PLANS AND PROGRESS

* Here you should give as much detail as you can about what your project will do, and how you will do it.
* This should also include how far you have got with developing any features or outcomes from your project.
* Tell us about the “story" of your project – how it began, how it has progressed, and what stage of the plan you are up to.
* Include any dead-ends you may have followed, decisions made, and changes that have been made to the project plan.
* This will need to include a significant amount of detail, so that it is easily seen what precisely you have done and are planning to do.
* If it helps, imagine the information that would be required if you were to hand this project over at the end of the semester to a new team to complete the job.
* What would you want to know, if you were one of the people taking over?
* *There is no set length for this section, but it is hard to believe that less than two pages could be adequate. Three or four pages is far more likely.*

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**INTRODUCTION: STORY | PURPOSE | PASSION**

* **Tell us about the “story" of your project – how it began, how it has progressed, and what stage of the plan you are up to**.

XVI from the Royal Melbourne Institute of Technology University, have come together to expand on an idea that came from an individual within the team. The SocialCare Chat will allow for the elderly or those with a disability, to connect and engage with their loved ones through the use of technology. We all have such fond memories with our grandparents and love them dearly however, not being able to visit them makes it really difficult as they tend to get lonely. During the unprecedented times we face through the COVID-19 pandemic, the idea of SocialCare Chat was born.

The focus of this application is to make digital contact with family and friends uncomplicated for those that may struggle with technology as well as incorporating brain teasers.

The depth of creating a web and mobile application were not initially realized hence we have taken a step back to plan the development of both. This is detailed throughout this report.

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**THE SOCIAL CARE CHAT IN DETAIL**

* **Here you should give as much detail as you can about what your project will do, and how you will do it**.

The SocialCare Chat project will require various technical skills in order to successfully create and launch. The team at XVI worked really hard over 6 weeks with the hope of having a beta product. XVI were unable to meet the demands of creating a web and mobile application due to the extensive work that is required, therefore they predict their beta product will be ready by XXX.

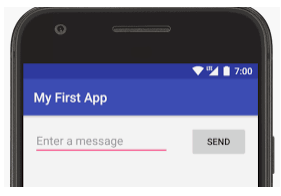
The SocialCare Chat application is intended to be in the form of a web and mobile application that is intuitive and user-friendly for our beloved elderly. Through mobile application, we aim to have voice operated commands, a navigational layout that is simple to understand and straight forward with the use of buttons. We will intend to use clear and concise language that steers clear from jargon and any form of millennial language. Ideally we hope to implement different language options as we work to cater our application to as many as possible. Languages will be analyzed to determine the most common language in our Australian elderly population, as well as considering the depth of the language. We wanted to understand the phycology of colors and utilize such colors that will resonate with the elderly generation and have a positive influence. The color scheme we have chosen will be that of a simple setting with blue and white theme. Most, if not all of these functionalities will cross-over with our web application with the exception of voice operated commands.

The SocialCare Chat will consist of few features as we aim to solve a specific need, which is connecting the elderly with their loved ones; this will be through the use of text, audio and video chat.

As a starting point, the home page will have a login or sign up option, there are two options when signing up depending on your age. We have designed The SocialCare Chat specifically like this so the end-user experience will be catered to them specifically. For example, the design of the elderly interface will be clear and simplified. Whereas the alternate interface will have additional functionalities and an interface that is slightly different. This is to ensure every one of all ages can use the application and those that require additional support, can get it.

Now let’s take a look at the interface for the elderly..

Connect with loved ones…..

The text function will be a simple design for ease of use and will ideally have various language options so those who may not understand the English language as well as their own native language, can still connect with their loved ones with ease. Our beloved elderly will also be able to send and receive photos through the text interface (provided their phone supports it).

More to be added here……………………………………

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The audio function will essentially be exactly what a standard phone keypad is deigned like, however, the difference is that they don’t need to search for names and numbers, they can identify their loved one through a photo. The aim is to minimize any sort of confusion and overwhelming feelings they may get when attempting to go through the phones address book. To make the call, they will need to locate their loved one by their photo (and name) and simply

The video interface will also be very simple,…..

The final feature of The SocialCare Chat are the games! It is important to keep the brain as active as possible and to exercise the muscle so, we aim to have a variety of the games that our elderly generation may find interesting enough to get involved. Initially we will look to include games such as *chess and checkers, and cards and continue to add games and brain teasers as time progresses.*

All aspects of the application are important and have a pivotal role. It is imperative we design the mobile application to be user-friendly and intuitive.

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**SOFT WARE WE USED / INTEND TO USE**

There are three main online application development tools: Amazon Web Services (AWS), Google App Engine and Microsoft Azure. We intend to create a web application that can also be accessed in a mobile format. After careful consideration at XVI we have decided to go with Microsoft Azure in conjunction with Microsoft Visual Studio as our development suite, storage warehouse and launching platform.

Microsoft Azure offers extensive testing and DevOps tools, expansive middleware, an enormous data staging ground that scales with usage, virtual machines to use as containers and simple compatibility with Microsoft Visual Studio for front-end support as well as an unimaginable amount of other functions.

We are able to use Java to code the back end and .html for the front-end in Microsoft Visual Studio. Both offer fantastic platforms to work off and have shared functionality between the two – meaning; we can use those two Microsoft products for most of our project without leaving a conjoined Microsoft suite. After development of our application, we can perform containerized testing against massive, pre-structured data-pools created by Microsoft, also in Azure, that replicates devices in real-world situations. This ensures we can perform thorough testing without having to establish real-world scenarios, expanding the scope of our testing and giving us an opportunity to ready ourselves for market. These tests will then allow us to go into alpha-testing in isolated, situationally specific, environments like aged-care facilities and schools.

