

Virtual Food Bank Exercise

Basic Requirements

1. **Weekly** delivery
2. User is able to select delivery window
3. User can specify dietary restrictions
4. Participating pantries will prepare the food
5. Volunteer drivers will deliver to families

Exercise 1: Product Overview

Assumptions

- Pantries need to plan ahead for gathering the food needed for the week, so they wouldn't be providing delivery for every day of the week
- Area of service is restricted to within 15 miles
- Food is provided based on # of family members
- Drivers are volunteers that may not necessary be committed to a weekly schedule
- What happens if there isn't a driver for a particular delivery window?
- Do most pantries provide options for most dietary restrictions?

Users	Need	Information Provided
Families	<ul style="list-style-type: none">- Is there a pantry in my area?- When will I receive my delivery?	<ul style="list-style-type: none">- Contact information- Delivery address- Dietary restrictions- # of family members
Pantry Staff	<ul style="list-style-type: none">- How many meals do I need to prepare each week?- What dietary restriction should I be aware of?- Which family is getting which pre-packaged meal?- Is there anyone available to deliver the meals?	<ul style="list-style-type: none">- Delivery days- Pantry address

Drivers	<ul style="list-style-type: none"> - Is there a pantry in my area that needs volunteers? - Which pantry am I delivering for? - When am I making the delivery? - How do I contact the recipient? - Where am I delivering the food to? 	<ul style="list-style-type: none"> - Availability for delivery
OneDegree Admin	<ul style="list-style-type: none"> - How many families are unable to find a pantry / the right delivery window? - How many families were unable to get their meals because of driver shortage? 	

MVP

Families

- Check for nearby food pantry
 - If available, user to provide more detail
 - If not available, then a note about no available food pantry in the area and to provide information for if delivery service becomes available
- Provide contact information
 - Phone / Cell
 - Email
 - Address
- Provide delivery address
- Provide family member headcount
- Provide dietary restrictions
- Select from list of available hours / days from nearby pantries
- Provide alternative days / time if initial delivery is unsuccessful

Pantry Staff

- Provide contact information
 - Phone

- Email
- Address
- Hours of operation
- Provide days / hours for delivery options
- Have complete list of names and food to prepare for the upcoming week
 - Recipient name
 - # of headcount
 - Dietary restrictions
 - Address

Drivers

- Check preferred area for food pantry
 - If available, user to make next selection
 - If unavailable, then a note about no available food pantry in the area
- Provide contact information
 - Phone / Cell
 - Email
- Select from a list of pantries that need volunteer drivers
 - List includes date and hours that don't yet have a driver
- Driver can select option to be notified when an opportunity at a specific time / day is available
- Option to be notified if an urgent need for delivery comes up

One Degree Admins

Questions to answer

- Why is adoption slow among families?
 - No good option for delivery time / day
 - No available pantry in the area
 - No drivers available to make delivery
 - Inconvenient user experience
- Why is adoption slow among drivers?
 - No available pantry in the area of preference
 - No good option for delivery time / day
 - Delivery distance too far apart
 - Inconvenient user experience
- Why is adoption slow among pantries?
 - Inconvenience
- Do users have the same recurring delivery requests / schedule?
- Data to analyze for initial phase
 - Number of families that are getting deliveries vs not
 - Number of available drivers vs drivers that delivered
 - What is conversion rate of families and drivers?

Exercise 2: Product Roadmap

Phase 1 - Building the MVP (1 ~ 2 months)

- Complete UX design
- Work with Eng to determine correct infrastructure to support data collection for analytical purposes
- Build out MVP for:
 - Families
 - Pantry Staff
 - Drivers
 - One Degree Admins
- Metric to monitor:
 - Conversion rate of users who sign up and are using the program vs not
 - Families
 - Pantries
 - Drivers
 - User satisfaction

Phase 2 - Improving user experience

- How to make the experience easier for all users?
 - Email notifications
 - Families: Reminder to select delivery window
 - Pantries: Summary of weekly food requirements
 - Drivers: Deliveries needed for the week
 - Making schedules predictable - recurring schedules
 - Option for families to skip a delivery
 - Auto-assigning pantries to families that have matching days / hours selection
 - Options for recurring deliveries for drivers
 - Ad hoc delivery vs recurring weekly delivery
 - Provide mapped routes for drivers for delivery
- Metric to monitor:
 - Conversion rate of users who initially signed up and are using the program vs not
 - User satisfaction

Exercise 3: Feature Implementation

Epic: Virtual Food Bank

Story: Recipient page

Description:

As a user, I want to schedule my food deliveries for the next two weeks

Task:

