**Homeowner Association and Property Management Applicaiton**

Team Name: Team 2

Member Names:

Matthew Parra

Thomas Jay Lowe

Brian Spencer Hurst

Revanth Sai Matha

CSC480A Computer Science Capstone Project I

Project Proposal

National University, San Diego, CA

12-2019 Term

Instructor: Ben Radhakrishnan

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NOTES: – ALL TEXT HIGHLIGHTED ARE INSRUCTOR’S NOTES TO HELP GUIDE THE STUDENTS.

DURING EACH WEEK’S SUBMISSION, STUDENTS SHOULD REMOVE ALL THE HIGHLIGHTED TEXT INCLUDING THIS TEXT.

# Introduction

Our project is based on the idea of a mobile application that allows its users to submit work requests, such as architectural improvements and maintenance repairs, to Property Management Companies or Homeowners Associations (HOA) for approval. An application like this has several benefits in today’s business environment. First, we believe it will expedite the work request process making homeowner’s more likely to use the application. Second, we believe it will offer a better way for Property Manager’s and HOA’s to manage work request and complete tasks. Lastly, we believe that the application could be a platform for contractors to bid on projects or even advertise their services.

# Background and the Need for the Project

A key part of Homeowner Associations has been the communication between the members (homeowners) with the management/supervisory board. Excluding financial exchange for membership, there exists a need for members to communicate with the HOA to obtain approval for changes to the exterior and interior of their homes. This is traditionally done using phone communication and paper forms that need to be submitted for processing by the HOA. The HOA may also need to communicate policy changes to the HOA members, which is typically done through placing a notification in the members mailbox or taped to their door.

This process is inefficient and error prone, as physical copies can be lost, and the member has no record of when their form was sent or the progress of the approval. The HOA must spend time to keep track of all requests and any physical notifications to their members may also be lost. Implementing an application to handle communication between members and managers will provide a digital record that can be tracked by all parties and cannot be lost. It will nearly eliminate the need to maintain and track any physical paperwork and allow all members access to the most current policies.

\*\*\*\*\*If we are going to focus on only the HOA side of this then the following paragraph should be removed.\*\*\*\*\*

These issues also apply to the needs Property Managers, communicating to their tenants. Excluding financial exchange for rent, the tenant may need to notify the landlord of issues with the property that need repair or maintenance. This communication is usually done by phone. Once the call has been made there is no record that the tenant can check to ensure that the issue is being resolved. If the Property Manager receives a request, if not immediately recorded, then the request can be forgotten or misunderstood. If there are several requests from several properties, then organizing these requests can become time consuming. Implementing an application to handle these types of communications will provide a digital record that can be referenced by both tenant and Property Managers. This can greatly increase the efficiency with how this communication occurs.

# Project Objectives and Scope

The objective of this Homeowners Association and Property Management application, from the customers perspective, will provide a streamline ability to submit and view work requests. The work requests submitted by tenants might include, but are not limited to, changes in yard configuration and upkeep, the maintenance or replacement of light fixtures and outlets, and the repairing or replacement of appliances. The work requests submitted will be reviewed by management/supervisory board for approval. Upon approval, any outsourcing that will require a bidding process can be pursued. Once work requests are approved and a bid has been accepted, a notification of final approval will be provided.

The scope of the Homeowners Association and Property Management (PM) application is relatively straight forward. The application will require the user, tenant/homeowner, to login to the application. The login will establish the identity of the user and their residence. Once logged in, the user will be able to not only create new work requests but also view their requests, its status, as well as provide and receive feedback about the job performed. Additionally, the user will be able to cancel their requests at any time during the process. Not only will the HOA/PM application provide tenants with a portal for making requests, but management will also be able to log in to review requests, provide feedback to tenants, assign any third-party contractor or on-site maintenance worker, and ultimately approve or deny requests.

# Customers and Stakeholders

For the Homeowners Association and Property Management application, the stakeholders of the project are the owners, Homeowners Association or Property management organizations, onsite management/supervisors, maintenance workers and the agile team developing the application. Communication will be maintained with homeowners and tenants on issues of concern or type of problems they want to commonly report to the HOA management/Property Management team. In addition, the homeowners and tenants can correspond with the agile team to discuss the best way serve their needs of communication with the maintenance and management groups. The management team will be provided a portal that allows the tracking of work orders and its progress, as well as functionality to provide feedback. Ultimately, we expect the management team to be the end customer and financially support the development of this application. Lastly maintenance workers need to communicate how they would like to interact with the service requests i.e. indicating if a project is in progress versus if it is done and if things like taking images or notes would be useful as well as a billing system. Having these three groups interact with their portion of the system will help us define if there are any overlapping portions between the groups that we as agile developers must account for during planning.

