



Project Brief

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BACKGROUND

Mission statement

“Survivors United Ltd puts victims first. Protecting victims from harm and making them feel safer by providing bespoke, coordinated support through partnership agencies; empowering victims to resolve offending behaviour against them and pursue positive life choices.”

Organisational background

Survivors United Ltd is a private enterprise providing management, coordination and collaboration of all services to victims of serious crime in Bradford. Currently it is a 12 month pilot project to be launched in mid to late 2015 and will require a computer system to provide its co-ordinated approach. Initially the focus will be victims of domestic abuse this will extend in the future to partners/relatives of homicide victims and victims of serious sexual offences.

Access channels

- Self referral
- Police investigation
- Third party or organisation

Success measures

The organisation is focused on achieving metrics to measure its success (not common practice in other partner agencies).

- Reduced repeat victimisation rate
- Reduce offending rates of victims
- Empowerment of victims
- Public confidence in policing
- False reports of serious crime
- Serious crime rates
- Attrition rate
- Costs of policing and other related

Stakeholders

Lisa Griffin: CEO, retired senior police officer, subject area specialist

Kimm Fearnley: CEO & business expert and property owner

Robin (Mentor, ex-victim): A volunteer for the mentor scheme

Other: Police, partner agencies, mentors, admins, local government

SYSTEM OVERVIEW: ACTIVITY DIAGRAM



MVP FEATURE BREAKDOWN

User management: User registration, login, address and personal details, session storage. Used to monitor usage statistics. Scope for auth methods such as Facebook, Twitter etc.

Permissions: Management of the roles, admin must be able to modify these, used for bootstrapping available features on app load.

Tasks: Allow internal users to assign 'tasks' to their mentee's. Initially implemented as open/closed tasks, however later will be integrated with other systems such as headspace.

Events: These are formal events hosted by the organisation or affiliates and would include meet ups, conferences, seminars etc. Mentors will be able to create these and all users will receive notifications of the new event. Watching and attending features.

Ratings: Tasks, events, mentors and the site will have rating functionality to generate statistics and reports to be exposed internally to the admin.

User flagging: A traffic light system for flagging high priority or vulnerable users.

VALUE ADDING FEATURES

Search: For ease of use

Notifications: i.e being assigned a mentor, new events.

Task creation tool: Allow internal staff to create their own tasks

Scalable deployment: In the future the system will be required to be scaled for multiple regions

Complimentary app: A small lightweight iPhone/Android app for use only by mentee's for doing basic tasks.

ISSUES/ CONCERNS/ CONSIDERATIONS

Requirements: Requirements are currently unclear and are likely to be volatile throughout.

Technical knowledge: A lot of technical knowledge will be required for such a complicated system

Task knowledge: Information is required for third party API integration to enable task automation

Data: All data held must be secure

Discreet: Where possible the system must be discreet as to consider the sensitive nature of the end users

Accessibility: The system must be as available as possible, and devices of all ranging resolutions should be supported and not limited.

Security: All exposed data should only be available to relevant parties, and accounts should have strong password protection.

SUBSYSTEMS

The project consists of 3 parts sharing architecture and design. Functionality is exposed dependent on user roles.

External dashboard: A public facing dashboard where anyone can create an account and be managed through the process, read information on their mentor, FAQ's etc.

Mentor dashboard: View assigned mentors, push tasks to mentors, review and assess progress.

Admin dashboard: Editing system users, advanced actions and viewing statistics on sites usage performance, ratings of tasks,

METHODOLOGY

Prototype: Requirements are not fully clear and the project is to expose and test flaws in thinking and process

REQUIREMENTS GATHERING

- Informal meetings with CEO's/ Admins
- Interface questionnaires and analysis/meetings with mentee's/ mentors

QUALITY ASSURANCE

Testing methods: Unit testing, API endpoint testing, end-to-end testing

Additional: Admin suite for test outputs & server status/errors)

