



**COS20031**

*Computing Technology Design Project*

**Request for Proposal (RFP) for Design and Development of a  
Direct-to-Consumer ECommerce Platform**

**Instructor:** Dr. Hai Sam Nang

**Project Team Member:**

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# Team Home

## Welcome to QLTK

"Teamwork makes the dream work." – John C. Maxwell

### ✨ About QLTK ✨

Our team is focused on launching a direct-to-consumer e-commerce platform for Trung Nguyen Coffee Corp. Key initiatives include streamlining the customer journey, offering personalized shopping experiences, and optimizing logistics. We aim to increase market reach, strengthen brand loyalty, and track metrics such as customer retention, sales growth, and user engagement.

#### Team metrics

##### Join Atlassian

Updated Sep 9, 2024

ON TRACK

##### Team meeting

Updated Sep 16, 2024

ON TRACK

##### Project Milestones

###### Achieved

Updated Sep 19, 2024

ON TRACK

##### Finalize Project Proposal

Updated Sep 28, 2024

ON TRACK

#### About us



**Lau Ngoc Quyen**

Project Manager, Scrum Master



**Nguyen Thuan Khang**

Quality Manager



**Le Ba Tung**

Developer



**Doan Nhat Long**

Resource Manager

Latest updates	Where to find us	Feature resources
<p>Complete the ERD diagram and reorganize the project proposal structure.</p> <p>Schedule a final team meeting for the latest update.</p>	<p> <b>Facebook:</b> Nguyễn Thuận Khang (Team Representative)</p> <p> <b>Contact Mail:</b> khangntsws00434@fpt.edu.vn</p> <p> <b>Contact Number:</b> 0354089422</p>	<p><a href="https://github.com/quynez">https://github.com/quynez</a></p> <p><a href="https://www.facebook.com/profile.php?id=100022160617179">https://www.facebook.com/profile.php?id=100022160617179</a></p> <p><a href="https://www.instagram.com/_andrew204_/">https://www.instagram.com/_andrew204_/</a></p>

## Our calendar

Latest updates	Creating a Project Proposal	Accomplished Project Milestones
<p>1. Review team members' onboarding progress. (6/9/2024)</p> <p>2. Schedule introductions and any meeting sessions needed for the week. (8/9/2024)</p> <p>3. Hold a weekly team meeting to discuss current priorities, challenges, and goals. (6/9/2024 - 29/9/2024)</p> <p>4. Share progress updates on the e-commerce platform launch. (8/9/2024 - 29/9/2024)</p> <p>5. Address any roadblocks and align on the week's focus areas. (8/9/2024)</p>	<p>1. Create <a href="#">Team Home Page</a>. (9/9/2024)</p> <p>2. Create <a href="#">Project Plan Page</a>. (10/9/2024 - 11/9/2024)</p> <p>3. Create <a href="#">Roles and Responsibilities Page</a>. (12/9/2024)</p> <p>4. Create <a href="#">Risk Assessment</a> and <a href="#">Persona Pages</a>. (13/9/2024) - (16/9/2024)</p> <p>5. Create <a href="#">Empathy Map Page</a>. (17/9/2024)</p> <p>6. The rest includes (<a href="#">Product requirements</a>, Initial ER diagram, Appendix 1: <a href="#">Team member profiles</a>, Appendix 2: <a href="#">Team meeting</a>). (18/9/2024 - 26/9/2024)</p>	<p>1. Evaluate the completion status of tasks from the previous week. (27/9/2024)</p> <p>2. Revise project milestones and confirm that deadlines are being met. (27/9/2024)</p> <p>3. Reallocate tasks as necessary to achieve project objectives. (28/9/2024)</p>

## Project Plan

### Project Overview

<b>Driver</b>	Nguyen Thuan Khang
<b>Approver</b>	Dr. Hang Sam Nang
<b>Contributors</b>	Nguyen Thuan Khang Doan Nhat Long Lau Ngoc Quyen Le Ba Tung
<b>Informed</b>	Doan Nhat Long - Lau Ngoc Quyen - Le Ba Tung
<b>Objective</b>	The project aims to develop a Direct-to-Consumer (DTC) e-commerce platform for <b>Trung Nguyen Coffee Corp</b> . This platform will enable the company to expand its market presence, boost customer engagement, and strengthen brand loyalty by offering a seamless, personalized online shopping experience.
<b>Due date</b>	October 1, 2024
<b>Key outcomes</b>	<ol style="list-style-type: none"> <li><b>Improved Customer Engagement:</b> Directly interact with customers, offering personalized shopping experiences.</li> <li><b>Operational Efficiency:</b> Streamline ordering, fulfillment, and customer service processes.</li> <li><b>Sales Growth:</b> Increase sales by bypassing intermediaries and improving market reach.</li> <li><b>Customer Satisfaction (CSAT) Scores:</b> Enhance customer satisfaction through optimized user experiences.</li> </ol>
<b>Status</b>	<b>DONE</b>

