WBS Dictionary Submission

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<u>**Best Community Services Work Breakdown Structure Dictionary**</u>

<u>*For more information on the milestone objectives and dates, please refer to the milestone pdf attached to the assignment submission</u>

<u>Core Services:</u>

Description: This is a core service of the Best Community Service website. This service conducts, and manages all rentals that are being made by customers. It allows for customers to rent available equipment and rooms that allows for hosting of events. :

Milestones: Core Services completion

1. **Rentals:**

   1.1: Rental Request Form to create a request

   Milestones: Core Services completion

   Description: This feature is used to popup a rental form used for making equipment and room rentals. Once the form pops up the user/customer enters in all important information required in order to make a rental request. Once this request is submitted it is sent to the staff for inspection and approval of the order.

   1.1.1 Customer clicks button to open up request form

   Milestones:Core Services completion

   Description: This button feature is created to allow the user to easily find where to go to make a rental request. Once the button is clicked, a pop up is created on the website showing the information needed to make a rental request

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

   Milestones: Core Services completion

   Description: The rental form includes the date where the customer chooses to request a room rental. The customer is able to filter through the dates to find room availability.

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

   Milestones: Core Services completion

   Description: There will be start date parameters displayed on the rental form. There will also be a calendar icon near the date so the customer can click on the icon to select a date. When the customer clicks the calendar icon, the dates will be displayed when rooms are available to be rented.

   1.2.2 Specify total number of rooms available on each date

   Milestones: Core Services completion

   Description: This feature allows for the customer to acknowledge the number of rooms available on each date. This feature makes it possible to have a more organized rental system as the communication of availability is shown for customer and staff. The room information will be given by the backend database

which updates and tracks the availability of rooms.

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

Milestone: Core Services completion

Description: The pop up rental form has a feature that enable customers to customize their rental order with equipment, and external services. It allows for a more organized rental process where the customer can specify equipment, and tasks they want done additionally.

> **1.3.1** Specifying equipment that is available to rent
>
> Milestone: Core Services completion
>
> Description: This step is where the staff verifies all available equipment, and listing the equipment for the customer. This feature will allows the customer to view all the equipment that is available to rent. The quantity of equipment available is retrieved from the backend database and displayed in a good manner to the customer
>
> **1.3.2** Customer specifies quantity of equipment, and additional order information in order description
>
> Milestone: Core Services completion
>
> Description: This feature allows the customer to select the equipment that they wish to rent. Once they specify the equipment that they want there is an input box where the customer can enter the order information. Here they can specify the quantity of equipment and give the staff specific instructions.

1.4: Customer confirms all of their selections

Milestone: Core Services completion

Description: This feature allows for the customer to submit the rental form. Once the rental form is submitted, we send this information to the staff so they can use this information and delegate tasks to others if needed.

> **1.4.1** Customer clicks submit button on form once they think everything is confirmed
>
> Milestone: Core Services completion
>
> Description: This feature allows the customer to verify the rental information they have written and submit it.
>
> > **1.4.1.1** Website redirects you to form if certain parameter field in rental form aren't filled correctly
> >
> > Milestone: Core Services completion
> >
> > Description: This feature allows to make sure that the information the customer submitted is appropriate. If it is not, the customer is redirected back to the rental form where they are specified about parameters that need more information.

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

Milestone: Core Services completion

Description: This feature is used when the customer submits the rental form and all information given is appropriate it is submitted to the staff. This information is sent to staff members so they can execute the rental request.

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

Milestone: Core Services completion

Description: The rental information is sent to the staff. This information is processed by them, and they make sure that all rooms and equipment are available that the customer requested

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

Milestone: Core Services completion

Description: This feature is utilized to construct the rental information in a easy readable manner to the staff. This message will be displayed in the staff portal so when staff are working they are alerted about new requests. Once these new requests come the verification process starts.

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

Milestone: Core Services completion

Description: This feature is utilized once the confirmation is made by the staff. The backend database tracks the quantity of equipment and rooms that the customer wants, and updates the availability specified is parts 1.2 and 1.3 of the Rental Section.

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

1.6.1 Customers that specify help needed to setup rental equipment (happens in the order description) will get help needed

Milestone: Core Services completion

Description: This feature is utlized that when staff confirm the rental request. If help is needed, the help request is created and sent to volunteers user profiles. This alert can allow volunteers to sign up and help customers get set up for the event. The back end database will keep track of volunteers that sign up, and remove help requests when volunteers have filled up.

