TAWASAUL

Shurooq Communication Portal

Project Scope

Version: **V1.3**

Version Date: 23 August 2017

Revision History

Version	Version Date	Prepared By	Summary of Changes
1.0	13 June 2017	Matrix Media Solutions P. Ltd.	Final Copy
1.1	13 June 2017	Matrix Media Solutions P. Ltd.	Milestones Breakup Updated
1.2	11 August 2017	Matrix Media Solutions P. Ltd.	Updated as per last conversation
1.3	23 August 2017	Matrix Media Solutions P. Ltd.	AD inclusion and server configuration changed

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Content

1. Executive Summary

Hello there,

Thank you for providing us an opportunity to participate on such an exciting project. We are sure to exceed your expectation and complete the project as per the specification provided by you.

We Matrix Media Solutions Pvt. Ltd. is a full-service web and mobile agency with over 150+ programmers and designers on-board. We specialize in diverse solutions including web 2.0 design and development, enterprise web applications, PHP and .NET development, E-Commerce Solutions, CMS websites, iPhone/iPad Apps, SEO and social media marketing.

In this proposal, we have included our understanding, scope of the project, assumptions, project time lines, quote, technology details and other information which will help you understand our offering better.

We look forward to working with you.

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2. Our Capabilities

- Team Size   : 150+ Employees with different skill-sets

- Team Experience   : Average of 4+ Years

- Mobile Applications : iOS, Android, Phone gap

- Web Applications   : .Net, PHP, Python, ROR

- Enterprise Solutions : CRM, ERP, E-Commerce, Mobility

- Design Capabilities : Web Design, Logo Design, Infographic, and Branding

- Open source   : Prestashop, Magento, Drupal, Joomla, Wordpress, etc.

- Other Specialisation : Highly experienced SEO Specialist; Content Manager & Blog Writer.

3. Organization Project Delivery Process Methodology

Client share the final idea in Kickoff Meeting

Client and Product owner agrees about the features

SCRUM team agrees it can go in next Sprint

Integration (merging) of new development

QA Test Team

Continuous Integration Server

Team build the new feature

Staging at UAT

Retrospective & Review

From conception to release

4. Document Purpose

This is the Project Scope Document for web and mobile app (Android & iOS) development of TAWASAUL - Shurooq Communication Portal. This document describes an overview of the scope and the work items to be implemented in this project.

The Project Scope also includes scope, solution approach, effort details and tentative milestone plan. To manage the full development of the requirements, Matrix Media Solutions Pvt. Ltd. defines the following key activities:

System Analysis	HTMLisation	System Design	Development
Web Services (if required)	Testing	Deployment	Documentation

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5. Scope Overview

This project is for the development of TAWASAUL - Shurooq Communication Portal.

TAWASAUL - Shurooq Communication Portal will be a professional social networking service that will operates via websites and mobile apps. It will allow members (organisation employees only) to create profiles and "connections" to each other in the online social network. It will be a sort of like the traditional networking event where member can go and meet other professionals in person. Here, however, they will follow "connections" similarly to how they make a friend request on Facebook, they will converse via private message (or available contact information) and they will have all of their professional experience and achievements laid out in a neatly organized profile to show off to other users. The application will be very similar to Facebook in terms of its broad feature offering. These features are more specialized because they cater to professionals, but in general, if anyone knows how to use Facebook or any other similar social network, this application is somewhat comparable.

Main Modules

Here are some of the basic modules that this will offers and how they will be designed to be used by the employee:

1. Employee Profile

2. Groups

3. Calendars

4. Directory

5. MY Place

6. Chat

7. Polls & Surveys

8. Track our CEO

9. SHUROOQ on Internet

10. Book Store

11. Galleries (Image & Video Content)

12. Self Desk

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6. Solution Approach

The over-all process of the communication portal has been defined with graphical view below:
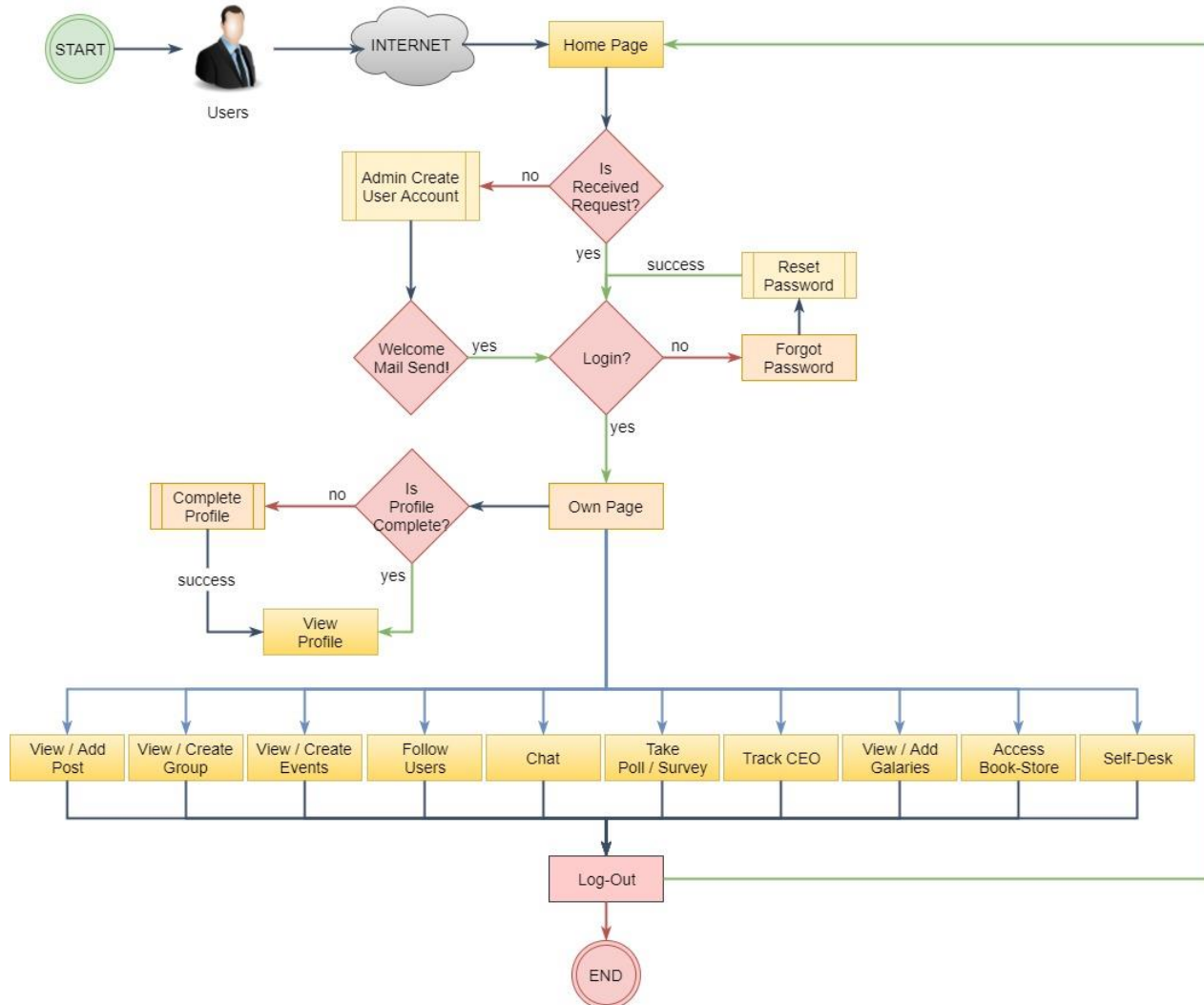