## Problem Statement

- Trung Nguyen Coffee Corp faces limitations in its current **retail strategy**, relying heavily on intermediaries for distribution. This leads to a **lack of direct engagement with consumers, limited market insights, and restricted brand loyalty opportunities**. The absence of an e-commerce platform hampers its **ability to scale operations and provide a personalized customer experience**, which is increasingly important in today's digital economy.

## Scope

<b>Must have</b>	<ul style="list-style-type: none"><li>• Fully functional e-commerce platform</li><li>• Responsive design optimized for mobile devices</li><li>• Multilingual and multicurrency support for international markets</li><li>• Secure payment gateways and order tracking</li><li>• Inventory management integration</li><li>• Personalized product recommendations</li><li>• Compliance with data privacy laws (GDPR, PCI DSS)</li></ul>
<b>Nice to have</b>	<ul style="list-style-type: none"><li>• Integration with loyalty programs and subscription services</li><li>• Advanced analytics and reporting tools</li><li>• Social media integration for seamless product sharing</li></ul>
<b>Not in scope</b>	<ul style="list-style-type: none"><li>• Physical store management</li><li>• Offline marketing or sales channels</li><li>• In-depth third-party marketplace integrations (e.g., Amazon, eBay)</li></ul>

## Timeline



## Milestones and deadlines

Milestone	Owner	Deadline	Status
Join Confluence and Jira	Everyone	Sep 6, 2024	Complete
Create Team Member Profiles	Everyone	Sep 9, 2024	Complete
Create Team Home Page	Ngoc Quyen	Sep 9, 2024	Complete
Create Project Plan Page	Nhat Long, Thuan Khang	Sep 10-11, 2024	Complete
Create Role and Responsibilities Page	Nhat Long, Ngoc Quyen	Sep 12, 2024	Complete
Create Risk Assesment Page	Ngoc Quyen, Ba Tung	Sep 14, 2024	Complete
Create Persona	Ba Tung, Thuan Khang, Ngoc Quyen	Sep 15-16, 2024	Complete
Create Product Requirement	Ngoc Quyen, Thuan Khang	Sep 17-18, 2024	Complete
Create Initial ERD Diagram	Ba Tung, Ngoc Quyen	Sep 20-22, 2024	Complete
Appendix 1 And Appendix 2	Nhat Long, Thuan Khang	Sep 23-28, 2024	Complete

## Commitment Of Out Project Plan

`<div>Together, We'll Make It Work</div>`

### **1. Team Collaboration:**

All team members commit to full collaboration and communication throughout the project. Each individual will actively participate in team meetings, provide timely updates, and ensure their assigned tasks are completed by the set deadlines.

### **2. Quality Assurance:**

Our team is committed to delivering a high-quality e-commerce platform, adhering to industry best practices in development, security, and user experience design. Rigorous testing will be conducted during each phase to ensure the platform meets all requirements.

### **3. Customer Focus:**

We are committed to creating a platform that delivers excellent value to Trung Nguyen Coffee Corp's customers. By focusing on usability, personalization, and a smooth shopping experience, the platform will engage consumers and foster long-term loyalty.

### **4. Timely Delivery:**

Every effort will be made to meet or exceed the project timeline. The team will adhere to the project schedule, making adjustments as necessary to ensure milestones are reached on time, without compromising on quality.

### **5. Transparency and Accountability:**

We commit to maintaining full transparency throughout the project lifecycle. Regular reports will be provided on the status of deliverables, and any risks or delays will be communicated promptly to the project stakeholders.

### **6. Post-launch Support:**

After the successful launch of the platform, our team will provide ongoing support, including addressing any issues, updating features, and training internal teams to manage the system effectively.

