



# South End Day Care

## *Statement of Work*

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## WHY ARE WE HERE?

South End Community Day Care is a childcare facility located in downtown Halifax. They offer different programs for children between the ages of 6 months to 5 years old. South End Day Care strives to provide the best possible care to children, as well as ensuring that their early development is carefully considered by offering a variety of enriching activities. They also provide an after school program for elementary students in grades primary to six.

Our team plans to provide better communication between South End Day Care and the parents of their current students, as well as parents of prospective students. Currently, the South End Day Care website is facing some issues such as the ability to easily update site content, and provide parents with current information about the status of the day care. Additionally, the South End Day Care would like to automate some of their administrative efforts by moving the management of the facility waitlist online, and finding a solution for the online management of student medical records. To address these concerns, our main objective will be to provide a new website that facilitates the communication efforts of the day care and their clients. Additionally, we plan to implement a waitlist feature that will allow prospective parents to indicate their interest.

In our initial meeting with South End Day Care, it was decided that a presentation of the new design would be made to the board of South End Day Care on the last Monday of June. It was also determined that a user manual would be submitted with the final submission a user manual would also be submitted, and a session to explain how to use the website would be conducted by the team.

# SHORT PITCH

The South End Community Day Care and the parents of its students need an updated website providing detailed information about the facility. The daycare staff would also like to facilitate some of their administrative efforts by moving the daycare waitlist online, as well as the storage and management of medical records.

The South End Day Care Community Outreach team will provide the daycare with an updated website that, unlike the current site, provides the ability to add video content, update the daycare status, and manage the waitlist. The team will provide training on how to use the new features. The team will also research the online management of medical records and provide their findings, and recommendations to the client.

# PROJECT BENEFITS

- A user can navigate from one webpage to another by using the navigation menu.
- A user can be added to the waiting list by filling out and submitting a form through the website.
- An administrator can update whether the daycare is open/closed by using the administrative dashboard to change the information displayed on the homepage.
- An administrator can view, update, and maintain the waiting list by having the option to update and/or delete individuals in the waiting list.
- An administrator will be able to add video content to pages on the website using the administrative dashboard.
- Administrators will have a non-technical step-by-step documentation of how to use all the features, and update the site content.

# PROJECT SCOPE

<i>In Scope</i>	<i>Out of Scope</i>
<ul style="list-style-type: none"> <li>▪ Visually improving the website with an updated layout to be agreed upon by the client and the team</li> <li>▪ Adding a status feature to declare whether the facility is open or closed to the homepage that can be updated by the daycare staff</li> <li>▪ Creating a feature that allows the addition of video content to web pages</li> <li>▪ Letting new prospective parents add their children to the waiting list by filling out a form</li> <li>▪ A feature to allow the staff to maintain and update the waiting list</li> <li>▪ Creating a document containing non-technical step-by-step instructions for site administration</li> <li>▪ 3 one-hour training sessions about the functionality of the website for the staff at the daycare site</li> </ul>	<ul style="list-style-type: none"> <li>▪ Making the website functional on other devices or resolutions</li> <li>▪ Maintaining the website after the hand-off to the client</li> <li>▪ Implementing a system for the storage, access and updating of medical records of students</li> </ul>
<i>Unresolved</i>	
<ul style="list-style-type: none"> <li>▪ Deploying the website on to the client's server</li> <li>▪ Researching and recommending a solution for storing, accessing and updating medical records of students</li> </ul>	

Table 1 Project Scope

# KEY STAKEHOLDERS

## Primary stakeholder

The term 'primary stakeholder' describes individuals or groups that are directly impacted by the project. Primary stakeholders must recognize the competing needs of project, operate the project in a manner that will promise the delivery of the project expected by each stakeholder, and minimize possible negative outcomes. User groups under this category are project owners (Stephan Warnat and South End Day Care board members) and the South End Day Care Community Outreach team.

## Secondary stakeholder

The term secondary stakeholder describes people or groups who will not be directly affected by the solution. Secondary stakeholders will contribute in the aid delivery process. User groups under this category are project coordinator and South End Day Care users.

