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 mobile devices, meaning all employees will have access to the app. To allow customers to plan and book their travel needs, the app would use API’s to connect them to businesses that are contracted with Browne Jacobson. We will consider including API’s for: route planning, parking, train travel, hotel booking, and local restaurants. Users will also have the ability to see a receipt of past purchases and current bookings.

We would like to create an in house experience that relieves Browne Jacobson’s employees from the stress of travel, and allows them to focus on what matters.

**Management**

In order to deliver a complete solution to the self service problem, we will use the agile management style. This approach will be effective for us since we are a small team. We will divide the development process up into sprints; two week periods where each sprint will focus on producing a deliverable. Moreover, this methodology allows us to quickly adapt and Over the next few months, we will use this approach to incrementally produce a self service app which allows employees to plan and book all of their travel needs.

Challenges

* No one knows flutter or swift