There will be 3 types of users:

- **Administrators** – They are the users who can perform all tasks in the Admin console. Or there can be specific type of administrators whose role will have limitations that the administrator can perform, for example, by allowing them only to create groups, manage service settings, or reset a user's password.
- **Departmental Head Users** – They are the users who will be assigned by Super-admin. There task will be managing own department groups as well as managing own department users.

- **Generic Users** – They are the normal users who will have limited of posting or managing own profile only. They will have access to limited activities like viewing or commenting to group activities; taking part in polls or surveys; viewing global / departmental events; etc.

The scope hereby will define the details of each modules:

❖ **Employee Profile**
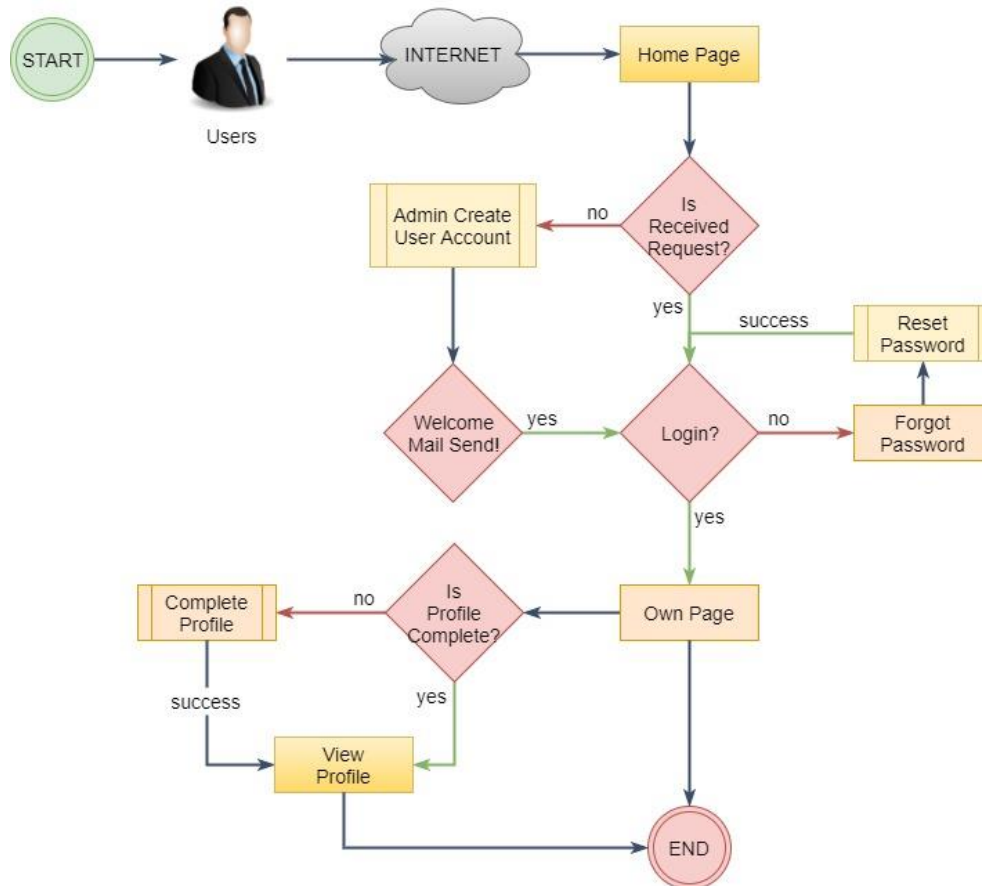
➢ **Account Creation / Management**
  ▪ Employee will be receiving welcome mail from Super-Admin on creation of their account by Super-Admin via using Active Directory (AD) Panel to open the TAWASAUL webpage. It will open to a page with several text fields in the middle of it.
  • Enable employees to login to Tawasaul after ID and information have been created on AD.
  • When the user launches Tawasaul to login > web application will request verification from AD > If verified and users exists > user will be able to login to Tawasaul.
  • If user name doesn't exist in AD then Tawasaul will deny access/ID doesn't exist.

- After gaining the access to Tawasaul, the employee-user will be able to view their profile, title and information. Tawasaul will be taking those details from AD and will save these details onto Tawasaul's directory.

- If a user changes department, details or title, then the update will occur immediately on AD. However, the user will have to log out from Tawasaul to see the changes.

- If a user doesn't log out, then Tawasaul will display their old details. For this scenario the administrator will require the ability on "Tawasaul" back-end to Force a log out. When the force log-out occurs, the user will be logged out from the web application and the mobile application.

- Tawasaul will NOT reflect ID status from AD. For example, if a user's ID has expired or been disables in AD, it will not change his access in Tawasaul (user will still have access). The administrator, will have to manually reset the user's password, delete or disable the ID from Tawasaul's web admin.

- Employee can go ahead to complete profile personalization or they can later do the same from their home page.

> **Adding Information in their Own Profile**

- There will be "My Profile" tab. By clicking on the same, the employees will be able to view their own Profile.

- There will be the pencil icon to add each sub-sections in their own profile. Doing so will allow them to add own intro, including the following things:

  - First and Last Name

  - Add a photo of ownself. To do so, they will be needed to click the Upload Photo box and select a photo from their computer.

  - Headline - A catchphrase or brief personal description.

  - Current Position - own position at the company (for example, "Writer at Forbes").

  - Location Information - This includes own current country, ZIP code, and city.

  - Summary - A description of their goals, accomplishments, and/or mission statement.

  - Add Education - This option allows them to add a school or university to your profile.

- Click Save. Doing so will save the changes to their TAWASAUL intro. This is information that public TAWASAUL users will be able to see.

- They will be able to Add professional experience by clicking +. It will be to the right of the "Experience" section which is a bit below their profile image. When adding a professional experience, they'll able to enter information about the workplace (e.g.,

which company they worked at) as well as how long they worked there, what was their title was, and a brief summary of their duties.

- They will click Save. Doing so will add their new work experience to their TAWASAUL profile.

- By Clicking Save they're done. It will be at the bottom of the edit page. Their TAWASAUL profile will be then marked as complete.