2. **Classes:**
    Milestone: Core Services Completion
    Description: This is a core feature of the website. It allows for the creation and management of classes that are offered by Best Community Service. It allows for the creation and enrollment of classes by staff, customers, and volunteers

    2.1: Class created by staff
    Milestone: Core Services Completion
    Description: This feature allows a staff member to create a class to be either taken by customers or taught by volunteers. This process involves entering the details relevant to the class so that users and volunteers can determine what the class is about and when it is being taught.

    2.1.1: Specifying type of class
    Milestone: Core Services Completion
    Description: This part of the process allows the staff member to specify what type of class is being taught, for example an arts or painting class or a language class like Spanish.

    2.1.2: Specifying date of class
    Milestone: Core Services Completion
    Description: This step in the class creation process has the staff member specify when the class is going to be taught. This will require a staff member to specify a single date and time so that it can be added to the calendar on the appropriate date.

    2.1.3: Specifying number of open seats
    Milestone: Core Services Completion
    Description: This step in the class creation process has a staff member specify the number of available seats for the class along with how many teachers are required (default of 1). This number can be dependent on any number of variables so it will be left up to staff to determine how many students can take the class on its offered date.

    2.1.4: Information entered into backend
    Milestone: Core Services Completion
    Description: The information entered by the staff member is put into the backend and stored in the database. This information will then be polled later to populate The information in the class search function.

    2.2: Filtering view of classes
    Milestone: Core Services Completion
    Description: This feature will allow users/volunteers to look at the various different classes offered by Best Community Service. The feature will allow users to specify the date range in which they wish to take a class and then output the classes that are to be offered in that range of dates.

2.2.1: Specify date range

Milestone: Core Services Completion

Description: This feature allows a user to specify a range of dates in which they wish to take a class. There will be a start and end date for the user to specify. This information will be sent to the backend and the database will return the list of classes in the specified date range

2.2.2: Output classes during those dates

Milestone: Core Services Completion

Description: This feature takes the date range specified by the user and polls the backend database to receive the list of available classes during the date range. This information is then output in a user friendly way so that both volunteers and customers are able to easily identify classes they wish to teach/take.

2.3: Volunteer signs up to teach the class

Milestone: Core Services Completion

Description: This feature allows users of the volunteer type to sign up to teach a class. They will already have a filtered view of the classes in a specified date range and they will be able to sign up to teach the class based on the list.

2.3.1: Volunteer searches for open teaching positions

Milestone: Core Services Completion

Description: This feature will allow a volunteer to use the filter view of classes from 2.2 and see the classes available for the dates in which they wish to teach.

2.3.2: Volunteer views open teaching spots

Milestone: Core Services Completion

Description: This feature will poll the backend database to see which classes need a teacher. This information will be displayed on the class list and make it easy for volunteers to determine which classes need to be taught.

2.3.3: Sign up screen

Milestone: Core Services Completion

Description: Once a volunteer chooses to sign up to lead a class. They are taken to a sign up page where they confirm that they wish to teach the class. After they confirm that they wish to teach the class, the information is sent to the backend and stored in the database.

2.4: Customers sign up to take the class

Milestone: Core Services Completion

Description: This feature allows the customer to use the filtered view of classes from 2.2 and then sign up for classes they are interested in that have enough seats available.

2.4.1: Customer searches for open seats

Milestone: Core Services Completion

Description: The customer will use feature 2.2 to get a filtered view of the

classes. This will be displayed in a user friendly manner and allow customers to see which classes have open seats.

2.4.2: Sign up screen

Milestone: Core Services Completion

Description: Customer will select the class they wish to take and be sent to the sign up screen. This information will then be sent to the backend database.

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

Milestone: Core Services Completion

Description: This feature is a notification system that alerts customers and volunteers about the class happening one day before the class.

2.5.1: Confirmation email system for attendees

Milestone: Core Services Completion

Description: This system will poll the backend daily to check for any classes happening the next day. The system will then send a reminder email to those signed up for classes.

2.6: Sign up page

Milestone: Core Services Completion

Description: This feature manages the signups for each of the classes. Once a user specifies which class they wish to take, they are brought to this page where they complete the signup process.

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

Milestone: Core Services Completion

Description: The information about the specific class the user is taking is passed to this page. This will include all necessary info about the class the user is signing up for.