## Persona

### Persona 1: Office Manager

<b>Persona name</b>	<b>Nguyen Van A</b>
<b>Persona role</b>	Office Manager
<b>Job description</b>	Responsible for overseeing office operations, managing team performance, and ensuring resources like coffee supplies are always available for employees.

## Company

<b>Company name</b>	<b>L&amp;P Tech Solutions</b>
<b>Company size</b>	10.000+ employees
<b>Industry</b>	IT/Software

## Demographic information

<b>Age</b>	35
<b>Gender</b>	Male
<b>Income</b>	\$150,000+/year
<b>Education level</b>	Bachelor's in Business Administration
<b>Residential environment</b>	Urban apartment in Ho Chi Minh City

## Personal quote

"I need things to be efficient and reliable, just like my coffee."



## Biography

A has been working as an office manager for 10 years. He enjoys being organized and ensuring his team has the best environment to work in. A coffee enthusiast, A drinks several cups a day and ensures the office is always stocked with good-quality coffee.

Professional goals	Motivators
<ul style="list-style-type: none"><li>• Streamline office supply management. Maximize employee satisfaction.</li><li>• Balance quality and cost when purchasing supplies.</li></ul>	<ul style="list-style-type: none"><li>• Convenience of purchasing coffee online. Fast and reliable delivery to the office.</li><li>• Bulk purchase discounts or subscription options.</li></ul>
Challenges	Sources of information
<ul style="list-style-type: none"><li>• Balancing cost and quality when ordering coffee in bulk.</li><li>• Dealing with slow or unreliable deliveries.</li></ul>	<ul style="list-style-type: none"><li>• Office supply websites Customer reviews</li><li>• Social media coffee groups</li></ul>

## Persona 2: Marketing Specialist

### Company

<b>Persona name</b>	Le Thi Minh Trang
<b>Persona role</b>	Marketing Specialist
<b>Job description</b>	Creates and executes marketing strategies, focuses on brand awareness, and loves coffee as a personal hobby.
<b>Company name</b>	XYZ Travel Agency
<b>Company size</b>	50+ employees
<b>Industry</b>	Tourism & Hospitality

### Demographic information

<b>Age</b>	28
<b>Gender</b>	Female
<b>Income</b>	\$40,000 - \$60,000/year
<b>Education level</b>	Bachelor's in Marketing
<b>Residential environment</b>	Downtown apartment in Hanoi

### Personal quote

"I love discovering new coffee flavors from around the world."



## Biography

Minh Trang is passionate about traveling and coffee culture. She enjoys trying different coffee varieties and often shares her experiences on social media. She values sustainability and prefers brands that offer transparency about their sourcing and production.

Professional goals	Motivators
<ul style="list-style-type: none"><li>• Boost her company's brand visibility.</li><li>• Create engaging content for coffee and lifestyle lovers.</li></ul>	<ul style="list-style-type: none"><li>• Unique coffee products with a story.</li><li>• Detailed product descriptions about origin and flavor.</li><li>• Easy-to-navigate, visually appealing e-commerce platforms.</li></ul>
Challenges	Sources of information
<ul style="list-style-type: none"><li>• Finding rare coffee blends.</li><li>• Navigating between multiple websites for different coffee brands.</li></ul>	<ul style="list-style-type: none"><li>• Instagram influencers Coffee review blogs</li><li>• Online forums about coffee brewing</li></ul>

## Persona 3: Entrepreneur

### Company

<b>Persona name</b>	<b>Nguyen Hung Quan</b>
<b>Persona role</b>	Entrepreneur
<b>Job description</b>	Owns a chain of high-end restaurants and frequently hosts business meetings, where premium coffee is always served.
<b>Company name</b>	Quan's Bistro Group
<b>Company size</b>	1000+ employees
<b>Industry</b>	Hospitality

### Demographic information

<b>Age</b>	45
<b>Gender</b>	Male
<b>Income</b>	\$50,000+/year
<b>Education level</b>	Bachelor's in Business Administration
<b>Residential environment</b>	Urban apartment in Ho Chi Minh City

### Personal quote

"Only the best coffee for my clients and partners."