➢ **Earning Badges for Participation**

Badges will be earned based on individual user's activities over the network. The policies of badges earn (defining number of activities in respect to posting comments; articles; images; videos in group or self-wall) and icon of individual badges will be manageable from backend by super-admin.

There will a GPS tracking that will allow employees to earn badges for attending the event. So if employee will have to attend an event and mark their presence via using GPS, the application will detect and confirm to earn 20 badges for the employee. Which will count in their profile and HR is able to see who attends the most and who is active, reading books.
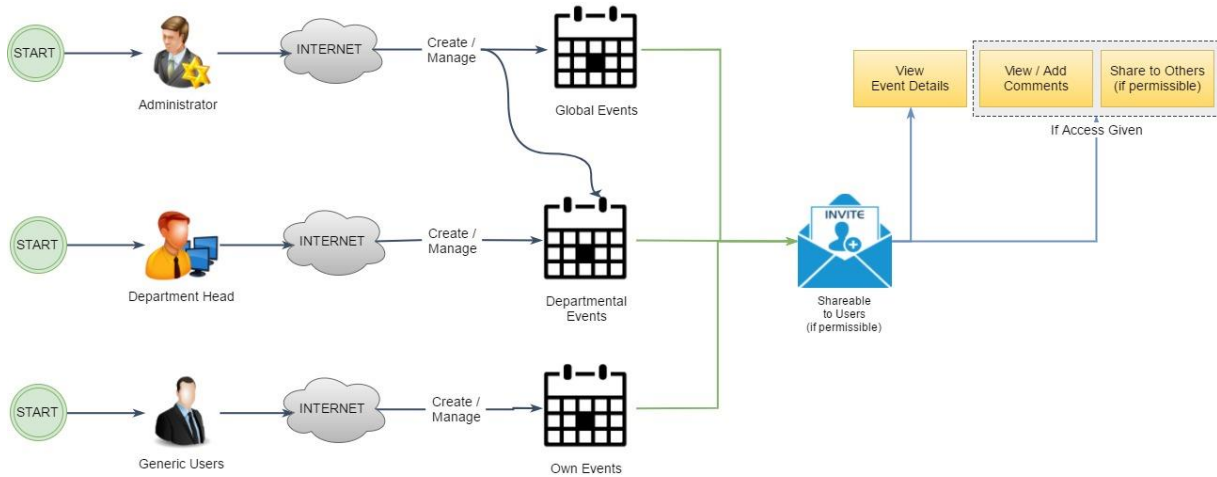
❖ **Groups**
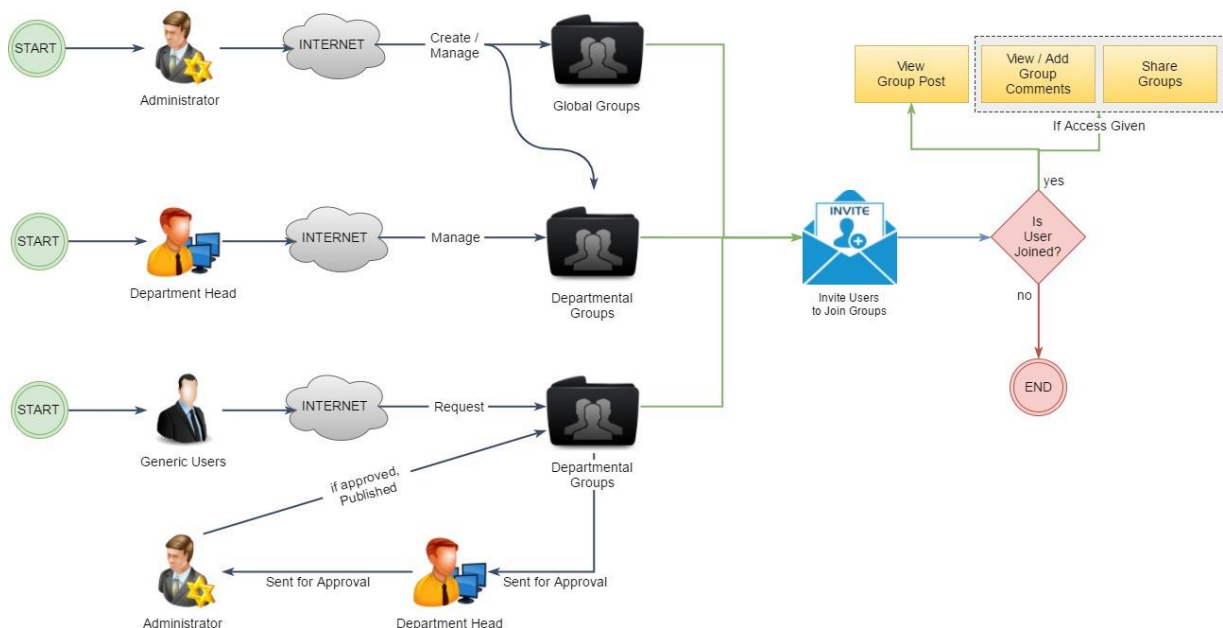
➢ **Global (Compulsory Groups)** - Global groups will only be created and managed by administrator. Admin will able to invite specific users as well as whole lot of users belong to specific other groups or departments to join the respective group as well as manage

role of users in that group. This means, the users will be able to post or upload images or comment/like/dislike posts in the groups.

➢ **Departmental Groups** - Departmental groups can only be created either by Department Heads or Administrator themselves. Department Heads or Administrator will be able to invite users in the group to join as well as manage role of users in groups. This means, the users will be able to post or upload images or comment/like/dislike posts in the groups.

➢ **Activity Based Groups** - This type of group creation request will be send by all users as per their respective hierarchy. This means that if the users want to create a group, they will send request with group informations (like group name, group banner image (if any), group brief description, category) to their respective Department Heads. Once this approves by Department Heads, Administrator need to approve the same for final publication of the group. After the completion of publication process, the group creator will be able to invite users in the group to join as well as manage role of users in group. This means, the users will be able to post or upload images or comment/like/dislike posts in the groups.

❖ **Calendars**

➢ There will be Group Calendar where user will have all basic functionalities of event management.

➢ There will be global Group calendar which will be created and managed by Administrator and that will be by default shared with all type of front-end users.

➢ There will be department specific calendars that will be created and managed by Department Heads / Administrator and that will be shared with all specific department front-end users only.

➢ The front-end user will also have their own personal calendar that can be shared with specific users or group of users or wholly kept as private.

➢ Final will be the event calendar - so all employees can follow the company's calendar and upcoming events.

➢ The calendar view will have monthly / weekly / daily views.

➢ The activities calendar will shows the front-end users only. This will show only the list of activities performed by the users on specified date & time. This list of own activities will be view-able to them only and will not be shareable.

➢ The birthday / special occasions (will be defined / managed by Administrator from admin control panel) - The front-end users will able to see only those whom they are following as well as any team members in their departments only.

❖ **Directory**

➢ The users will able to search any type of users across whole network and there will be button named as "Follow" for each row of users / groups, by clicking on the button, the user will able to send request to approve their follow request..

