

WBS Submission

Aashish Komaragiri (adkoma), Tyler Rebischke (trebisck), Guan Lin (glin19), Derek Thomas (derek), Khushveen Umra (kumra), David Vachlon (dvachlon)

Best Community Services Work Breakdown Structure (WBS)

Composite Services:

1. Rentals:

- 1.1: Customer checks the calendar for the day in which they wish to make a reservation
- 1.2: Customer selects the day and time on which they wish to make a room reservation
- 1.3: Customer selects if they need to reserve any additional equipment or catering services
- 1.4: Customer confirms all of their selections
- 1.5: Staff member confirms reservation and ensures all equipment is prepared on day of reservation
- 1.6: If volunteers are needed, they can sign up to assist with setting up the rental equipment

2. Classes:

- 2.1: Classes are created by staff members specifying the type of class
- 2.2: Volunteer signs up to lead the class
- 2.3: Users sign up to take the class, if they need to pay then they are taken to the payment screen
- 2.4: Customers and volunteers will receive confirmation for the class they signed up for

Core Services:

3. Shuttle service

- 3.1: Customer requests shuttle service
- 3.2: Customer provides their location and needs
- 3.3: Staff member approves the external service request
- 3.4: Volunteer signs up to fulfill the external service request

4. In Home Care

- 4.1: Customer requests in home care
- 4.2: Staff member approves in home care
- 4.3: Volunteer signs up to provide in home care

5. Social Events

- 5.1: Customer submits a topic to be considered for the community meetings
- 5.2: Along with the topic, the customer will request the date and time they want the community meeting to be held
- 5.3: Staff member approves the topic, and reserves the main hall for the requested date and time, if available
- 5.4: Staff member will then add the details of the community meeting to the calendar
- 5.5: Customers can then reserve their seats for the meeting to ensure enough seats are available

6. Catering

6.1: Customer elects to have catering service provided for their event

6.2: Customer pays for catering services

6.3: Staff member approves catering request

6.4: If catering is to be fulfilled from within, volunteers sign up to assist

7. Utility Services

7.1: Login

7.2: Payment / Donations

7.3: Calendar