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

Milestone: Core Services Completion

Description: The page will ask for the user to input their personal and contact information into a form which serves as a de facto confirmation of their interest in the class.

2.6.3: Signup information logged in backend of system

Milestone: Core Services Completion

Description: The input user information is taken and logged into the backend database. This information will be polled by the alert system for users.

3. **Shuttle service**

Milestone: Core Services Completion

Description: This core function allows customers to request shuttle services to get to and from important events like doctors appointments.

3.1: Customer requests shuttle service

Milestone: Core Services Completion

Description: This functionality allows customers to submit a request for a shuttle service that can then be approved by staff members.

3.1.1: Customer specifies date and time when shuttle is needed

Milestone: Core Services Completion

Description: Customer selects the date on which the shuttle service is needed. they also must specify the time at which they need to be picked up for their appointment.

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

Milestone: Core Services Completion

Description: The customer is able to add any additional special requests under a comments section, such as if they require a handicap accessible vehicle or if they require assistance to get in and out of the vehicle

3.2: Customer provides their location and needs

Milestone: Core Services Completion

Description: This feature allows the customer to provide their address information along with how long they will need the shuttle driver to remain available for.

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

Milestone: Core Services Completion

Description: The customer is prompted to enter either their home address or the address that they need to be picked up from by a volunteer

3.2.2: Customer provides the location they need a shuttle to

Milestone: Core Services Completion

Description: The customer provides the destination address that they need a shuttle to. This could be an address like a doctor's office or grocery store.

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

Milestone: Core Services Completion

Description: The customer gives details about the exact amount of time that they need the shuttle for. This could be any amount of time depending on the needs of the customer.

3.2.4: Information logged in backend database

Milestone: Core Services Completion

Description: The information from 3.1 and 3.2 is logged in the backend database. This information will then be sent to a staff member for approval.

3.3: Staff member approves the external service request

Milestone: Core Services Completion

Description: This feature allows different staff members approve the shuttle request if it contains the necessary information and is deemed necessary.

3.3.1: Staff member notified by notification system of new request

Milestone: Core Services Completion

Description: Once the information is entered into the backend by the customer staff members are notified of the new request. All of the information in the request is given to them for examination.

3.3.2: Staff member examines all information in the request

Milestone: Core Services Completion

Description: The staff member examines all the relevant information in the request that was provided by the customer to see if it is deemed necessary of a shuttle ride.

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

Milestone: Core Services Completion

Description: After examination by staff member, the staff member can either approve or deny the request. This decision is logged into the backend database.

3.4: Volunteer signs up to fulfill the external service request

Milestone: Core Services Completion

Description: This feature allows volunteers to sign up to fulfill the service request. This involves presenting them with the relevant information and letting them sign up to fulfill the request.

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

Milestone: Core Services Completion

Description: Once the request is approved by the staff, volunteers are alerted of the new request and then they can see the information about the request and examine it.

3.4.2: If they wish to sign up they sign up

Milestone: Core Services Completion

Description: After examining the information that is presented to them by the backend of the system, volunteers are given the chance to sign up to fulfill the shuttle request.

3.4.3: The information is logged in the system backend

Milestone: Core Services Completion

Description: If the volunteer signs up to fulfill the request, then the backend of the system logs the request as fulfilled. If not, then the backend makes no change and other volunteers can still sign up for the opportunity.

4. **In Home Care**

Description: This core function allows customers to request home care services to aid them in their home.

Milestone: Core Services Completion

4.1: Customer requests in home care

Milestone: Core Services Completion

Description: This functionality allows customers to submit a request for home care services that can be approved by staff members and accepted by volunteers

4.1.1: Customers select specific dates, time periods of days selected and address of care.

Milestone: Core Services Completion

Description: Customers have the ability to select the dates on which home care will be needed. Customers will also select the time periods needed for home care on the selected dates. Customers will also provide the address of the home that is in need of care.

4.1.2: Customers will provide information about what type of care they are looking for such as physical assistance, therapies, etc.

Milestone: Core Services Completion

Description: Customers will have to provide information about what type of home care they are interested in such as physical assistance needed to move around or mental/physical therapies or other things.

4.1.3: Customers can add any special requests, such as gender.

Milestone: Core Services Completion

Description: The customer will have the ability to add any special requests to the type of care they will receive such as the gender of the caretaker, specific qualifications needed/preferred, or other things.