➢ However, if a user send request of "Follow" to the other user, then the other user need to either approve / dis-approve to all follow requests.

> Organization chart will show high level organization's classification with department names only. Upon clicking on any department name, the department level chart will further get expanded with users Full Name, Designation and Profile Image (if any). The Organization chart will be expanded with step-by-step show.

❖ **MY Place**
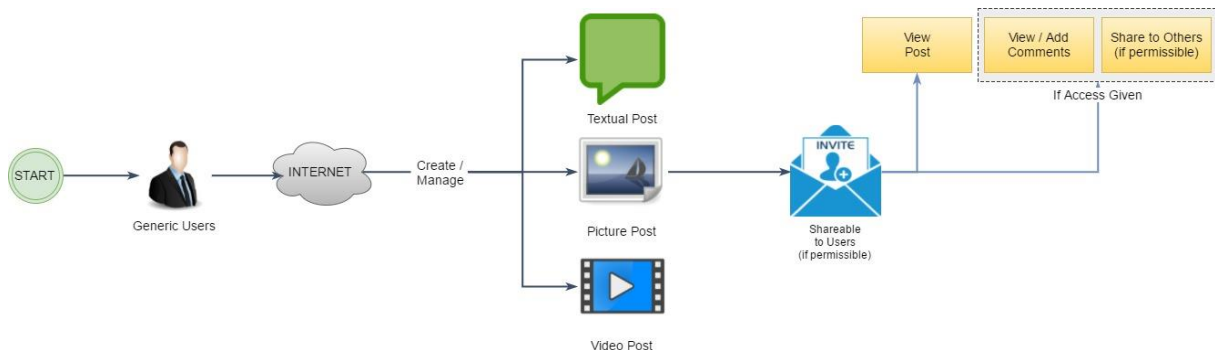
> There will be personal galleries or content that can be posted by users in their own wall.

> They can post the content that be text, links, images or videos. This post can either share to everyone (here everyone refers as publicly - open to all); only to followers; only to specific users or excluding specific users.

> The other users will able to like; comment or share the posted post further in their own wall or any groups, if permissable.

❖ **Chat**

> Matrix Media Solutions Pvt. Ltd.'s Development Team will be using 3rd Party Chat plugin for this integration. We are proposing to use Quickblox (Ref.: https://quickblox.com). This 3rd Party Chat plugin will be used for one-to-one chat as well as group chat. This can also be used to send individual chat invitation as well.

> Here the Live Chat will refer that a user can chat with support department like HRD, EDP or whatever will be defined as support department by Administrator and also able to share issues like leave application, salary issue, system issue, etc. The Support Department will thereafter create Ticket based on the chat conversations.

❖ **Polls & Surveys**

> The front-end users who are willing to create Polls / Survey, they will send request to their respective Department Heads / Administrator by creating the poll or the survey form.

> Once their request approves by their respective Department Heads, Administrator need to approve the same for final publication of the poll or survey. After the publication, the creator (hereby the users) will able to invite other users to take part in the same.

> The poll or survey can be Multiple choice questions or Image comparison with like/dislike options only.

- ➢ The Report will be generated that can be published publicly or only to Department Heads / Users who created the same.
- ➢ The poll or survey will have specific Date & Time for the individual user's online participation.

❖ **Track our CEO**

- ➢ Associate to CEO (P.A. or Assistant) or CEO themself will be able to publish whatever event they attending.
- ➢ By default, all will be shared to all users globally.
- ➢ However, for some events, they can make it as private or specific user shareable.

❖ **SHUROOQ on Internet**

- ➢ Data feed from Social Networks like Twitter / Facebook / Linkedin that will be pulled in the TAWASAUL network and vice versa. There will be option of ahring users own posting in the Social Networks like Twitter / Facebook / Linkedin. Permission of posting can be manageable by Administrator only.

❖ **Book Store**

- ➢ The E-book can only be uploaded either by Administrator / Department Head (permission for e-book upload by Department Head will be manageable by Administrator).
- ➢ All uploaded E-books will not be downloadable and only have view access.
- ➢ However, user who will be reading the E-books will be able marked the specific E-books as favorite and will be able to store in their account only for their future reference for viewing, if permissible.
- ➢ The Department Head, if will have permission will able to upload E-books and then either share across whole their respective Department or to the specific user in their Department only. However, for publication, Administrator need to approve the uploaded E-books for final publication.
- ➢ Administrator can directly upload E-books and share publicly or to specific users or to specific groups or to specific departments.
- ➢ There will be categories mapped with all E-books.
- ➢ User will be able to mark some category as favorite list so when new ebook uploaded in that section, they will receive notification, else not.
- ➢ Whenever a user will be assigned to any training, they can request admin for providing access to uploaded training E-books with proper authorization approval from their respective Department Head. After approval, they will access to training material for specific date and time period, respectively.
- ➢ Employee will have an option to leave comments and rate the ebooks.

❖ **Galleries (Image & Video Content)**
  ➢ The Corporate Event and Destination Event Gallery images will be uploaded by either Administrator or Department Head only.
  ➢ If Administrator will give permission, the user will able tag another users, will able to upload images and tag to the specific Corporate Event and Destination Event visits or able to keep private to themselves only.
  ➢ The images that will be uploaded will have default uploading date & timestamps, place tagging and other user taggings, if permissible.
  ➢ The other users will able to comment and like/dislike, if permissible.

❖ **Self Desk**
  ➢ There will be Knowledge base management with basic functionalities and manageable by Administrator only.
  ➢ The FAQ section; Help Articles Section and "How to..?" section will be manageable by Administrator only and will have basic functionalities.
  ➢ Hereby, "basic functionalities" refers to:
    ▪ Adding individual content's category and sub-category.
    ▪ Adding Subject; Long Description; Attachments (if any) for individual content upload.
    ▪ Users will have option to comment for each individual content.
    ▪ There will no reply option for Users comment, however, any user can inpendently comment in-respect of other user comments.

❖ **Settings**
  ➢ User Settings (both generic users and department head users)
    ▪ User will have the tool to translate the post in either English or Arabic on the fly.
    ▪ User will able define their choice of language as by default.
    ▪ User will able control what type of notification they want over mail notifications.
    ▪ User will able define interval of receiving mail notifications like hourly, daily, weekly.
    ▪ User will able update profile image or personal details at any moment.
  ➢ Administrator Settings
    ▪ Administrator can set blacklisted words so if some user post with these specific words, those will be converted to star icon.
    ▪ Administrator will able to create custom pages like "About Us" with basic layout.
    ▪ We will be using default Admin Template for Administrator Control Panel.

