

Project Charter

Project title: ReportIt

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1. Problem Statement

Public concerns appear in all around the world and should be seriously taken care of. However, properly managing and resolving those concerns can be a difficult task. Public service agencies need a convenient and well-managed platform to receive and respond to people's need, and the public needs an integrated platform to express their concern to different agencies.

2. Objectives

- Implement a registration system for both "Reporter" and "Agency".
- Develop an interactive interface that allows "Reporter" to report concerns
- Develop an interactive interface that allows "Reporter" to upvote concerns
- Develop an interactive interface that allows "Reporter" to edit/remove any submitted concerns
- Develop an interactive interface that allows "Agency" to view all incoming concerns
- Develop an interactive interface that allows "Agency" to respond to incoming concerns
- Develop an interactive interface that allows both "Reporter" and "Agency" to search concerns
- Display a prioritized list of concerns based on upvote
- (If time permits: Develop an upload system that allows attachments within concerns.)
- (If time permits, develop an email system that can notify the complains about reporters via email)
- (If time permits, develop an owner change feature that allows "Agency" to re-assign concerns that have been sent to the wrong agency)

3. Stakeholders

Users	<ol style="list-style-type: none">1. General Public: those who have questions and concerns to submit and be addressed2. Public service agencies: those who are able to view and resolves public's concern
Developers	Juncheng Tang, Yingtong Chen, Liang Zhang, Yuting Guo, Yaoxi Liang
Project Manager	Juncheng Tang
Project Owner	Juncheng Tang, Yingtong Chen, Liang Zhang, Yuting Guo, Yaoxi Liang

4. Deliverables

- A web application that achieves the following:
 - It could support reporters to report concerns and enable agency to receive concerns
 - It also supports other additional features such as upvoting, editing, searching and etc.
- Platform: Major browsers(Chrome, Firefox, Opera, IE, Edge, etc.) on major operating systems(Windows, macOS, Linux, iOS, Android, etc.)
- Our frontend is built with javascript, css, and html. We will be using external libraries such as Bootstrap, jQuery to optimize our UI.
- Our backend will be built with python Django which is an easy and efficient web framework for developers to build.
- Our choice of database is Postgresql from heroku which will store all the reporter and agency information and the concern reports data.
- We will choose Amazon AWS S3 as our image database which is used to store the image attachment of the concern reports.