

Work Package Submission

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

Best Community Services Work Breakdown Structure (WBS)

Core Services:

1. Rentals:

1.1: Click on Rental Request Form to create a request

1.1.1 Customer clicks button to open up request form

1.1.2 The form pops up on the page, and contains all the necessary information needed to make a rental request

1.2: Customer selects the day and time on which they wish to make a room reservation

1.2.1: Customer opens up rental calendar in rental form and searches for available dates to room reservations

1.2.2 Specify total number of rooms available on each date

1.3: Customer selects if they need to reserve any additional equipment or catering services

1.3.1 Specifying equipment that is available to rent

1.3.2 Checkboxes created for each equipment so staff know what equipment is selected

1.3.3 Customer specifies quantity of equipment, and additional order information in order description

1.4: Customer confirms all of their selections

1.4.1 Customer clicks submit button on form once they think everything is confirmed

1.4.2.1 Website redirects you to form if certain parameter field in rental form aren't filled correctly

1.4.2.2 Website gives order confirmation when rental information is given correctly, and processed.

1.5: Staff member confirms reservation and ensures all equipment is prepared on day of reservation

1.5.1 Order Confirmation is sent to staffs so they get all necessary rental information

1.5.2 Staff member views rental information, and confirms that all the equipment is fine for the rental day

1.5.2.1 If there are equipment conflicts, then staff member contacts customer with the conflict in hand.

1.6: If volunteers are needed, they can sign up to assist with setting up the rental equipment

2. Classes:

2.1: Class created by staff

2.1.1: Specifying type of class

2.1.2: Specifying date of class

2.1.3: Specifying number of open seats

2.2: Filtering view of classes

2.2.1: Specify date range

2.2.2: Output classes during those dates

2.3: Volunteer signs up to teach the class

2.3.1: Volunteer searches for open teaching positions

2.3.2: Volunteer views open teaching spots

2.3.3: Sign up screen

2.4: Users sign up to take the class

2.4.1: Volunteer searches for open teaching positions

2.4.2: Volunteer views open teaching spots

2.4.3: Sign up screen

2.5: Customers and volunteers will receive confirmation for the class they signed up for

2.5.1: Confirmation email system for attendees

2.6: Sign up page

2.6.1: Details about the class the user is taking/teaching passed to page

2.6.2: User asked for confirmation on whether they want to sign up

2.6.3: Signup information logged in backend of system

3. Shuttle service

3.1: Customer requests shuttle service

3.1.1: Customer specifies date and time when shuttle is needed

3.1.2: Customer submits any sort of special requests like handicap accessibility

3.2: Customer provides their location and needs

3.2.1: Customer provides their home address or the place they need to be picked up

3.2.2: Customer provides the location they need a shuttle to

3.2.3: Customer specifies duration of time they need the shuttle for

3.2.4: Information logged in backend database

3.3: Staff member approves the external service request

3.3.1: Staff member notified by notification system of new request

3.3.2: Staff member examines all information in the request

3.3.3: If the information looks good, then the staff member approves the request

3.4: Volunteer signs up to fulfill the external service request

3.4.1: Volunteers in the system are notified of the new shuttle request and given the chance to sign up

- 3.4.2: If they wish to sign up they sign up
- 3.4.3: The information is logged in the system backend

4. In Home Care

- 4.1: Customer requests in home care service
 - 4.1.1: Customers select specific dates, time periods of days selected and address of care.
 - 4.1.2: Customers will provide information about what type of care they are looking for such as physical assistance, therapies, etc.
 - 4.1.3: Customers can add any special requests, such as gender.
 - 4.1.4: Information logged on backend database
 - 4.1.5: After submission of request, customers can see list of pending requests
- 4.2: Staff member approves in home care
 - 4.2.1: Staff member notified by notification system of new request
 - 4.2.2: Staff member examines all information in the request
 - 4.2.3: If the information looks good/bad, then the staff member approve/rejects the request
- 4.3: Volunteer signs up to provide in home care
 - 4.3.1: Volunteers in the system are notified of the new home care request and can view open requests as well as information detailed within the request such as dates and times
 - 4.3.2: If the volunteer would like to sign up given the information, they can sign up for requests
 - 4.3.3: Information is logged on backend database

5. Social Events

- 5.1: Customer submits a topic to be considered for the community meetings
 - 5.1.1: They go to the event page and will see the community meetings/events offered. Choose from one of the events.
- 5.2: Along with the topic, the customer will request the date and time they want the community meeting to be held
 - 5.2.1: A calendar will pop up in which they can see available dates and times.
 - 5.2.2: They provide a description of the event and also how many people may be attending the event.
- 5.3: Staff member approves the topic, and reserves the main hall for the requested date and time, if available
 - 5.3.1: Once an event is submitted, a staff member is notified and will approve the event.
 - 5.3.2: They proceed with picking up the event and reserving the appropriate spaces.