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7. Modules

Admin Modules	Front-End Modules
• Basic Setup • CMS • Employee Management • Groups Management • Events Management • Birthday Event Management • Event Gallery Management • Polls Management • Survey Management • E-Book Store Management • Knowledge Base Management • FAQ Management • Settings • Custom Pages Management • Role Management • Menu Management • Reports (We Will Provide 5 Basic Reports) • Notification Management	• Basic Setup • CMS Pages (Like About Us, Contact Us Etc.) • Employee Register • Employee Login & Dashboard • Employee Edit Profile • Employee Change Password & Forgot Password • Groups Activity & Creation • Event Calendar • Birthday Calendar • Other Calendar • Event Gallery View, Creation & Tag • Follow • Organization Chart • Directory Listing • Chat (3rd Party Plugin Integration) • Polls • Survey • Track Our CEO • SHUROOQ on Internet • Book Store • Online PDF Viewer (3rd Party Plugin Integration) • Comment • Like & Dislike • Knowledge Base • FAQ • User Settings • Notification Settings

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8. Project Ballpark Milestones

Milestones	Modules	Task	Start Week (estimated)	End Week (estimated)
One	Project Kick-Off	Meeting	1	1
	System Analysis	Analysis	1	3
Two	Wireframing & HTMLization	Wireframing	3	8
		Designing	6	10
Three		HTMLization	8	16
	Web/Mobile Development	Employee Profile	10	12
Four		Groups	12	14
		Directory	14	15
Five		MY Place	15	17
		Chat	17	18
Six		Calendars	18	20
		Track our CEO	20	21
Seven		SHUROOQ on Internet	21	22
		Polls & Surveys	22	24
Eight		Book Store	24	26
		Galleries (Image & Video Content)	26	28
Nine		Self Desk	28	30
		Settings	30	32
	UAT	UAT Stage	27	35
	Go-Live	**Go-Live**	**35**	**36**

**Please note that above milestones are ballpark which may vary during actual Project Planning.

9. Deliverables

Sl. No.	Phase/Activity	Deliverable
1	Planning	Project Plan
2	System Analysis	System Requirement Specifications Document
3	Development	Intermediate releases
4	Application Testing	Test Plan, Test Cases
5	Implementation	Application executable, database, source code
6	Deployment to Live	Release document
7	Warranty	90 days
8	Project Management	Project Periodic Status Report

9.1. Assumptions

1. We will be responsible for Designing & HTMLization. The branding (inclusive of Logo) will be provided by client.
2. There will be at most 2 revisions for any initial design submissions.
3. Testing will be done based on the browser list that is in scope of the project.
4. All the business rules and necessary documents, information and support will be available from Client whenever required.
5. Estimate may change during requirement analysis phase if the requirements are found to be substantially deviating from initial understanding / scope provided during RFP stage.
6. Server / Hardware Hosting Service will not be provided by us.
7. We will be using QuickBlox - the 3rd Party Chat plugin. Henceforth, we will not integrate any custom functionality which this chat plugin unable to provide. We will only be able customize with provided features.
8. We will be using Angular PDF Viewer - the 3rd Party E-Book Viewer plugin. Henceforth, we will not integrate any custom functionality which this plugin unable to provide. We will only be able customize with provided features.
9. Any type of 3rd Party that needs to be integrated in the project should be purchased by client. We will only integrate those with the project.
10. We are keeping "Fun Zone" out of this scope.

11. We will be using default Admin Template for Administrator Control Panel segment.

12. There will be provision of all 2 languges for all front-end websites – English & Arabic. However, the admin control panel will be in English language only. The design & development will be in English language only.

13. AD verification will only work during the AD Server availability only. If anyone changes password of the super-admin in AD, same needs to be changed in Tawasaul else, the employee login verification process will not work. The group policy applied of individual users in AD server will noway will be applicable in Tawasaul. The AD authentication will only be used for individual user login only, rest will be manageable via the Tawasaul application only.

14. Anything additional request made by client in later stage and the following is not in the scope will be treated as "Change Request". Separate estimation will be provided on the same. The "Change Request" process has been shown in Section 11.

15. The estimation has been done based on the basis of the above stated assumptions and functionaries detailed out in this document.

9.2. Acceptance Criteria

A deliverable will be accepted by Client when it satisfies the scope of work described in this document, and it contains the content described in the Deliverable section. In addition to get final acceptance when all deliverable are in UAT and Production environments.
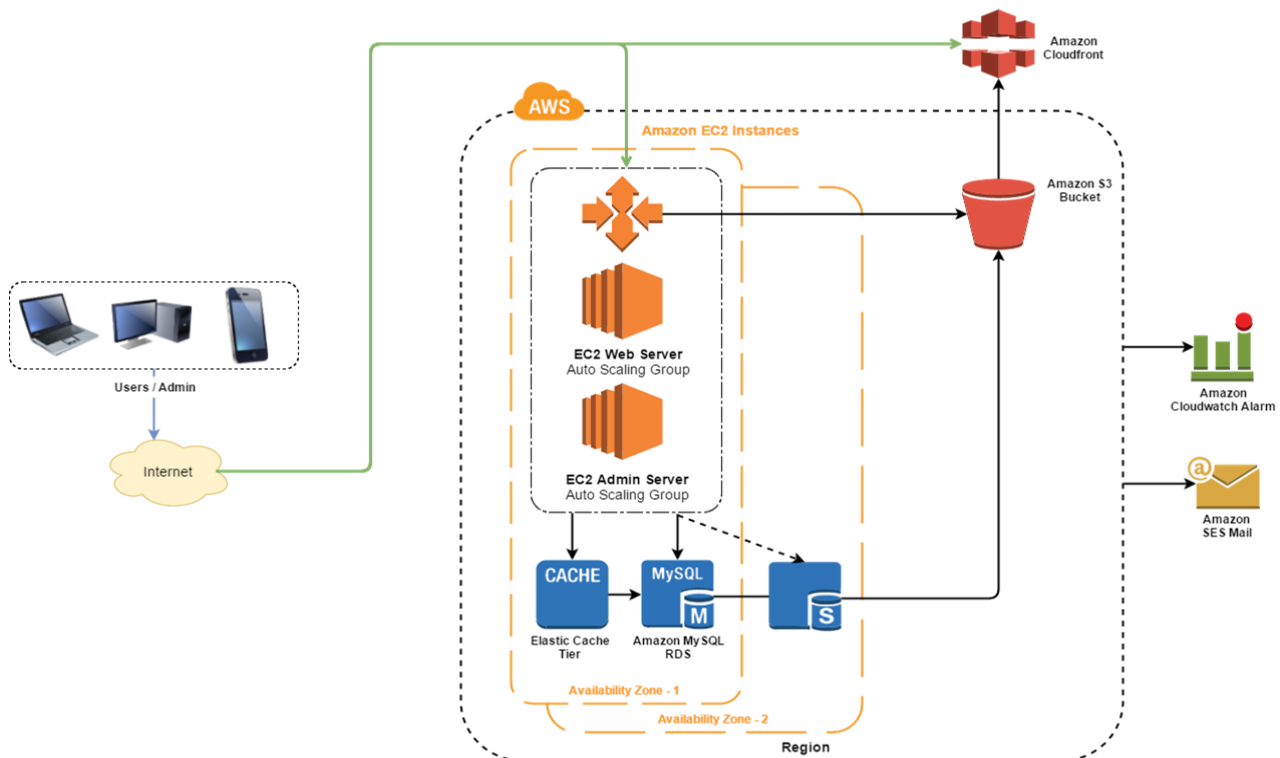
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10. Technology Platform