As SocialCare Chat grows, so will the staging ground set by Microsoft Azure. With extra data availability and future development capabilities always at-the-ready Social-Care Chat, like the market and our families, never has to stop growing.

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**“CONCLUSION | EXPERIENCE”**

* **Include any dead-ends you may have followed, decisions made, and changes that have been made to the project plan**.

XVI want to create a web and mobile application designed specifically for the elderly. We devised a plan on how we will go about creating our beta application. Initially we explored and compared Microsoft Azure, Amazon Web Services and Google Engine. We ultimately decided to use Microsoft Azure. The entire team signed up and proceeded to learn Microsoft Azure, only realize how extensive the platform is. It became a little overwhelming for all and with little time, the team was starting to stress.

Whilst attempting to learn Microsoft Azure, we were also working through how we were going to develop the desired applications. We investigated the use of a third party such as Flutter or Appi Pie however, we weren’t satisfied with these options because we wouldn’t own our data. We also considered learning a new code language and develop the application/s from scratch.

As a team, we decided to do it manually as we would learn more from the experience and develop our new found skills. More investigation of a range of software and code languages was done to decide on what we would use for this component. As half the team was comfortable with Eclipse, we decided to continue using this software and coached the others how to download it if they were interested in potentially learning. The language we chose was Java as half the team is currently learning something similar in Introduction to Programming, so we thought we may be able to easily transfer what we have been taught and learn along the way. We opted to use JavaFX as this allowed us to put together an application and Java would code such application, without us having to manually code it. We thought this would be the easiest and most effective way of developing our applications.

The team decided it would be useful to start learning Java through the use of YouTube, we found a channel that had 68 videos at approx. 13 minutes on average. The team felt quite overwhelmed however began watching Java tutorials.

It was at this point that a team member put their hand up to say they didn’t have the capacity to take this huge project on over the next 4 weeks due to work commitments. It was then another member from the team reached out to the groups tutor to discuss actual requirements of assignment 3 as we felt maybe we were being too ambitious.

It which we realized we were after this conversation took place.

The team reevaluated what needed to be done and instantly felt like they were back on track with a clear understanding of what needs to be done……

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**HOW FAR HAVE WE ACTUALLY HAVE COME…**

* **This should also include how far you have got with developing any features or outcomes from your project**.

The SocialCare Chat is quite a big project so rather than focusing on the development of the applications, we proceeded to focus on what our desired result will be exactly, how we will achieve it, what we will need in order for it to be successful and by when do we want it ready by.

We began by creating a storyboard of how we want our mobile application to look, covering design and functionality features including the following:

* + - *In general, We want the mobile application to be user friendly so we will use big buttons and clear, simple text*
    - *We want the elderly to know it’s designed for them so we aim to have a background that will resonate with them*
    - *We want natural colors*
    - When signing up to SocialCare, there will be an option for those 65 and above
      * Here they will register their main contact
      * This connects their loved one directly and allows them to assist and control settings
    - Once signed up, the interface is simple and straight forward
    - The next screen will have four options for the user to choose from including;
      * Chat
      * Games
      * People
      * HELP
    - The chat option allows them to decide between;
      * Text chat
      * Video chat
      * Voice chat
    - Through the games button, they will have access to play a range of games and brain teasers
    - They can also opt in to challenges and compete against their connections
    - The use of photos are there for the elderly to be able to identify their connections with ease
      * Once they select their connection, they can decide to chat with them or play games with them directly (without having to search)
    - They will also be able to view who has requested to connect with them and approve/decline accordingly
    - The HELP function allows them to notify their main contact that they are having issues
      * We plan to collate data of what the main concerns would be and intend to have a few options they can chose from however to begin with we will look to only have password help option
    - Those 64 and under will have a separate login and will not need to register a main contact
    - Their layout will be similar however will have an expandable navigation bar on the left
      * This is where they will be able to access controls of their elderly user
        + Assist when they require HELP
        + Update setting preferences etc.
      * Manage their main connections (they can have multiple)
      * Notifications
      * Access games and chat features
      * They also have the ability to “add connections”

**Strategy ??**

* Expand mobile application to web application

***Marketing/Launch???? Does/can this be used/incorporated?***

*The first stage of the XVI advertising and launch plan for SocialCare Chat will focus on creating brand awareness through connecting with various managers and owners of elderly and disabled care facilities. To show them the product, how easy it is to use and discuss whether they would be interested in and find benefit from having our software in their facility. Once we have several care facilities on board with instalment, we will roll out the application on both the Google Play Store and Apple AppStore to follow, so that the relatives of those in these care facilities can download the application. This will allow users to communicate with their loved ones during times when face to face visits are not an option, like with the current COVID-19 climate.*

*The second stage of our advertising plan for the SocialCare Chat software will predominately focus on advertisements towards older demographics. Instead of using digital advertising, we will be using print media, radio and television advertising to create awareness around our software. A variety of promotional content will be required, such as images of individuals using our software, and a short informational video that can be used for television. The advertisements will all focus on the benefits of SocialCare Chat, the ease of use, our contact information, and how to download or receive our software.*

*While digital advertisements will not be our primary focus for advertising, we will be looking at gathering and analysing data from a small run of advertisements on digital platforms such as Facebook* and Twitter. This information will help us determine whether it is important for us to focus on ads in this direction as well.