4.1.4: Information logged on backend database

Milestone: Core Services Completion

Description: The information from 4.1.1, 4.1.2, and 4.1.3 will be logged on the backend database. This information will also be sent to staff for approval.

4.1.5: After submission of request, customers can see list of pending requests

Milestone: Core Services Completion

Description: After the customer completes submission of request, they will have the ability to see their list of pending requests. For example they could request a shuttle for the weekend and also need homecare for the weekdays, therefore there will be two requests that will be pending for approval by staff. These requests listed to the customer will have information on the status of the request such as if it is approved/rejected and whether or not someone has volunteered for it.

4.2: Staff member approves in home care

Milestone: Core Services Completion

4.2.1: Staff member notified by notification system of new request

Milestone: Core Services Completion

Description: Once the information is entered into the backend by the customer staff members are notified of the new request. All of the information in the a request is given to them for examination.

4.2.2: Staff member examines all information in the request

Milestone: Core Services Completion

Description: The staff member examines all the relevant information in the request that was provided by the customer to see if it is deemed necessary of home care

4.2.3: If the information looks good/bad, then the staff member approve/reject the request

Milestone: Core Services Completion

Description: After examining all the information, the staff member can either approve or deny the request. This decision is logged into the backend database. If approved then volunteers will now have the option to sign up for the requests.

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

Milestone: Core Services Completion

Description: Once the request is approved by the staff, volunteers are alerted of the new request and then they can see the information about the request and examine it.

4.3.2: If the volunteer would like to sign up given the information, they can sign up for requests

Milestone: Core Services Completion

Description: After examining the information that is presented to them by the backend of the system, volunteers are given the chance to sign up to fulfill the home care request.

4.3.3: Information is logged on backend database

Milestone: Core Services Completion

Description: If the volunteer signs up to fulfill the request, then the backend of the system logs the request as fulfilled. If not, then the backend makes no change and other volunteers can still sign up for the opportunity.

5. **Social Events**

5.1: Customer submits a topic to be considered for the community meetings

Milestone: Core Services Completion

Description: This feature allows the customer to plan an event at our company. They will submit a topic through a form. In this form they chose the date, time, equipment/catering needed, and estimate of number of people attending.

5.1.1: They go to the event page and will see the community meetings/events offered. Choose from one of the events.

Description: There will be a list view of the different events that are offered. There will also be a "custom" event where maybe they only need a space so they can select that too.

Milestone: Core Services Completion

5.2: Along with the topic, the customer will request the date and time they want the community meeting to be held

Description: In order to figure out their date and time, they will have to make sure it is not already booked at that time. They can check this by looking at the pop-up calendar.

Milestone: Core Services Completion

5.2.1: A calendar will pop up in which they can see available dates and times.

Milestone: Core Services Completion

Description: This calendar will have any already booked events and rooms. It will show the date and times of the events as well. There will also be a spot where if people are trying to sign up for an event, they can click a link and then put the invite link in to reserve a seat.

5.2.2: They provide a description of the event and also how many people may be attending the event.

Milestone: Core Services Completion

Description: After they see that their date and time is available, they go ahead and submit their proposed event that will be sent to a staff member.

5.3: Staff member approves the topic, and reserves the main hall for the requested date and time, if available

Milestone: Core Services Completion

Description: The staff member gets an alert when a proposal is submitted. They will double check the date and time and make sure all the required needs are available as well. It is here where they start letting the right people know what they have to get prepared for this event.

5.3.1: Once an event is submitted, a staff member is notified and will approve the event.

Milestone: Core Services Completion

Description: They will either approve or deny the event, and give feedback as to why it was denied. They may also ask more questions about the event if it is not fully clear.

5.3.2: They proceed with picking up the event and reserving the appropriate spaces.

Milestone: Core Services Completion

Description: The staff member will reserve the rooms and let people know what needs to be done for the event.

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

Milestone: Core Services Completion

Description: The staff member updates the calendar with the information given by the customer. There will be an "add" option on the calendar. Only the admin has access to this, so for example staff, not customers. Once the tab is opened, they fill out the fields to add the event.

> **5.4.1:** They update the calendar.
>
> Milestone: Core Services Completion
>
> Description: They make sure it is on the right date and time with its description.
>
> **5.4.2:** The staff member also books the equipment and provides additional resources needed back to the customer.
>
> Milestone: Core Services Completion
>
> Description: Depending on what is needed, the staff member will go into the equipment rental page or the catering page to put in the date and time of what is needed for the event. They can do this by visiting the appropriate pages and then following the instructions.