10.1. Software Details:

## 10.2. Recommended Server architecture using Amazon Cloud Service

10.3. Browser Versions:

Mobile Platform Browser			
iPad and Android Tablet	**iPhone**	**Android**	**Windows Phone**
✓	✓	✓	✓
iPhone OS (v7 & above) and Android OS (v4.x)			Windows (v8.1 & above)

Desktop Platform Browser			
BROWSER Versions	**OS List**		
	Windows 8	**Windows 10**	**MAC**
Internet Explorer (v11 & above)	✓	✓	
Safari (v9 & above)			✓
Mozilla Firefox (v50 & above)	✓	✓	✓
Google Chrome (v52 & above)	✓	✓	✓

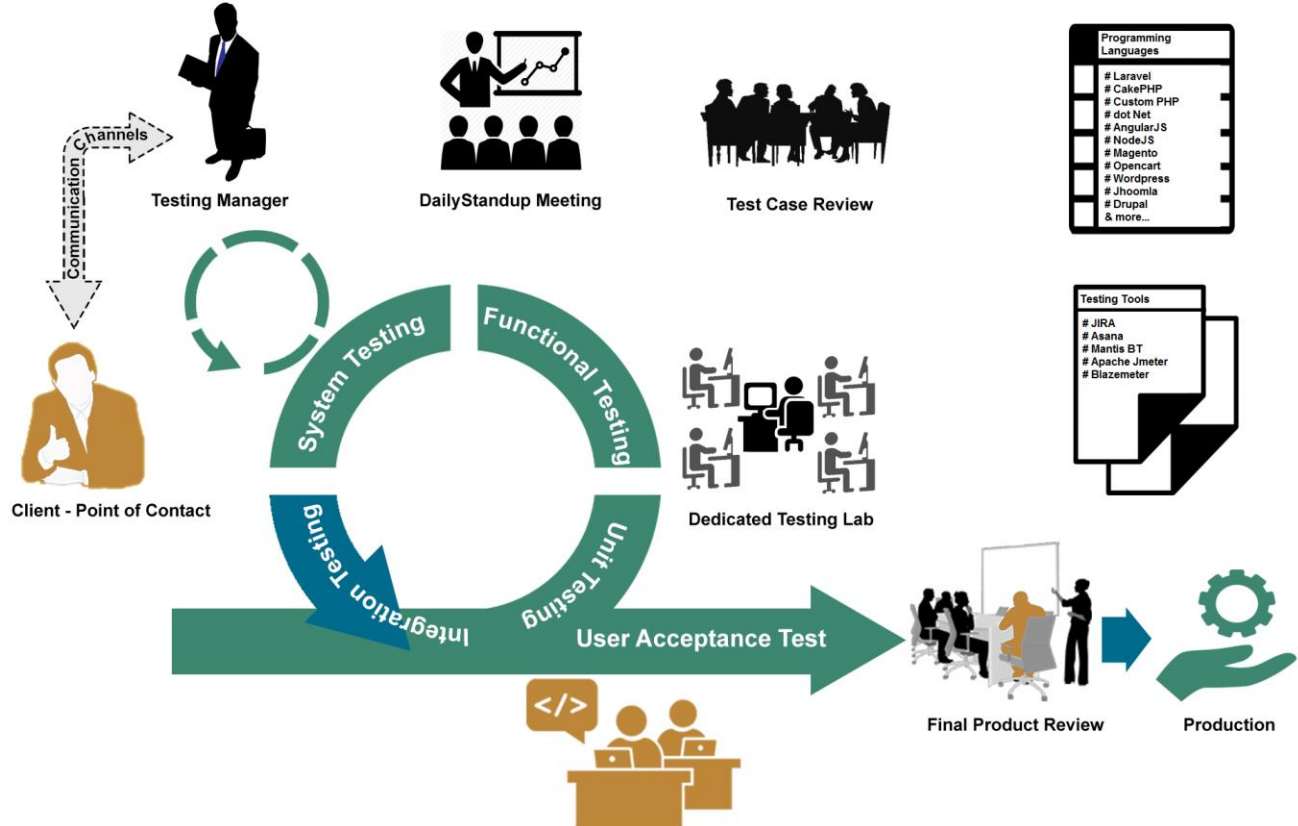<-- This space has been intentionally left blank. -->

