and as they want it.

Preliminary deployment concept

At first, the plan is to start small and only have one school on the connect servers so that we can monitor any issues or bugs that occur for that one school. This is also allowing us to figure out what needs to change in the large picture so that we may fix this issue before we have hundreds of schools on the website all complaining that there is one major flaw that needs to be fixed. Then after we work with that school for a semester or two we would transition to a whole state and work from there with the same issue of tracking down bugs until finally we expand out and cover the entirety of the United States.

Preliminary support concept

There will be people working on the product every day to make sure that the servers stay up and operational at their peak efficiency. There will also be Computer Scientists and Software engineers working on updates and also bug fixes to make sure that the users do not run into any prolonged problems with the product. It will be everyone's job to keep up on maintenance to ensure the best experience for our customers. There will also be support with our funding by the project owner to ensure that their idea can stay up and running. There will be training for all new hires to ensure that they understand our needs and work style in order to help them perform at their best on the job.

Preliminary retirement concept

The only retirement that we can see in the future of this product would be when we update it and create a new and improved version of the product that the schools can utilize and enjoy. Otherwise, the plan would be to keep updating and improving upon our work to help please our consumers.

Project Constraints

- User Friendly
- Organized
- Clean and neat
- No Ads or pop-ups
- Safe and secure
- no subscriptions for the base product
- Make sure to stay within budget

Appendix

Acronyms and abbreviations

There are currently no Acronyms and abbreviations in this project that new workers or users need to be concerned about