Students' house problems

Project Plan

Date: 15-10-2024

Group: 3-6

Version: Version 1.0

Status: Open for students

Project plan student's house problems project

Contents

1. Project definition

This tab of the project identifies the scope of our tasks and responsibilities. It is crucial to understand what it encompasses and the situation in which our project is set. In this part, the background, the goals, and different deliverables are described. The whole section should provide a comprehensive understanding of the project.

1.1 Client

Our client is the company Student Housing BV.

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1.2 Team

Team leader:

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Chair:

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Quality checker:

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Secretary:

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Some roles can be changed during the work process.

1.3 Current situation

At the moment of the analysis, the Student Housing BV is an already-running company with a client base but still has some operational issues related to its customers.

1.4 Problem Statement

Residents are complaining about several problems with the employees, such as appointed persons not cleaning the shared facilities and garbage disposal not being on time. Also, there are unannounced parties too late at night, and not everybody pays for shared items such as toilet paper, dish soap, etc.

1.5 Project goal

The goal of the project is to give the clients a clear understanding of the annotated tasks that they are required to do, the rules that they have to follow, and the consequences if not

followed, and be able to edit the shared schedule to add meetings/gatherings, etc. Additionally, the project should be a way for people to submit complaints about their living situation that an employee can gather and process later during their regular visits.

1.7 Risk Assessment

1. Anonymous reports being abused (High, High)

- The probability of this occurring is pretty high considering that students are pretty trigger-happy since the young
- The impact on the project is high because of the requirement for the reports to be anonymous so we need to install a feature to alleviate trigger-happy reports.
- To prevent this risk we'd need to change the 'anonymity' of the complaints, we'd have to change it so that anonymous only is for clients to the clients with reports, but the staff can see who posted it to moderate the complaints and possibly mark it as abuse of the system.

2. Possibility of the app not being used for its inconvenience (High, High)

- The probability of this occurring is low since submitting a complaint is what already happens and having an agenda is simple for the clients to use.
- The impact of this risk will be high because if the app is not being used, then the goals set for this application will not be reached.
- To prevent this risk, we'd need to design the agenda in a simple but clear manner so that the students who use it won't find it a hassle. We'll also perform a prototype user experience with some students to ensure they find it easy to use.

3. Poor HR management (Medium, Medium)
- The lack of good team management can lead to a lack of efficiency and reaching the deadlines during the development phase.
- Inefficient team management leads to communication issues that can, in the future, provoke serious misunderstandings within the team and decrease the final product quality.
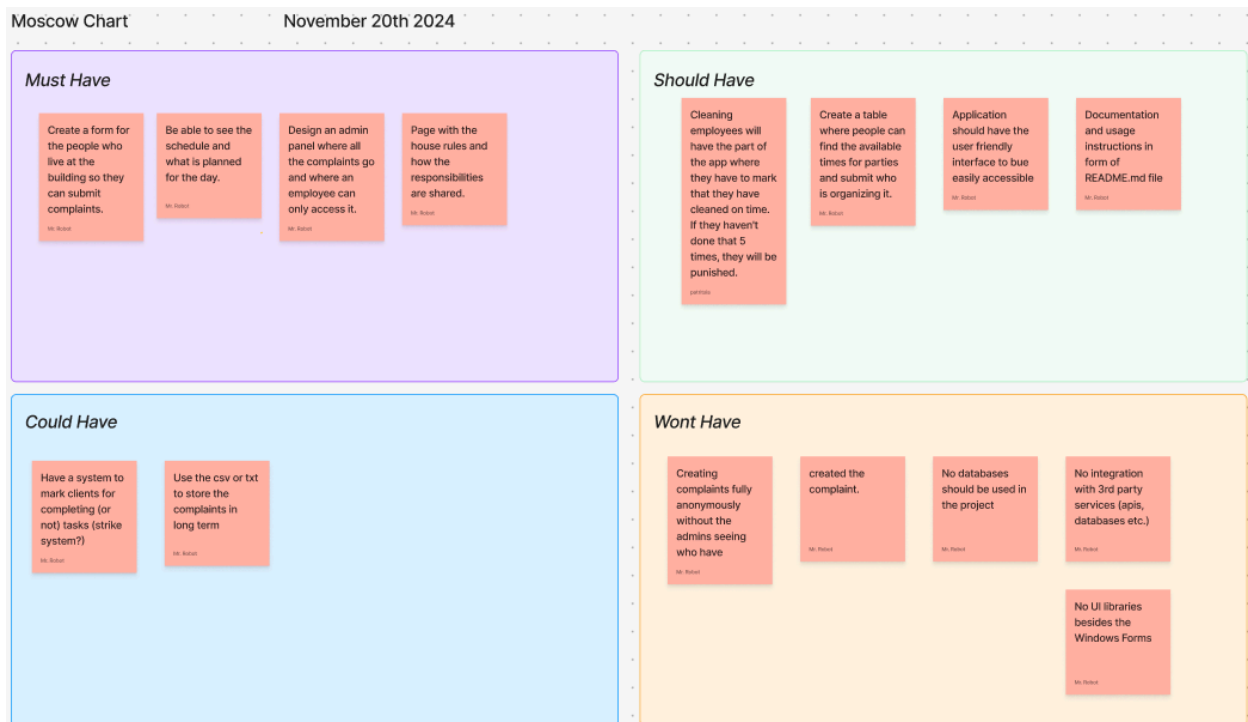
- To prevent this risk we'd need to assign the person who would be responsible for communication inside of the team and keeping track of ongoing processes, also teambuilding activities might decrease the chances of this problem occurring.

