Expression of Interest Self Service

**Motivation**

Our interest for this project generally comes from a desire to provide solutions to real-world problems. Also, working with a company like Browne Jacobson could be very helpful for our future careers. It is both inspiring and exciting for all of us to develop a product that meets the employees’ needs.

Highly desirable and Desirable skills

Teamwork and Communication

All of us have experience of working in a group. All members of the team experienced group work in their Software Engineering module. For instance, Thomas and Zixiang have extra experience of working for companies/organizations. Callum - experience working in hospitality/retail for four years, so gained lots of teamwork experience from this.

Investigation

We all have the capability of investigating user needs and other aspects

Prototyping

We have skilled in prototyping through our first year SE group project.

Architecture

Each one of us has a relatively deep understanding of computer architecture with the ability to program in assembly languages.

UX design

Callum has experience using UX design fundamentals to create attractive, well structured user interfaces in Android apps.

Mobile

Integrations

**Understanding of context**

We are aware that a big law firm like Browne Jacobson can have a lot of employees travel around providing various services. However, planning a trip could be frustrating these days, one’s travel can be easily ruined by booking train and hotel on different websites through their mobiles or searching confirmation emails received months ago. An unpleasant travel experience could jeopardize the quality of employees’ services.

Therefore, we are here to provide a solution by developing a one-stop, service-integrated mobile app that allows users to book trains and related items, view future bookings all in one go.

There are a few apps in the market that do similar jobs. ‘Business Travel Planner’ and ‘Triplt' allow users to store booking information but one can’t book anything on their platforms. ‘Hopper’, on the other hand, allows users to book flights without the ability to store hotel information on it.

**Preliminary Analysis**

Since a majority of Browne Jacobson's employees use iPhones and iPads, we would develop an app using Flutter: a programming language created by Google which allows cross platform development using a single code base. This would be an appropriate technology considering a minority of employees use android devices, meaning all employees will be able to plan and book their travel needs with self service, regardless of device.

To accomplish this task, the app would use API’s to connect the users to businesses that are contracted with Browne Jacobson. API’s will allow the user to book travel, find routes, book hotels and restaurants, and find parking - all within the self service app. To enhance the experience, users will have the ability to view a purchase history and a list of upcoming bookings.

The primary challenge in building this technology will be closing technology gaps. While some of us have experience developing in android, we do not have the experience of developing IOS applications and so we will need to undergo self study before embarking on development. However, due the nature of our degree, rapidly learning new technologies is a required skill and something we all have practice in. Our members are confident that we can overcome this and welcome the challenge.

**Management**

In order to deliver a complete solution to the self service problem, we will use the agile management style. We will divide the development process up into sprints; two week periods where each sprint will focus on producing a deliverable that you can assess and give feedback on. Each sprint will commence with a meeting on goal setting. At the end of a sprint, we can take some time to reflect on how well we did, and what could have been done better.

To ensure that we are working in a timely manner, we will keep track of efficiency using common agile methodology metrics such as velocity and burndown. Alternating stand up sessions will enable the team to communicate and assess progress often, which we value as highly important due to the short production time scales we will be working with.

One of the issues identified is that we are a team of people from various backgrounds, and consequently cultural differences may have an effect on the team dynamic. Despite these differences, each of us shares a mature outlook on the situation and is interested in acting in a professional manner to resolve any issues, should they come up.

Our expected project timeline is 4 weeks on requirements gathering and skill development, 8 weeks on development… **need help for this**