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| **Expression of Interest** | | |
| **Project Title** | Self Service | |
| **Organisation or Supervisor** | Browne Jacobson LLP | |
| **Contact person (sponsor)** | Steve Brooks | |
| **Contact email** | Steve.brooks@brownejacobson.com | |
| **Team Number:** | 12 | |
| **Team Members** | | |
| **Name** | **Email Address** | |
| Callum Davis | **psycd6@nottingham.ac.uk** | |
| Zixiang Jin | **scyzj3@nottingham.ac.uk** | |
| Thomas Murphy | **psytm1@nottingham.ac.uk** | |
| Zihui Xu |  | |
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| Shuxiang Hu | **shysh1@nottingham.ac.uk** | |
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| **Description of Team Skills (You must provide clear evidence of to what extent the team has the Highly Desirable and where possible the Desirable Skills detailed on the Original Project form)** | | |
| **Motivation**  Our interest for this project generally comes from a desire to provide solutions to real-world problems. Also, working with a leading law firm 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 your 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 has experience working in hospitality/retail for four years and gained lots of teamwork experience from this.  *Investigation*  We all have developed the capability of investigating user needs and other aspects through our extracurricular activities.  *Prototyping*  We are skilled in prototyping through the experience of 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*  As specified before, some of us have experience in developing mobile apps.  **Understanding of context**  We are aware that a big law firm like Browne Jacobson can have a lot of employees travelling around providing various services. However, planning a trip could be frustrating, for example, booking trains and hotels on different websites through their mobiles, searching for confirmation emails received months ago, etc. An unpleasant travel experience like these could jeopardize the quality of your employees’ services.  There are a few apps in the market that do similar jobs. “Business Travel Planner” and “Triplt” allow users to store booking information but not to book anything on their platforms. “Hopper”, on the other hand, allows users to book flights without the ability to store hotel information on it. None of them can provide sufficient service.  Therefore, we will provide a solution by developing a one-stop, service-integrated mobile app that allows users to book trains, hotels and related items, view future bookings all in one go.  **Preliminary Analysis**  Since most 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.  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. They can also view past and future 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. Nevertheless, our degree has taught us the ability to learn new technologies quickly, so our members are confident that we can overcome this and welcome the challenge.    **Management**  To deliver a complete solution to the self-service problem, we will use an 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. A test-driven approach to producing these deliverables will verify the quality of our code.  Alongside this 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.  Our expected project timeline is 4 weeks for requirements gathering and skill development, 4 weeks for specification and prototyping, 8-10 weeks for development and finally 4 weeks for release and maintenance work. However, in order to estimate a realistic development timeline, we will require a thorough understanding of the project's requirements.  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.    (Max 750 words) | | |
| **Date of Submission of EoI** | | 15th of October 2020 |
| **Date of Pitch** | | 20nd of October 2020 |
| **Notification of award** | |  |

**Please make sure to submit a CV for each member of the team together with the EoI using the submission format available on Moodle.**