<i>User Group</i>	<i>User Group Name</i>	<i>Roles</i>	<i>Stakeholder Level</i>
1	Website Administrator and Project Owner (Stephan Warnat)	<ul style="list-style-type: none"><li>▪ Defines scope and make decisions</li><li>▪ Identifies and examines the solution</li><li>▪ Uses the solution</li></ul>	Primary
2	South End Day Care Development Team	<ul style="list-style-type: none"><li>▪ Find solution</li><li>▪ Develop solution</li><li>▪ Test solution</li><li>▪ Communicate with other stakeholders</li></ul>	Primary
3	Project Coordinator (James Fleming)	<ul style="list-style-type: none"><li>▪ Make decisions</li><li>▪ Examines and evaluates the solution</li></ul>	Secondary

4	South End Day Care Users (Staff, Parents)	▪ Use the solution	Secondary
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Table 2 Primary and Secondary Stakeholders

## YOUR PROPOSED SOLUTION

After meeting with the client, the team has decided to focus on creating a fully-functional website using WordPress. WordPress provides a simple and efficient way to update and maintain the website for non-technical users. The “fully-functional website” that our team will deliver includes the completion of an staff maintained open/closed day care status on the homepage. The website will also include a page with a “waiting list” form, which prospective parents can submit to add their child to the waiting list for the facility. Upon submission the daycare administration will be able to manage the waiting list. Documentation of each aspect of the website development will be recorded to help with future development updates. Additionally, non-technical step-by-step instructions of how to use all the features, and update the content will be provided to the daycare staff.

## RISKS

<i>Risk</i>	<i>Type</i>	<i>Impact</i>	<i>Resolution</i>
Existing features being compromised such as the ‘News’ section setup on the current site.	Manageable within the team	Important features may be missing from the final deliverable and lead to client dissatisfaction.	Ensure that the proposed solution meets the client’s needs. Discuss any proposed changes or removal of current features of the application with the client prior to implementation.
New features not being completed	Manageable within the team	New features may be missing from the final deliverable and lead to client satisfaction and an unfunctional application.	Ensure that the backlog is being managed according to schedule and that the planning phase allows for realistic timeframes. In the event that the development is behind schedule, prioritize important features and reassess the scope. Ensure that client agrees with all scope changes

Team member drops the course	Manageable within the team	Schedule may be compromised if team member worked on a feature on their own without any communication with other members.	Preventively attempt to resolve this issue through paired programming and constant communication with team members. Work may be redistributed.
Team member Absenteeism	Manageable within the team	Schedule may be compromised and workload may be redistributed amongst group members depending on severity of absenteeism.	Refer to Team Charter for managing the conflict.
Security breaches	Mostly unpredictable	Staff, parent, or website information may be breached through improper database setup and staff training.	Preventively attempt to resolve this risk such as hashing important information into the database. Ensure that staff and the admin have different roles and user permissions. Properly train staff and website admin.
Client absenteeism	Team/Client risk	Client will not be present for 3 weeks of July and may result in important information not being communicated promptly.	Preventively attempt to resolve this risk by ensuring that all critical information is communicated prior to client's absence.
Underestimating the project timeline	Team/Client risk	Feature completion predictions may have been inadequately assessed. Team members may lack certain technical skills which may increase the development time for certain features.	Consistently assess progress to ensure that the schedule is being met. If the schedule is not being followed, then the backlog will be reassessed and timelines may be redistributed to meet all the features. Such a review will be conducted on the completion of each milestone outlined in the schedule.
Scope/feature creep	Team/Client risk	May increase the project timeline and cause features not to be implemented.	Consistently assess the Statement of Work to ensure that the scope is being followed. In the event of scope or feature creep, assess whether the change is critical and determine if

			there is enough time to add the feature through a majority group vote.
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Table 3 Risks

## THE SCHEDULE

<i>Milestone</i>	<i>Tentative Due Date</i>	<i>Notes</i>
Statement of Work	Friday, May 20th	This is a firm deadline and was determined by the class schedule. However, if any changes to the statement of work are requested by the client, this document will be updated and finalized by a new deadline to be determined.
New Design/Layout of Content	Tuesday, May 31st	
New Layout Implementations and day care Status Update Implementation	Wednesday, June 15th	
Midterm Presentation	Week of June 20th	The real date for this milestone will be determined between the client, team, and professor closer to the date of the presentation.
Presentation to Day Care Board	Monday, June 27th	This date will be confirmed by the client when the Day Care Board has set a final meeting time.
Wait listing Implementation	Thursday, June 30th	
Investigation of Medical record storage, access and updating	Thursday, July 7th	This is a tentative milestone and deadline that may be subject to change depending on the final scope of any medical record