1) Ticket #1 Search for pantries

- a) As a user, I want to search for food pantries in my area by:
 - i) Zip code
 - ii) City, State
 - iii) Within 15 miles
- b) Requires design for what the search page should look like
- c) Expected results:
 - i) If pantries are available
 - (1) List of available pantries
 - (2) Available days and time for delivery
 - (3) User can select preferred time and day for food delivery
 - (4) User will be brought to the next page for providing more details and information
 - ii) If pantries are not available
 - (1) Show message: "It looks like there aren't any pantries in your area at the moment"
 - (2) User has the option to subscribe to be notified when pantries / deliveries become available

2) Ticket #2 Recipient information

- a) As a user, I need to provide the information for my delivery:
 - i) Contact information
 - (1) Phone - format to (XXX) XXX-XXXX
 - (2) Email address - validation required
 - (3) Delivery address
 - ii) Number of family members
 - (1) Free-form numeric field
 - iii) Dietary restrictions (radio buttons - only allow single selection):
 - (1) No beef
 - (2) No pork
 - (3) No meat
 - (4) Other - if selected, allow user to type in the answer
 - iv) Alternative option for user to input available date and times if initial delivery is unsuccessful

Story: Analytics for virtual food bank usage

Description:

As a user, I want to be able to track and manage the ongoing performance of the “virtual food bank” feature

Task:

1) Ticket #1 Virtual Food Bank - Data needs

a) Metrics required:

- i) Total number of users
 - (1) Volunteers vs non-Volunteers
- ii) Number of participants in the virtual food bank program by:
 - (1) Recipients
 - (2) Drivers
 - (3) Pantries
- iii) Number of deliveries scheduled by recipient by:
 - (1) Pantries
 - (2) Day
 - (3) Time slots
- iv) Number of deliveries scheduled by drivers
- v) Number of successful deliveries (had a driver assigned)

Ideal Product Feature

Families

Signing up for program (Single time action)

1. User signs in
2. Enter contact information
3. Is address already available in system?
 - a. Yes - Ask for confirmation
 - b. No - Request for address
4. Food pantry is assigned based on location (closest one available)
5. Assigned day of delivery based on pantry, location and pantry capacity
6. Enter the following information:
 - a. Preferred delivery window
 - b. Select family size (Q: Are portions the same regardless of family size?)
 - c. Dietary restrictions, if any (Vegetarian, no pork, no beef, other)
7. Confirm information entered is accurate
8. Receives confirmation email that user has participated in the program with a summary of detail entered

Account management

1. User signs in
2. Profile summary:
 - a. Delivery address
 - b. Assigned pantry name and location
 - c. Delivery day
 - d. Preferred delivery window (Note: will take effect if modified within a certain time range)
 - e. Family size (if applicable)
 - f. Dietary restrictions
 - g. Option to skip next delivery

Pantry Staff

Signing up for program (Single time action)

1. User signs in
2. Enters information about pantry:
 - a. Phone / Email
 - b. Address
 - c. Preferred days for delivery
 - d. Weekly family capacity

Managing deliveries

1. Receive weekly email reminders with summary of upcoming weekly delivery
2. User signs in
3. Page view:
 - a. Number of meals needed for the current week
 - i. Name of recipients
 - ii. Dietary restriction
 - b. Available driver(s) for the week

Account management

1. User signs in
2. Account summary:
 - a. Panty address
 - b. Preferred days for delivery (Affected families and drivers will be notified)
 - c. Weekly family capacity (Has checks for if reducing to less than needed)

Drivers

Signing up for program (Single time action)

1. User signs in
2. Enters contact information (phone / email)
3. Selects location of preferred delivery
4. Selects if interested in weekly delivery

One-time delivery

1. User signs in
2. Selects one-time delivery
3. Selects location of preferred delivery (auto complete)
4. Enters available days and hours (auto complete)
5. Receives information for pantries needing drivers for available days and hours for the week
6. Commit to pantries for the week

Weekly commitment delivery

1. User signs in
2. Selects weekly delivery
3. Enters available days and hours
4. Receives information for pantries needed drivers weekly for available days and hours
5. Selects days and hours for weekly commitment
6. Confirms

Carrying out deliveries

1. Receives email reminder for the week of deliveries needed
2. User signs-in
3. Weekly summary
 - a. Days with delivery
 - b. Addresses for the delivery

Account management

1. User signs in
2. Account summary:
 - a. Preferred location
 - b. Available days and hours

One Degree Admins

User should have the ability to:

- Edit addresses and availabilities
- Assign pantry to families
- Send email / messages to any / all users (families, pantries and drivers)

Summary page:

- Number of participating families
- Number of available pantries
- Number of available drivers
 - With weekly commitment
 - One time delivery