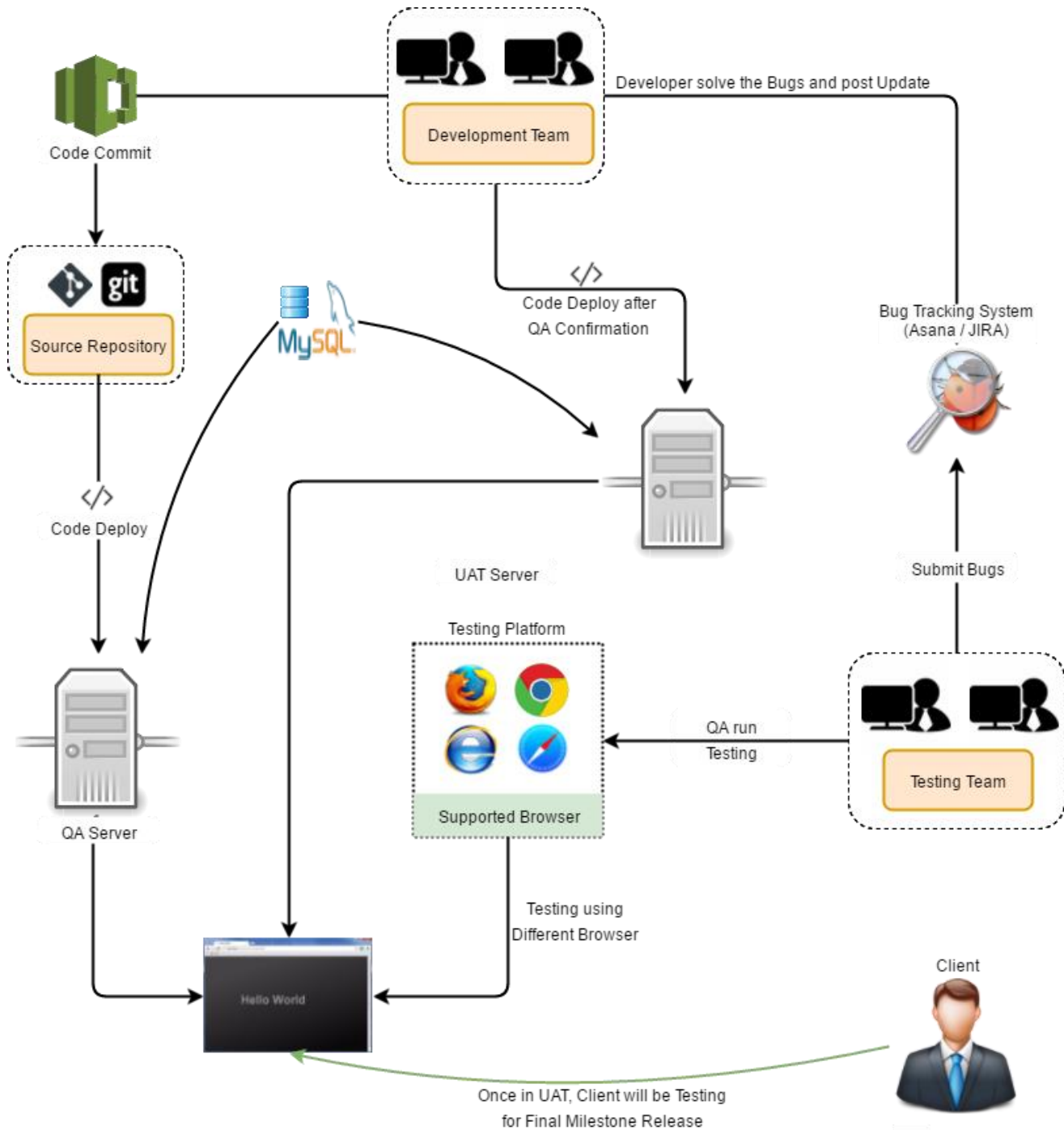## 11. Resource Involvements
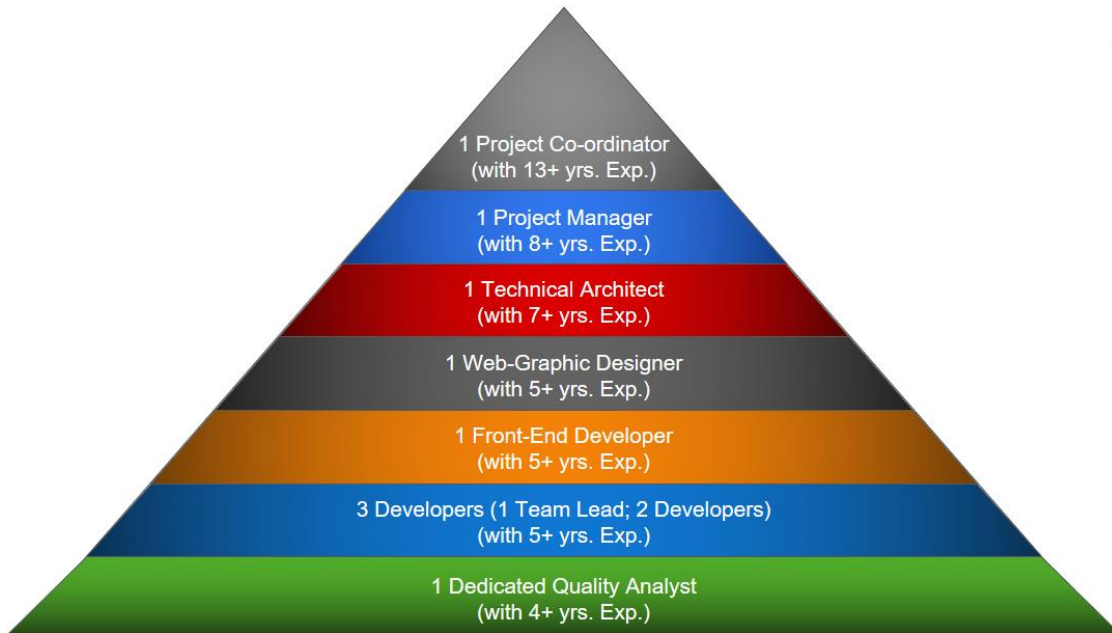
12. Project Management Methodology

13.Testing Methodology

14.Change Request Process
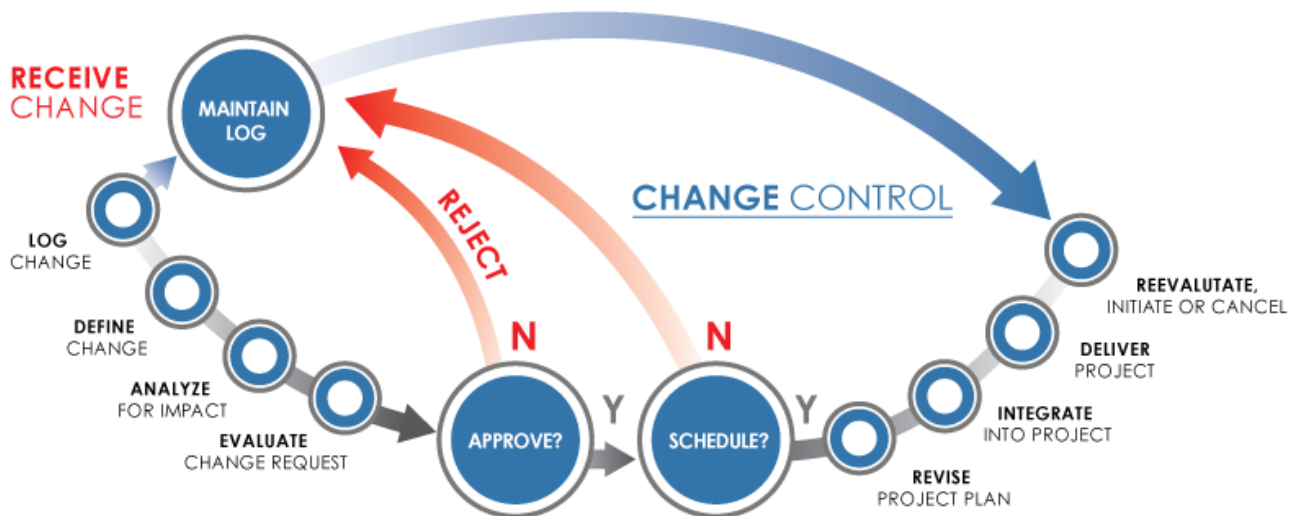
15. Development & UAT Methodology