## Biography

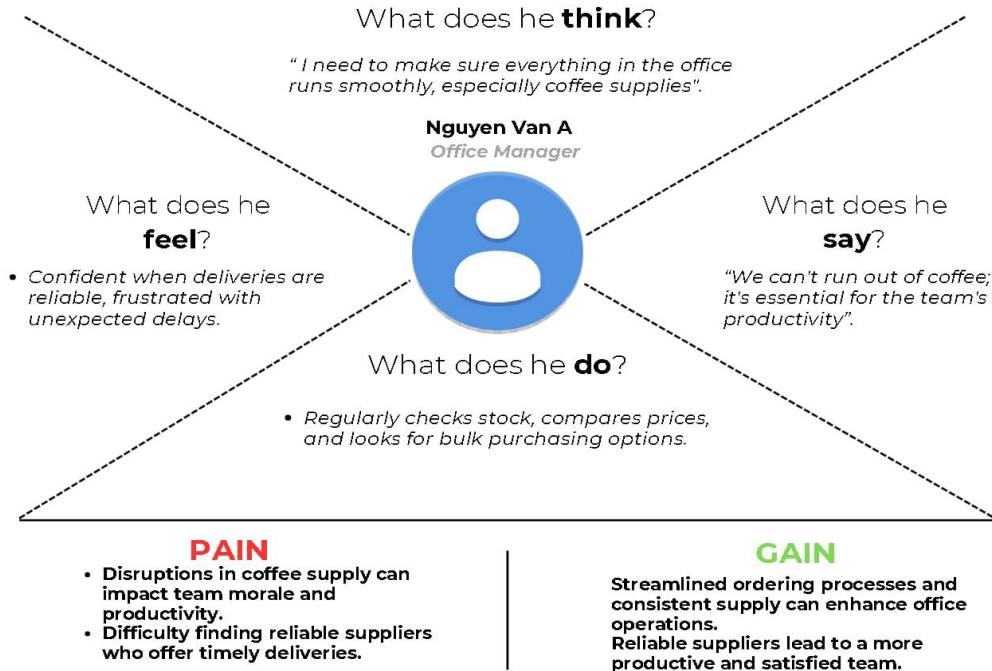
Quan is a successful restaurateur who understands the importance of quality, especially when it comes to the dining experience. He frequently purchases premium coffee not only for his restaurants but also for personal use during business meetings with high-profile clients.

Professional goals	Motivators
<ul style="list-style-type: none"><li>• Continue growing her freelance business.</li><li>• Develop strong relationships with local clients.</li></ul>	<ul style="list-style-type: none"><li>• Affordability without sacrificing quality.</li><li>• Convenient delivery to her home or favorite cafes.</li><li>• Subscription services for her favorite blends.</li></ul>
Challenges	Sources of information
<ul style="list-style-type: none"><li>• Keeping her budget in check while enjoying premium coffee.</li><li>• Finding time to research different coffee options.</li></ul>	<ul style="list-style-type: none"><li>• Instagram and Pinterest</li><li>• Design and lifestyle blogs</li><li>• Coffee subscription boxes</li></ul>