# **Project Requirements**

For each of the major objective above, based on the customer need, list the performance expected from the customer and these will drive the architecture, platform and other design criteria. There may be other performance requirements not related to the objective. Break the requirements as functional (features from customer/owner) and non-functional. Suggest creating a table with list of the objectives from 3.0 above and the expected performance for each one. There could other indirect performance expectations too – e.g. downtime and recover timings; reports, metrics, etc.

Performance expectations also become criteria for testing.

High level use case scenarios

Break down the requirements in to three subsections as shown below.

## Functional Requirements

## Non-Functional Requirements

## 5.3 High Level Use Case Scenarios

# 6.0 **Project Assumptions and Constraints**

List all the project assumptions as you start the project

Constraints could be budget, time, staff, technology, etc.

List any project priorities as a part of this section

# Project Delivery Methods

Clearly state how the customer is expecting the system to be delivered – website, mobile or both

What are requirements from the customer’s perspective required on their system to run, if any. This would apply to enterprise systems.

# Project Issues and Risks

List all the items that are obstacles now (issues) and in the future (risks) that would prevent the team from accomplishing their project objectives. Categorize the risks as low, medium and high on their impact to the project to complete.

Also, propose mitigations for the risks.

Simple and effective approach for this is to create a table (see sample below). Add additional columns as needed (e.g. due date) for tracking during implementation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Issue or Risk Brief Detail | Risk Probability:  High, Medium, low | Mitigation Plan | Responsibility | Status: Open, WIP, closed |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |

(Instructor’s Note – all above 8 sections are due at the end of second week).

# 9.0 Evaluation, Selection of Technology and Tools for Project Implementation.

The teams would need to do some research for the appropriate technology and tools for the project. Implementation/development requirements: Software, hardware, network, database, platform, etc. Although the goal is not to do any implementation in this first course, but identification of technology and tools are needed at this stage.

# 10. Product Backlog: Prioritized Feature List and Effort Estimates (hrs.)

Breakdown the project main requirements in to prioritized feature list for implementation by the Agile team with estimates for each. This would be the first pass at this stage.

# 11.0 Initial Architecture Design

This will be the initial design aspect when the team designs the high-level architecture using Object Oriented design principles: students should identify the top-level subsystem and components and how they are interconnected. UML activity and class diagrams, objects, etc.

Include a brief description of why the team chose this approach.

(Instructor’s Note – all the above 11 sections are due at the end of 3rd week).

# 12.0 Agile Team Formation, Responsibilities and Implementation Iterations (schedule).

12.1. Team Responsibilities: Individual team member assignment will be listed per the Agile process requirements. Project Manager/Scrum Master, Architect, coder, tester, etc. In a small team, one might wear more than one hat. But the responsibilities must be clear. Also, the specific times for meeting each day (as required by the Agile team – need to be agreed up at this stage which guarantees everyone’s participation and contribution. The project manage/scrum master should be given authority to call upon other as required to help meet the iteration goals.

12.2 Iteration Plan: The team should decide the implementation of the prioritized feature list within the 4 iterations for the rest of the eight weeks with each iteration being 2 weeks.

The team will list here the feature(s) that will be completed and working in each iterations and demonstrable. Again, simply create a table for each iterations.

Part of the last iteration will include a final project presentation during the last session of the class (CSC480C) to the Chair and other School Faculty and submitting a final project documentation as required by the Instructor.

# 13.0 Conclusion

Brief summary of this project proposal and the plan to implement it using Agile methodology in iterations/sprints.

# References

# Appendix 1 - Proposal Plan Responsibility List

|  |  |  |  |
| --- | --- | --- | --- |
|  | **CSC480A Project I - Proposal Plan and Responsibility List** |  |  |
|  |  |  |  |
| **Project Section** | **Section Title** | **Author(s)** | **Reviewer(s)** |
| **1** | Introduction |  |  |
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| **12** | Agile Team Formation, Responsibilities and Implementation Iterations (Schedule) |  |  |
| **13** | Conclusion |  |  |
|  |  |  |  |

# Appendix X

# Attachments, if any.

# List of Abbreviations

# Definitions

(Instructor’s Note – the full document is due at the end of 4 weeks).