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

Milestone: Core Services Completion

Description: Once an event is successfully added to the calendar, the customer will get a notification that their event proposal has been approved. Upon approval, they will receive an invite link/code. This is the link they can share with the people who want to attend. Once the link is clicked, it takes you to the event on the calendar and they click the reserved seat link. They input the invite code into the link and can enter their information, that way during the event, they cross check to see who was reserved and who was not.

> **5.5.1:** The customer will get an invite link and can send the link to people where they can reserve seats.
>
> Milestone: Core Services Completion
>
> Description: The customer sends the invite link/code to the parties they want to invite. When a customer creates a proposal, they have the option to make an invite only or open to all. All is done through a form they can fill out.

6. **Database**

   6.1: DB for classes

   Milestone: Backend Services Completion

Description: This database will be setup to store necessary information about the different classes offered by Best Community Service. This will include information like the date the class is offered, the teacher, and information about the class topic among other things.

6.2: DB for reservations

Milestone: Backend Services Completion

Description: This database will be used to store necessary information about room reservations that are offered through the organization. The information includes the date of the reservation and which room is to be reserved.

6.3: DB for social events

Milestone: Backend Services Completion

Description: This database contains the information about the social events being offered. This includes the topic of the social event that is being offered and the date of the event, as well as the organizer of the event.

6.4: DB for shuttle service

Milestone: Backend Services Completion

Description: This database contains information about the shuttle service. This includes the destination of the shuttle as well as the pickup point and the date and time of the scheduled shuttle.

6.5: DB for in home services

Milestone: Backend Services Completion

Description: This database contains information about the in home service requests of the organization. This includes information about the date of the request as well as the volunteer designated to assist.

6.6: DB for business functions

Milestone: Backend Services Completion

Description: This database contains information about the business functions such as user roles and payroll information for employees.

7. **Business Logic**

   7.1: Data storage logic

   Milestone: Backend Services Completion

   Description: This contains the logic used by the backend of the system to store the data in the database based on the request from the frontend along with the data retrieval logic.

   7.2: Server management software

   Milestone: Backend Services Completion

   Description: This feature contains the software used to manage the backend server and databases.

   7.3: Backend management software

   Milestone: Backend Services Completion

Description: This feature contains the software needed to manage the employees and personnel.

8. **Accounts Payable/Receivable**
   8.1: Timekeeping system for employees
   Milestone: Backend Services Completion
   Description: This feature allows employees to track their time for the payroll system.
   8.2: Payroll management for employee managers
   Milestone: Backend Services Completion
   Description: This feature allows managers at Best Community Service to manage payroll and time resources
   8.2: Electronic Payment System
   Milestone:Backend Services Completion
   Description: This feature allows for employees to be paid for their logged time.
   8.3: Electronic payments
   Milestone: Backend Services Completion
   Description: This feature serves as an accounts payable/receivable function to allow for bills to be paid and created

Composite Services:
9. **Catering**
   9.1: Customer elects to have catering service provided for their event.
   Milestone: Composite Services
   Description: This feature allows the user to select a catering service for an event that they have already created. They will select a type of catering service, pay for said catering service, and have their request approved or denied by the staff depending on fulfillment criteria.
   9.1.1 If a customer elects to have a catering service, they will be presented with the support catering options (breakfast, lunch, dinner, reception, etc.).
   Milestone: Composite Services
   Description: After creating their event, if the customer wants to choose a catering service, they will navigate to this page where they will be presented with the currently supported options as listed in the site's database.
   9.1.2 After reading over the options and their details, the customer will select the desired service.
   Milestone: Composite Services
   Description: The customer will be presented with the appropriate information about all currently available catering services. If the customer then opts to pick a catering service, an event will be triggered which will send the customer to the payment page with all of the appropriate information already filled in (price,

selected service, etc.). This information will be pulled from the current information about each catering service stored in the database.

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

Milestone: Composite Services

Description: This function sends customers to a payment screen

9.2.1 Customer will enter card details.

Milestone: Composite Services

Description: A standard card screen will display for the user to enter their cardholder name, card number, cvv, and expiration date. As is typical, the card number will be automatically hidden as the user enters it with the option to display the card number present. The customer will be presented with a submission option when they are ready. No card data will be stored by our service unless requested by the user.