## Empathy map

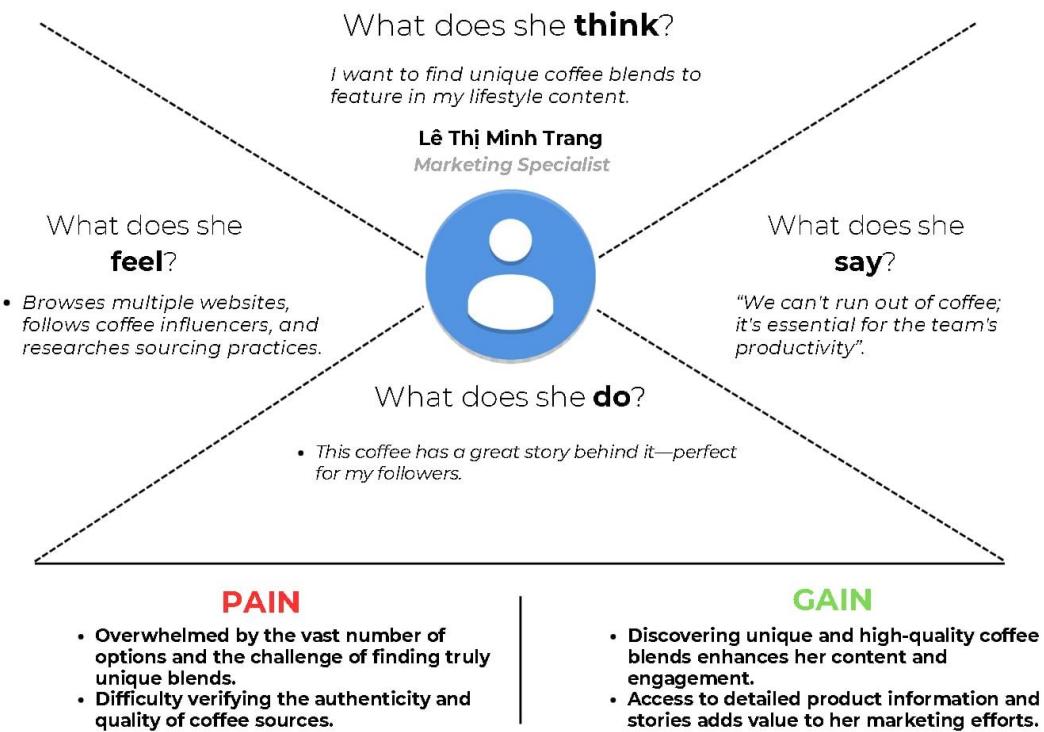
### 1. Office Manager

Empathy Map



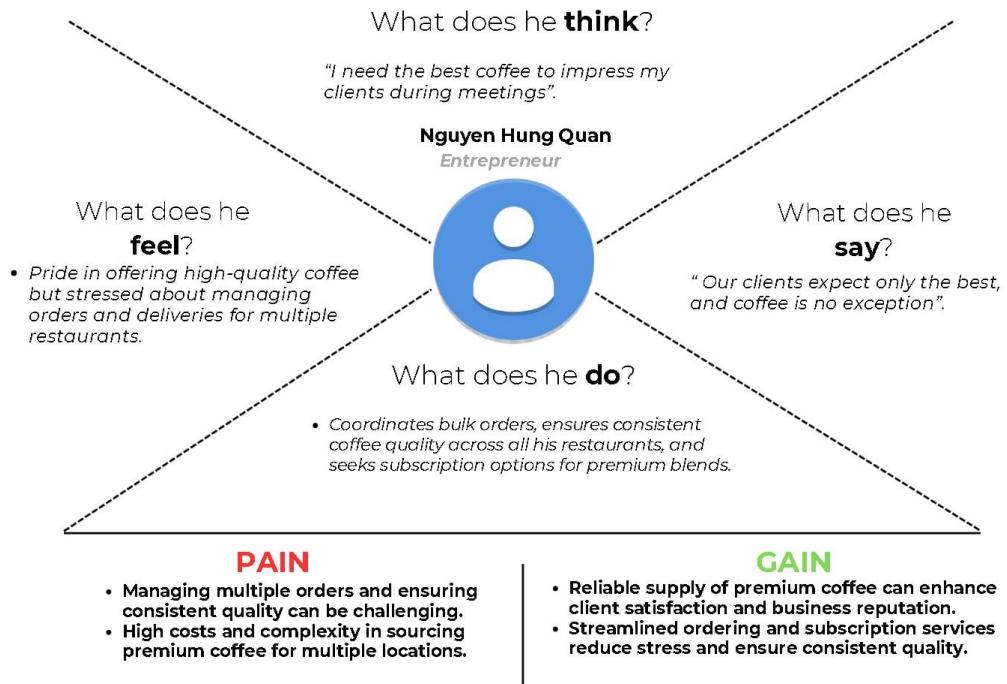
### 2. Marketing Specialist

Empathy Map



### 3. Entrepreneur

Empathy Map



## Role and Responsibilities

### ■ Role and Responsibilities

Roles	Responsibilities (what others think)	Responsibilities (what I think)	Key Performance Indicators (KPIs)	Assigned person
Resource Manager	<ul style="list-style-type: none"> <li>• <b>Utilization Optimization:</b> Ensure optimal use of resources and balance workloads.</li> <li>• <b>Collaboration:</b> Work with project managers and stakeholders on resource needs.</li> <li>• <b>Change Management:</b> Ensure smooth adjustments to resource allocation without disrupting project progress.</li> <li>• <b>Monitor Utilization Rates:</b> Track how effectively resources are being used across projects.</li> <li>• <b>Tracking Resource Metrics:</b> Develop and maintain dashboards or reports to track key resource metrics, such as utilization, availability, and project progress.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Monitor Utilization Rates:</b> Track how effectively resources are being used across projects to ensure optimal performance.</li> <li>• <b>Tracking Resource Metrics:</b> Develop and maintain dashboards or reports to track key resource metrics, such as utilization, availability, and project progress.</li> </ul>	<ul style="list-style-type: none"> <li>• Resource Utilization Rate &gt; 85%</li> <li>• Timely allocation of resources for 100% of project phases</li> <li>• Reporting accuracy on resource metrics</li> </ul>	Doan Nhat Long