1.6 Deliverables

The main goal of this project is an IT system to resolve the issues that student housing BV is facing. This system will improve communication, and benefit the living experience of the students
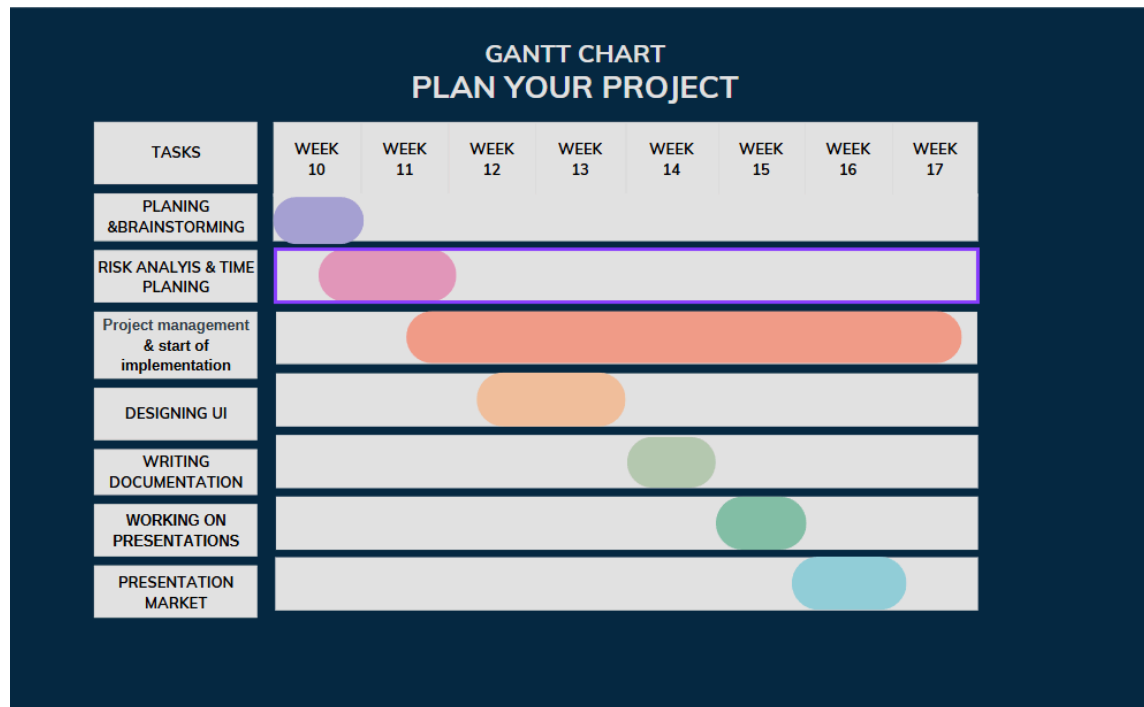
1. **Windows forms application:** Finally, the app with all the mentioned functionality is completed.

2. **Documentation and usage manual:** A text document with proper setup and usage instructions that will make the usage experience easier for anyone who needs it.

3. **Test our design and user interface** with real people before deploying the application to verify that it works as expected.

MoSCoW

Moscow Chart   November 20th 2024

Must Have

Create a form for the people who live at the building so they can submit complaints. Mr. Robot	Be able to see the schedule and what is planned for the day.	Design an admin panel where all the complaints go and where an employee can only access it. Mr. Robot	Page with the house rules and how the responsibilities are shared. Mr. Robot

Should Have

Cleaning employees will have the part of the app where they have to mark that they have cleaned on time. If they haven't done that 5 times, they will be punished. patrista	Create a table where people can find the available times for parties and submit who is organizing it. Mr. Robot	Application should have the user friendly interface to bue easily accessible Mr. Robot	Documentation and usage instructions in form of README.md file Mr. Robot

Could Have

Have a system to mark clients for completing (or not) tasks (strike system?) Mr. Robot	Use the csv or txt to store the complaints in long term Mr. Robot

Wont Have

Creating complaints fully anonymously without the admins seeing who have Mr. Robot	created the complaint.	No databases should be used in the project Mr. Robot	No integration with 3rd party services (apis, databases etc.) Mr. Robot
			No UI libraries besides the Windows Forms Mr. Robot

Gantt Chart

1.7 Non-deliverables

1. Long time technical support

1.8 Constraints

Budget: 100M $

Workforce: 4 people.

Problem statement

1. **Problem**: Students residing in the accommodations provided by Student Housing B.V. have been submitting numerous complaints about their living conditions.

2. **Background**: Student Housing B.V. owns various buildings in the Netherlands that provide accommodations for students during their studies. These buildings consist of individual rooms and shared facilities, including bathrooms, kitchens, hallways, and storage spaces. However, students have reported several issues related to the use and upkeep of these shared areas. Common problems include unannounced gatherings and parties, failure to buy or pay for essential groceries, neglect of cleaning duties for shared spaces, and garbage needing to be disposed of on time.

3. **Relevance**: Low levels of student satisfaction and unresolved issues in shared housing facilities can lead to decreased community engagement and a negative living experience. When shared spaces are neglected, and problems such as unannounced gatherings, lack of essential groceries, unfulfilled cleaning duties, and delayed garbage disposal persist, students may become increasingly more satisfied and satisfied. This can erode trust in the housing provider's ability to manage the living environment effectively. Addressing these complaints can help improve student satisfaction, foster a better sense of community, and provide valuable insights for housing providers to adjust their management strategies and policies.

4. **Objectives**: The purpose of this project is to solve this problem by implementing ICT solutions using C# as the major programming language. It will increase the percentage of satisfied residents and improve the business level.