9.2.2 Card processing will be handled by an external service.

Milestone: Composite Services

Description: An external API will be used to handle the processing of this card data to divert responsibilities for handling this sensitive data to a trusted and reliable banking company. The customer will not be charged, but instead their transaction will be held until a charge confirmation is sent by a staff member.

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.

Milestone: Composite Services

Description: Customer will move from submitting their card number on 9.2.1 to this page. The customer will not see any of the processing going on in 9.2.2, but will be greeted by this page if a the API returns a success message indicating the transaction has been recorded in the database and held by the banking system for later charging and processing.

9.3: Staff member approves catering for requested event.

Milestone: Composite Services

Description: The staff will receive a notification as a result of the successful processing of this event on the user side. This notification will give general information about the request including what catering option was selected, when the event is, who the event register is, whether the payment will be cleared, and the date of the 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 sent to the customer.

Milestone: Composite Services

Description: The staff will be presented with the option to approve or deny the request. Whatever is chosen will dictate the response that the backend handles. Upon staff approval, the volunteer catering list will be looked up in the database to compile a list of emails to send a notification to. Staff choosing to deny the request will generate a notification for the customer.

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

Milestone: Composite Services

Description: From the auto generated list of volunteers retrieved from the database in 9.3.2, a link will be sent to all the gathered volunteering emails. This link will be an auto generated unique url to a default survey form which will ask each volunteer about their ability/want to participate in the catering event.

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

Milestone: Composite Services

Description: The aforementioned link will be time sensitive as set by parameters given by either the staff or generated from the backend as a default setting. This links survey will record the responses of all volunteers through the unique url that they were given, allowing volunteer responses to be distinguished from one another.

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

Milestone: Composite Services

Description: The backend will keep track of when these autogenerated linked expire. Upon expiring, this will trigger a specific notification event with the results of the survey. These results will be temporarily stored in the database.

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

Milestone: Composite Services

Description: The staff will be able to examine the results of the survey to determine the feasibility of this catering request. They will be presented with the option to notify the customer of their decision.

9.4.4 Customers are notified if their catering request can be fulfilled or if alterations may be needed.

Milestone: Composite Services

Description: The customer will be notified of the staff decision through a notification generated from reviewing the results of the survey. The results of the survey will not be given in the notification, simply, whether the staff expects to be able to fulfill the customers request.

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

Milestone: Utility Services

Description: This feature allows the user to create an account on the Best Community Services, or log into their account with their login credentials. This will allow them to utilize all the facilities available on the website.

10.1.1 Customer fills out the required information for their account

Milestone: Utility Services

Description: For creating an account, the user would need to fill out information such as their name, email address and password. To log into their account, they would need to fill their registered email address and the registered password to that account.

10.2 Customer confirms all their details

Milestone: Utility Services

Description: Once the user has either registered their account, or logged into their account, they would confirm all the details and the information they have filled, to ensure there are no errors.

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

Milestone: Utility Services

Description: The user will be able be to double check all their information, before their account is created, or before they click the submit button on the login page.

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

Milestone: Utility Services

Description: Once the user has confirmed their information and the required details for their login credentials, the user will be able to click on the submit button. If the user has created a new account, by clicking on the submit button they will get a confirmation that their account was created successfully. If the user has logged into their account, and the information was processed correctly, they will get a confirmation that their login was successful.

10.3 Customer is redirected to the homepage

Milestone: Utility Services

Description: Once the information and details filled by the user have been successfully processed, and they are successfully logged into their account, they will

automatically be redirected to the homepage of the website.

10.3.1 Customer can now view all the facilities available

Milestone: Utility Services

Description: After being redirected to the website, the user will be able to utilize any of the facilities available on the website, such as looking at upcoming events, registering for an event, or requesting for a service. Their account details will be used to confirm their bookings.

11: Payment / Donations

11.1 Click on Donations form to make a donation

Milestone: Utility Services

Description: This feature allows the user to make donations to the Best Community Services organization. They will be able to select the method of payment, and whether they want to reveal their identity or not.

11.1.1 Customer clicks button to make a donation

Milestone: Utility Services

Description: If the user wishes to make a donation to the organization, they will click on the "Payments/Donations" tab on the website. This will lead the user to a new page, where they will be able to select the "Make a Donation" option. When the user clicks on the option, they will be redirected to the donations form.