Developer	<ul style="list-style-type: none"> <li><b>Bug Fixes and Patches:</b> Address reported issues and apply patches to fix bugs or security vulnerabilities.</li> <li><b>Testing and Debugging:</b> Perform unit testing, identify bugs, and resolve issues to ensure the software functions correctly and is free of defects.</li> </ul>	<ul style="list-style-type: none"> <li><b>Database Management:</b> Design and implement databases, write queries, and ensure proper data management and retrieval.</li> <li><b>Collaboration Tools:</b> Use tools like <b>JIRA</b>, <b>Trello</b>, or <b>Asana</b> to track project progress, bugs, and feature requests.</li> </ul>	<ul style="list-style-type: none"> <li>Bug Fixing Rate within &lt; 48 hours</li> <li>100% adherence to coding standards</li> <li>Completion of assigned tasks within sprint deadlines</li> </ul>	Le Ba Tung
Project Manager, Scrum Master	<ul style="list-style-type: none"> <li><b>Define Project Scope:</b> Identify project goals, deliverables, and requirements by working with stakeholders and team members.</li> <li><b>Assemble and Lead the Team:</b> Select team members, assign roles, and guide the team toward project goals.</li> <li><b>Track Progress:</b> Use tools like <b>Cofluence</b>, or <b>JIRA</b> to monitor task completion, manage timelines, and ensure deadlines are met.</li> </ul>	<ul style="list-style-type: none"> <li><b>Develop Project Plan:</b> Create a detailed project plan outlining timelines, milestones, deliverables, and resources required.</li> <li><b>Motivate and Support Team:</b> Keep team members motivated and provide the necessary support to ensure successful project execution.</li> <li><b>Monitor Performance:</b> Track individual and team performance, providing feedback, and resolving any issues to keep the project on track.</li> </ul>	<ul style="list-style-type: none"> <li>Milestone Achievement Rate &gt; 90%</li> <li>Budget variance &lt; 5%</li> <li>Stakeholder satisfaction score &gt; 80%</li> <li>Sprint Velocity Improvement Rate &gt; 5% per sprint</li> <li>100% on-time completion of Scrum events</li> <li>Team satisfaction score &gt; 80%</li> </ul>	Lau Ngoc Quyen

<b>Quality Manager</b>	<ul style="list-style-type: none"> <li><b>Ensure Quality Standards:</b> Oversee the project's adherence to quality standards by conducting regular reviews and evaluations.</li> <li><b>Oversee QA Processes:</b> Supervise the quality assurance process, including audits, inspections, and testing to verify product or service quality.</li> </ul>	<ul style="list-style-type: none"> <li><b>Inspection and Testing:</b> Oversee regular inspections and testing of products, processes, and services to detect issues.</li> <li><b>Code Review and Testing:</b> Ensure that development teams conduct code reviews, unit tests, integration tests, and user acceptance testing (UAT) to identify bugs and performance issues early in the development cycle.</li> </ul>	Defect detection rate > 95% 100% code coverage for unit tests Compliance with quality standards in 100% of deliverables	<b>Nguyen Thuan Khang</b>
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# Risk Assessment

## Background

**Trung Nguyen Coffee Corp**, a prominent coffee brand in Vietnam, is embarking on a significant digital transformation through the launch of a direct-to-consumer (DTC) e-commerce platform. This strategic initiative is designed to eliminate conventional retail middlemen, enabling the company to establish direct connections with consumers on a domestic and international scale. Through offering a tailored online shopping experience, the company aims to enhance consumer engagement, expand its market reach, and cultivate greater brand loyalty. The project signifies a deliberate effort to leverage evolving consumer preferences towards online shopping, all the while optimizing operations and driving profitability.