		storage/update/access features.
Final Presentation	Week of July 11th	The final date for this milestone will be agreed upon by the client, team and professor closer to the presentation date.
Possible deploy of updated site to client server	Week of July 11th	This is a tentative milestone and deadline that may be subject to change when the scope of the project is finalized.
Sign off on completed project with client	Friday, July 15th	
Delivery of Documentation	Thursday, July 21st	
On-Site Training	To be scheduled by the team and South End Day Care staff between the Final Presentation and July 31st. Three training sessions of one hour each.	

Table 4 Schedule

## IDENTIFYING AND MEASURING SUCCESS

The South End Day Care project will be considered successful if the following objectives are met by the dates outlined in the schedule:

- A website has been built for the South End Day Care using a new layout/design that will be agreed upon by the clients and the team. This objective will provide the South End Day Care with an updated website that enables them to provide end-users with multimedia content (specifically, video content).
- A daycare status functionality has been designed and implemented that allows staff to update the status (open/closed) of the facility. Fulfilling this objective will provide value by allowing the daycare to update the status of the facility in the case of an irregular closure such as a snow day.

- A waiting list feature has been designed and implemented that allows prospective parents to add their child to the waitlist, and allows daycare staff to access and update the waitlist. This objective will add value by allowing prospective parents to automatically indicate their interest in the services of the South End Day Care, and it will also facilitate waitlist management by the daycare staff.
- Storage and access of medical records online has been researched and proposed a solution to the client. This will allow the client to return to the community outreach class with a plan and scope for a continuation of the South End Day Care project in a subsequent term.
- Step-by-step instructions have been provided for the day care staff outlining how to update the status of the day care, how to manage the waitlist, and how to update site content. This objective provides value for the client by serving as a permanent resource outlining site functionality. On site training to a day care representative will also be provided. This instruction should cover how to update the status of the day care, how to manage the waitlist, and how to update site content.

## LIST OF TEAM MEMBERS AND SKILLS

<i>Team Member</i>	<i>Relevant Skills</i>
<p>Aleysha Mullen - Team Lead  Email: <a href="mailto:aleysha.mullen@dal.ca">aleysha.mullen@dal.ca</a>  Phone: 902-802-7315</p>	<p>Aleysha is a third year Informatics student with a major in Software Systems. She has experience with HTML, CSS, PHP, JavaScript, SQL, and Drupal 7. She has successfully completed a semester as a team lead in Community Outreach working on a Drupal 7 project for the Gaelic Council of Nova Scotia. She has also recently completed a co-op work term with Eyeball Inc, where she took on the role of project manager for the team.</p>
<p>Angela Dini</p>	<p>Angela is a fifth year Computer Science student. She has experience in Java, C++, C#, SQL, and Microsoft Office products including Excel. She has experience with user interface design, human-computer interaction, and some database. She also completed CSCI 3130 Software Engineering and has some experience with Agile and SCRUM methodologies as well as pair programming and using Vaadin</p>

<p>Azeem Ali</p>	<p>Azeem is a third year Computer Science student. He has a lot of experience in Object oriented languages, specifically C, C++, JAVA, Assembly Language, and SQL. He has also done front end development with HTML and CSS. In the past, he has worked with designing tools including Adobe Photoshop and Adobe Illustrator. He also has a very strong hold on MS office tools.</p>
<p>Negin Sauermann Email: negin@cs.dal.ca Phone: 902-210-3089</p>	<p>Negin is a third year Informatics student minoring in Management. She has previously taken Graphic Design and Illustration courses at OCAD University that has also proven useful for her web development projects. Her experience lies in web development, user design, and databases, and she has taken several courses to foster these skills. She has experience in Java, HTML, CSS, PHP, MySQL, and the Adobe Suite.</p>
<p>Rami Khashmelmous Email: rm808585@dal.ca Phone: 902-489-5525</p>	<p>Rami is a third year Informatics student with a major in software systems. He is fluent in HTML, CSS, PHP, JavaScript, Angularjs, Java, SQL. He has practical experience with various content management systems such as Drupal, and WordPress. These combined experiences have given him a strong background for microsite creation and management.</p>

Table 5 Team Member & Skills