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

Milestone: Utility Services

Description: When the user clicks on the "Make a Donation" option, a "Donations" form will appear, where they will be able to view the instructions on how to make a donation, and the required information to successfully process the donation.

11.2 Customer selects how they want to donate

Milestone: Utility Services

Description: Once the user has read the instructions on how to make a donation, they will be able to fill out the required information. In this form, they would also need to select the amount of donation, the method of payment, and whether they want to disclose their identity for the respective donation.

11.2.1 Customer selects if they want to make a donation anonymously, and the method of donation

Milestone: Utility Services

Description: This feature will allow the user to make a donation anonymously, if they wish to do so. Even if the donor has an account on the website or not, they will be able to make a donation, and will be able to select if they want to donate anonymously. If they select to do it

anonymously, none of their private information, such as their name, or their organization will be revealed to anyone, not even the staff members and the administrators. They will also be able to select the method of payment for their donation, such as credit card or debit card.

11.3 Customer confirms all they information

Milestone: Utility Services

Description: Once the user has selected all the necessary options, and have filled out the required information to make a donation, they will be able to verify all the details, before they click the submit button for the donation.

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

Milestone: Utility Services

Description: Since the donation form requires the user to fill out personal information and details, the user will be able to verify the filled information, and will be able to make any necessary changes, if they want to, before submitting the form. The user will also need to verify that they have filled out all the required information for the donation, as they will not be able to proceed to the next step, until everything has been processed successfully.

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

Milestone: Utility Services

Description: Once the user has confirmed that all the information is accurate, and has followed all the instructions thoroughly, they will be able to submit the donation form by clicking on the submit button. By doing so, they will be redirected to the next steps in order to complete the donation.

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

Milestone: Utility Services

Description: If certain parameters of the donation form were not filled correctly by the user, then the user will be redirected back to the form, which will let the user know where the errors are, and what changes they need to make in order for the form to be processed correctly. Once the user has corrected all the errors, they will be redirected to the confirmation page, as long as the form has been processed successfully.

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

Milestone: Utility Services

Description: Once the donation form has been filled correctly, and has

been processed successfully, the user will receive a confirmation on the website, letting them know that the donation has been completed, and the payment has been processed.

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

Milestone: Utility Services

Description: This feature of the website will be implemented when the user will select to utilize one of the facilities available to them on the website. For example, if the user has selected to register for an arts class, after they have filled out the information for the registration, they will be redirected to the payment page, where they will be able to select the method of payment, and fill out the details of their credit/debit card.

> **11.4.1** Customer will view the details of their order, and will be able to make any necessary changes accordingly
>
> Milestone: Utility Services
>
> Description: The payment page will also contain the finalized details of the users' order, such as the time and date for the requested order, and the amount due in order to confirm their order. Here, the user will be able to look at all the details of their order, and their payment details.

11.5 Customer confirms their order details

Milestone: Utility Services

Description: Once the user has verified all the details of their order, and are happy with their selection, they will be able to confirm their order.

> **11.5.1** Customer will verify all the details of their order, along with the date and time they have selected for the facility
>
> Milestone: Utility Services
>
> Description: The user will be able to verify all the details of their order, such as the date and the time for the order, and the specific detail relevant to the facility they have selected. The user will also be able to make any changes to their order, if they feel to do so, before confirming the order.
>
> **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
>
> Milestone: Utility Services
>
> Description: Once the user has confirmed all the details are accurate, they will be able to click the confirm button on the page. From there they will be redirected to the method of payment page, where they will need to fill out the details of their payment method, such as their card information.

11.6 Customer chooses the method of payment

Milestone: Composite Services

Description: This feature of the website will allow the user to select their preferred method of payment. They will be multiple options available to them to choose from, such as the type of card they want to use, or if they want to use a third party payment method for their order.

11.6.1 Customer will select the method of payment

Milestone: Utility Services

Description: Once the user has clicked on the confirmation button after verifying their details, they will have the option to use the method of payment for their order. This will include options such as the card they want to use for their order, and whether they want to use a third party payment method.

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

Milestone: Utility Services

Description: After the user has selected the method of payment, the website will prompt them to fill out the required information of their payment method. This will be highly secured page, as it will contain the personal information of their payment method. The information required to process the payment will include their card details, and their billing address linked to the card.