## Risk management

RISK RATING			
LOW	MEDIUM	HIGH	EXTREME
<ul style="list-style-type: none"><li>Acceptable</li><li>Ok to proceed</li></ul>	<ul style="list-style-type: none"><li>As low as reasonably practicable</li><li>Take mitigation efforts</li></ul>	<ul style="list-style-type: none"><li>Generally unacceptable</li><li>Seek support</li></ul>	<ul style="list-style-type: none"><li>Intolerable</li><li>Place event on hold</li></ul>

Likelihood vs. Severity				
LIKELIHOOD	SEVERITY			
	ACCEPTABLE	TOLERABLE	UNDESIRABLE	INTOLERABLE
	<i>Little to no effect on event</i>	<i>Effects are felt, but not critical to outcome</i>	<i>Serious impact to the course of action and outcome</i>	<i>Could result in disaster</i>

<b>IMPROBABLE</b> <i>Risk is unlikely to occur</i>		Resource shortages		
<b>POSSIBLE</b> <i>Risk will likely occur</i>	Miscommunication among team members	Market Acceptance	Quality issues in developed features	
<b>PROBABLE</b> <i>Risk will occur</i>			Delayed delivery of platform components	Integration issues with existing systems

Identified Risks					
Risk	Likelihood	Severity	Risk Rating	Mitigation Actions	Responsibility Party
Resource shortages	POSSIBLE	TOLERABLE	MEDIUM	Maintain a buffer of resources and cross-train team members	Resource Manager
Delayed delivery of platform components	PROBABLE	UNDESIRABLE	HIGH	Develop a contingency plan with alternate suppliers.	Project Manager
Quality issues in developed features	POSSIBLE	UNDESIRABLE	MEDIUM	Implement thorough QA processes and code reviews.	Quality Manager
Miscommunication among team members	POSSIBLE	TOLERABLE	MEDIUM	Regular status meetings and clear communication channels.	Scrum Master
Integration issues with existing systems	PROBABLE	UNDESIRABLE	HIGH	Conduct integration tests early and ensure alignment with current systems.	Developer

## Action Items

1. Resource Shortages: @Doan Nhat Long (Swinburne HCM)

- Maintain a buffer of resources
- Crosstrain team members.

2. Delayed Delivery of Platform Components: @Lau Ngoc Quyen (Swinburne DN)

- Develop a contingency plan with alternate suppliers

3. Quality Issues in Developed Features: @Nguyen Thuan Khang (Swinburne HCM)

- Implement thorough QA processes
- Conduct regular code reviews.

4. Miscommunication Among Team Members: @Lau Ngoc Quyen (Swinburne DN)

- Hold regular status meetings
- Establish clear communication channels

5. Integration Issues with Existing Systems: @Le Ba Tung (Swinburne HCM)

- Conduct integration tests early
- Ensure alignment with current systems.

## Product Requirement

<b>Target release</b>	Sep 29, 2024
<b>Epic</b>	Build Direct-to-Consumer E-Commerce Platform
<b>Document status</b>	<b>DONE</b>
<b>Document owner</b>	@Lau Ngoc Quyen (Swinburne DN)
<b>Designer</b>	@Lau Ngoc Quyen (Swinburne DN) @Nguyen Thuan Khang (Swinburne HCM) @Doan Nhat Long (Swinburne HCM)
<b>Tech lead</b>	@Le Ba Tung (Swinburne HCM)
<b>Technical writers</b>	@Lau Ngoc Quyen (Swinburne DN) @Nguyen Thuan Khang (Swinburne HCM)
<b>QA</b>	@Nguyen Thuan Khang (Swinburne HCM) @Lau Ngoc Quyen (Swinburne DN)

## Objective

Develop a user-friendly, scalable, and secure e-commerce platform for **Trung Nguyen Coffee Corp** to engage directly with consumers, enhance user experience, and expand market reach.

