

Project - Figs - Activity 1

Team Members

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Project Background and Business Needs

The pandemic has caused an increase in demand for the food bank's assistance. This has put a strain on the food bank's current hamper system and they are unable to serve their customers as efficiently as they would like. This has created high wait times resulting in those who need assistance to hang up and solve their problem by themselves.

The food bank need a system in place to reduce wait times so that there are less people leaving and more getting the help in need. The Regina Food Bank would like system in place to help customers order food hampers in advance so that they can order food on their own time, reducing wait time severely and increasing those who are receiving food from the food bank.

Northstar Customers

Chronic and Episodic users of the food bank. They will be the ones who use the product the most

Carryover Customers

The one-time users of the food bank who will be using the product only one or twice to order their hampers

Assumptions

- Program will be created through WordPress

Limitations

- Knowledge of WordPress
- Experience in website design

Meeting Notes

Required Features

- Deduplication system (Unique ID System)
 - Users should only be registered once
- Capacity monitoring - **MVP**
 - Make sure the food that is being taken is available

- New Users and Old Users should be treated different - **MVP**
 - No need to register more than once
 - Process should be:
 - Streamlined
 - Quick
 - Simple
 - Limited Data Set