11.7 Customer will verify the payment details

Milestone: Utility Services

Description: After the user has filled out the required information for their payment, they will be prompted to verify their details, to ensure that the payment is processed correctly.

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

Milestone: Utility Services

Description: The user will be able to verify all the details of their payment after they are prompted to do so. This will give them the opportunity to make any changes, if they feel that the information is incorrect. They will also be able to verify that they have filled out all the required information for the payment process.

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

Milestone: Utility Services

Description: This feature will take place if the system recognizes that some of the parameters are not filled correctly, or if the payment information was incorrect. If the information is deemed incorrect, the user will be redirected back to the payment page, where they will be able

to view the errors, and will be able to make the changes to the parameters which indicated an error.

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.

Milestone: Utility Services

Description: If the system is able to process the payment successfully, it will prompt a confirmation to the user, letting them know that their payment has been processed, and that their order is now confirmed. The confirmation will include all the finalized details of the facility they had selected, along with the specific selections, such as the date and the time.

12: Calendar

12.1 Click on the calendar to view upcoming events

Milestone: Utility Services

Description: This feature allows the user to view the main calender of the Best Community Services website. They will also be able to view any upcoming events being held at the organization.

12.1.1 Customer clicks button to view the main calendar

Milestone: Utility Services

Description: If the user wants to view the main calendar of the Best Community Services website, they will need to click on the "Calendar" tab on the website. This will redirect them to the Calendar page, where they can view any upcoming events, and register for it.

12.1.2 Customer selects the month and year to view the events

Milestone: Utility Services

Description: After being redirected to the Calendar page, the user will be able to adjust the selections, such as the specific month they want to view, the year they want to choose, and the way they want to view the format of the Calendar. Based on their selections, they will be able to view any upcoming events during the specific month.

12.2 Customer selects the event they want to view

Milestone: Utility Services

Description: Once the user has successfully selected the month and the year they want to view on the Calendar page, they will be able to see all the registered events for that specific month. If they come across an event they want to view, they will be able to click on the event and view the details related to that.

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

Milestone: Utility Services

Description: If the user comes across an event they are interested in, they will be able to click on the event, and will be redirected to a new page which will include all the details regarding the event. This will include the description of the event, the date and time of the event, the location, and the reservation details for the event.

12.2.2 Customer clicks the reserve button if they want to attend the event
Milestone: Utility Services
Description: The user will be able to reserve for the selected event by clicking on the reserve button. This will redirect the user to a new page, which will prompt them to fill out the required information in order to confirm their reservation.

12.3 Customer gives the required information for the event
Milestone: Utility Services
Description: Once the user is redirected to the page where they are prompted to fill out the required information for the reservation, they will be able to view the details of the event. Here the user will need to fill out the required information for the reservation.

12.3.1 Customer fills out the required information to reserve their seat for the event
Milestone: Utility Services
Description: Being redirected to the reservation page, the user will need to fill out the required information to confirm their reservation. This information will be stored in a database, in order to confirm their reservation for the event.

12.4 Customer confirms the selections
Milestone: Utility Services
Description: Once the user has filled out all the required information for the reservation, they will verify all their details, and their selections for the reservation.

12.4.1 Customer confirms the date and time of the event
Milestone: Utility Services
Description: The user will also be able to view all the details of the event before confirming their reservation, such as the date and the time of the event. If there is any payment required in order to make the reservation, the user will be redirected to the payment page, where they will fill out the required information to process the payment.

12.4.2 Website redirects the customer to the information page if certain parameters are not correct
Milestone: Utility Services
Description: If the user has not filled out the required information

accurately for the reservation, they will be redirected back to the reservation page, where they will be prompted to correct any errors. The user will now be able to make any necessary changes, and if the information is successfully processed, they will be prompted with a confirmation for their reservation.

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

Milestone: Utility Services

Description: If all the parameters are accurately filled out by the user, and the system successfully processes the reservation, the website will prompt a confirmation of the reservation. Here the user will be able to view the confirmation details, and will be able to verify the details of the event.

12.5 Customer is redirected to the calendar

Milestone: Utility Services

Description: Once the user receives the confirmation for their reservation, they will be redirected back to the Calendar page, where they will be able to view all the other upcoming events.

12.5.1 Customer can continue to view any other events

Milestone: Utility Services

Description: After being redirected to the Calendar page, the user will be able to view all the other upcoming events, based on their selections such as the month and the year. If they wish to reserve for another event, they will repeat the reservation process.