16.Commercials

The costs required to implement this work as documented above has been estimated as below.
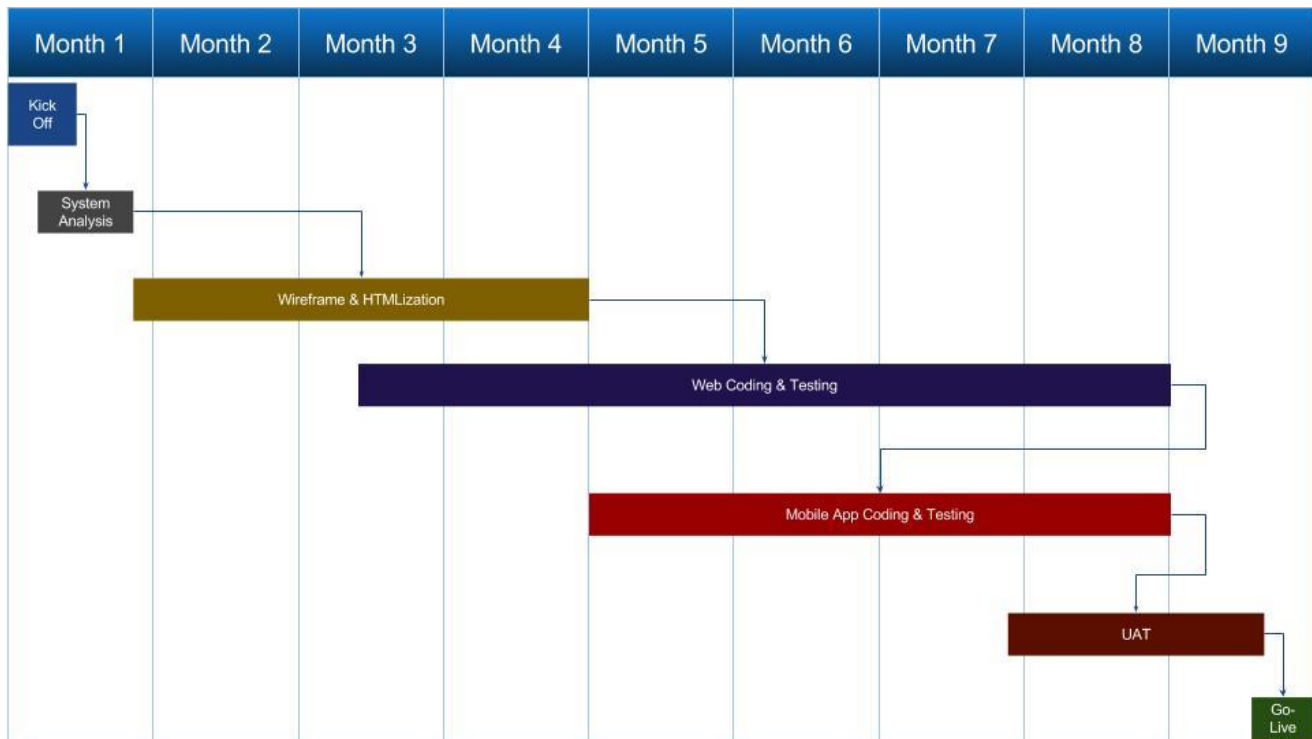
Any future change(s) might result in revision of the effort estimate and milestone plan. Changes will be handled via the Change request procedure. Invoicing will take place on terms stated below:

Sl. No.	Items	Estimates (hours)	Costs (USD)
1	**Web Designing & HTMLization**	360 hours	
2	**Mobile Designing & Slicing**	200 hours	
3	**Website Coding & Testing**	780 hours	
4	**App Web Service**	200 hours	
5	**Android App Coding & Testing**	750 hours	
6	**iOS App Coding & Testing**	750 hours	
	TOTAL	3,040 hours	

16.1.Payment Terms:

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17. Implementation Schedule

18. Risk Mitigation

Risk	Probability of occurrence (%)	Impact/ Consequences	Mitigation Plan
Poor communication	High	May lead to discrepancies in requirements understanding May induce schedule delay in the project May have cost implication as well	Frequent communications between development team leads and the Client will be done. Minutes of meeting for any such communication will be recorded/ documented and circulated to all members for future references.
Unknown dependencies	Medium	May induce schedule delay	We and Client will specifically discuss on all user/ technology constraints identified for the project during system

Risk	Probability of occurrence (%)	Impact/ Consequences	Mitigation Plan
Other activities in an enterprise such as previously set database system upgrades, hardware outage plans, or business outcomes that are not identified.		and budget creeps.	study and analysis phase. Any discrepancies will be resolved immediately to reduce rework later. Detailed contingency plan will be prepared during system analysis phase based on risk identification. Risk control boards will monitor project risks continuously and update the risks accordingly.
Incorrect and/or unmanaged assumptions Assumptions regarding performance, functionality, or delivery that have not been articulated or recorded and managed.	Low	May induce severe rework in the project leading schedule and budget overflow.	Technical assumptions will be quantized as much as possible during system analysis phase and agreed upon. All assumptions by either us or Client will be discussed and documented in SRS. Frequent communication with Client throughout project life cycle will help to reduce such assumptions. All risks will be identified, monitored and revised using formal risk management methodologies periodically by us.
Scope creep Including informal, small changes on an ongoing basis outside of a change management process.	Medium	Will induce severe delay in the project and budget overrun.	Client will provide all data and information required for the development of the project during system analysis phase including constraints and assumptions. SRS will be prepared and sent to Client for periodic review and approval. Any discrepancy will be immediately brought to notice and corrected. Once SRS is finalized and approved, any additional changes will be

Risk	Probability of occurrence (%)	Impact/ Consequences	Mitigation Plan
			managed through change management process. All change requests will be documented and circulated to all stake holders.
Skills mismatch and resource shortages Critical business/ technical/subject matter experts not available on a timely basis due to external circumstances. Staff inexperienced or untrained in the business or technology.	Medium	The project will get delayed. The software may not function as expected.	Client will be informed in advance for any such requirement. Proper resource pooling will be used in-house and trained in required skills for any such contingencies. Domain expert on respective fields from Client/ external will be consulted to acquire more knowledge as and when required.
Expectations not clearly defined	Medium	The system will not function as expected, requiring rework, finally resulting schedule & budget overrun.	All expectations and implications will be documented and approved by all stake holders. Any assumptions and constraints will be discussed. Periodic review meetings will be held to remove any misunderstand dings.
Not incorporating organizational change Since the project is going to	High	The project may get delayed in training new resources for the project.	Organizational impacts of the new system such as job role changes, revised scopes of authority, increased levels of visibility, documentation and training will be reviewed periodically in terms of the project. All such incidents will be

Risk	Probability of occurrence (%)	Impact/ Consequences	Mitigation Plan
continue for more than 1 year, it is likely that there will be change in resources, resource responsibilities, etc.			planned in advance and new resources will be trained in advance.
Change of sponsor	Low	May lead to cancellation of the project or delay in the project delivery.	Reorganizations that introduce new leadership that requires time to accept the business case or question the assumptions of the case.
Lack of information regarding volume and size of data	Medium	May cause insufficient server space issues or slower performance	The limitations will be documented after SRS and architecture are finalized
Lack of information regarding file types	High	May cause error while playing file-types that are not supported by the application	After discussion with Client, an exhaustive list of supported file types will be published.
Access to information	High	May become a threat to information security	Significant level of security to be implemented

--- End ---