5.4: Staff member will then add the details of the community meeting to the calendar

5.4.1: They update the calendar.

5.4.2: The staff member also books the equipment and provides additional resources needed back to the customer.

5.5: Customers can then reserve their seats for the meeting to ensure enough seats are available

5.5.1: The customer will get an invite link and can send the link to people where they can reserve seats.

6. Database

6.1: DB for classes

6.2: DB for reservations

6.3: DB for social events

6.4: DB for shuttle service

6.5: DB for in home services

6.6: DB for business functions

7. Business Logic

7.1: Data storage logic

7.2: Server management software

7.3: Backend management software

8. Accounts Payable/Receivable

8.1: Timekeeping system for employees

8.2: Payroll management for employee managers

8.2: Electronic Payment System

8.3: Electronic payments

Composite Services:

9. Catering

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

9.1.1 Once a customer elects to have a catering service, they will be presented with the support catering options (breakfast, lunch, dinner, reception, etc.).

9.1.2 After reading over the options and their details, the customer will select the desired service.

9.2: Customer will be sent to a new page where they will be asked to provide payment for the selected catering service.

9.2.1 Customer will enter card details.

9.2.2 Card processing will be handled by an external service.

9.2.3 Customer is greeted with a screen which lets them know they will not be charged until the request has been approved by the staff.

9.3: Staff member approves catering for requested event.

9.3.2 Staff approval of the request sends a notification to the members of the volunteer catering list that a request has been made. If the request is denied, then a notification is send to the customer.

9.4: Current volunteers are sent a link with the ability sign up to help cater this event.

9.4.1 Volunteers are sent a unique time sensitive sign up link which records their responses.

9.4.2 When the signup link expires, staff are notified that catering signups have closed for this event.

9.4.3 Staff determines if the catering request can be fulfilled based on the results of the signup.

9.4.4 Customer is notified if their catering request can be fulfilled or if alterations may be needed.

Utility Services

10: Login

10.1 Customer clicks log-in button to either create a new account or log into their account to use the facilities

10.1.1 Customer fills out the required information for their account

10.2 Customer confirms all their details

10.2.1 Customer views the details and makes sure that all information is filled correctly

10.2.2 Customer clicks submit button on the page once they think everything is confirmed

10.2.2.1 Website redirects you to the login page if certain parameters are not filled correctly

10.2.2.2 Website gives a confirmation to the customer if all the information is correct

10.3 Customer is redirected to the homepage

10.3.1 Customer can now view all the facilities available

11: Payment / Donations

11.1 Click on Donations form to make a donation

11.1.1 Customer clicks button to make a donation

11.1.2 The donation form pops up on the page, and contains all the necessary information to make a donation

11.2 Customer selects how they want to donate

11.2.1 Customer selects if they want to make a donation anonymously

11.3 Customer confirms all they information

11.3.1 Customer views form and makes sure that all information is filled correctly in donation description

11.3.2 Customer clicks submit button on form once they think everything is confirmed

11.3.2.1 Website redirects the customer to the form if certain parameter field in the donation form are not filled correctly

11.3.2.2 Website gives confirmation to the customer when information is given correctly, and payment has been processed correctly

11.4 Customer will be redirected to the payment page when they select one of the facilities

11.4.1 Customer will view the details of their order

11.5 Customer confirms their order details

11.5.1 Customer will verify all the details of their order, along with the date and time they have selected for the facility

11.5.2 Customer will click the confirm button, once they have confirmed all the details of their order and will be redirected to the method of payment page

11.6 Customer chooses the method of payment

11.6.1 Customer will select the method of payment

11.6.2 Customer will fill in all the required information to process the payment

11.7 Customer will verify the payment details

11.7.1 Customer will verify the payment details, and if all the information is filled correctly

11.7.2 Website will redirect the customer to the payment page if certain parameters are not filled correctly

11.7.3 Website will show a payment confirmation to the customer when all the information given is correct, and the payment is processed correctly.

12: Calendar

12.1 Click on the calendar to view upcoming events

12.1.1 Customer clicks button to view the main calendar

12.1.2 Customer selects the month and year to view the events

12.2 Customer selects the event they want to view

12.2.1 Customer opens up the event information, and views the details of the event

12.2.2 Customer clicks the reserve button if they want to attend the event

12.3 Customer gives the required information for the event

12.3.1 Customer fills out the required information to reserve their seat for the event

12.4 Customer confirms the selections

12.4.1 Customer confirms the date and time of the event

12.4.2 Website redirects the customer to the information page if certain parameters are not correct

12.4.3 Website sends a confirmation to the customer for their reservation of the event

12.5 Customer is redirected to the calendar

12.5.1 Customer can continue to view any other events