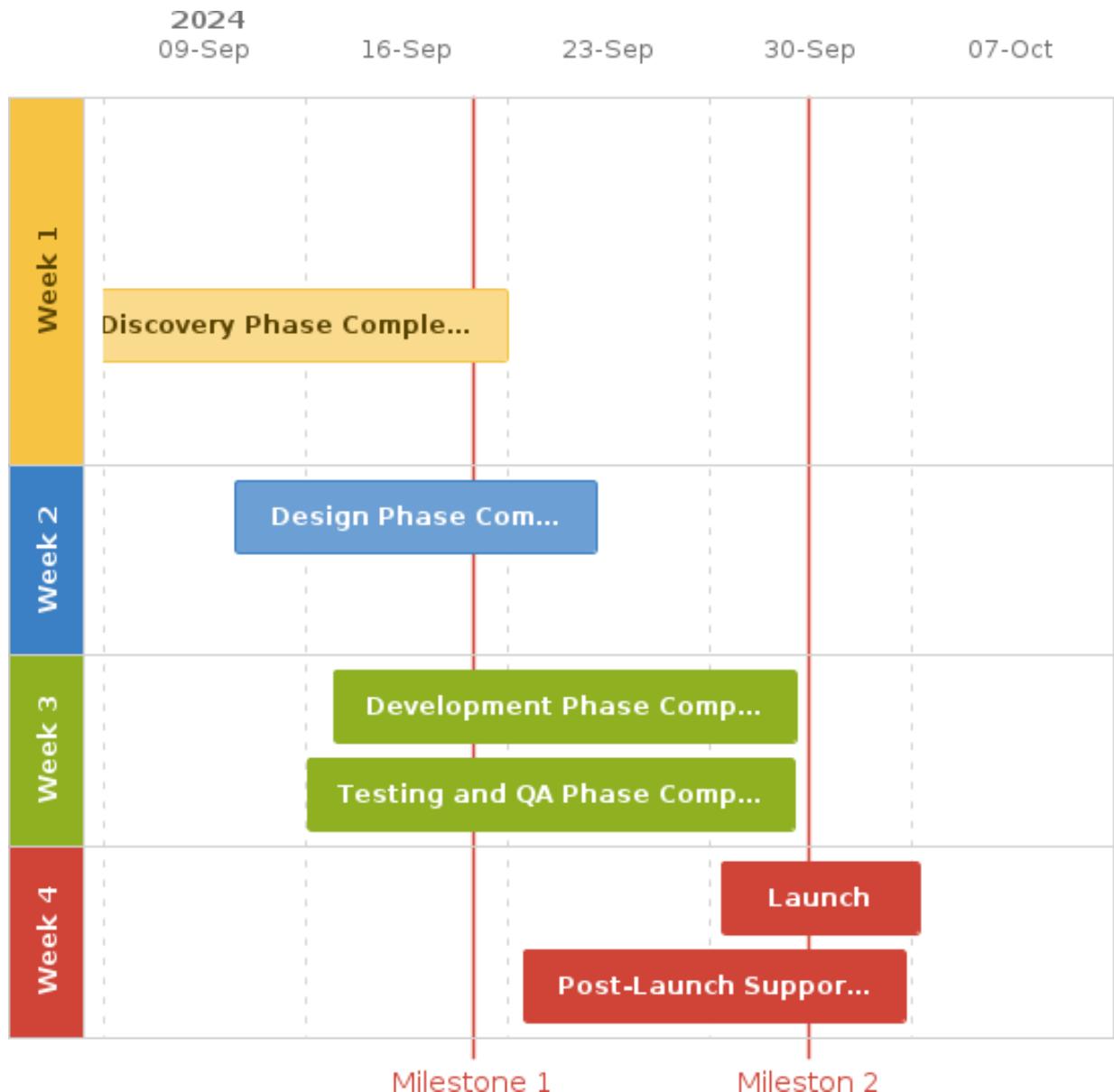
## Success metrics

Goal	Metric
Increase User Engagement	Increase direct consumer interactions by 30% within the first 6 months post-launch.
Enhance User Satisfaction	Achieve a Customer Satisfaction Score (CSAT) score of 4.5 out of 5 or higher.
Expand Market Reach	Enter 5 new international markets within the first year.
Improve Operational Efficiency	Reduce order processing time by 25% within the first 6 months.
Optimize Data Insights	Ensure 80% of marketing campaigns and product decisions are informed by data insights.
Ensure E-Commerce Functionality	Achieve a conversion rate of 2.5% or higher.
Achieve Security and Compliance	Zero security incidents per year.

## Assumptions

- The platform will support multilingual and multicurrency features from launch.
- Integration with existing CRM and ERP systems will be feasible.
- All necessary third-party tools and integrations are accessible and compatible.

## ★ Milestones

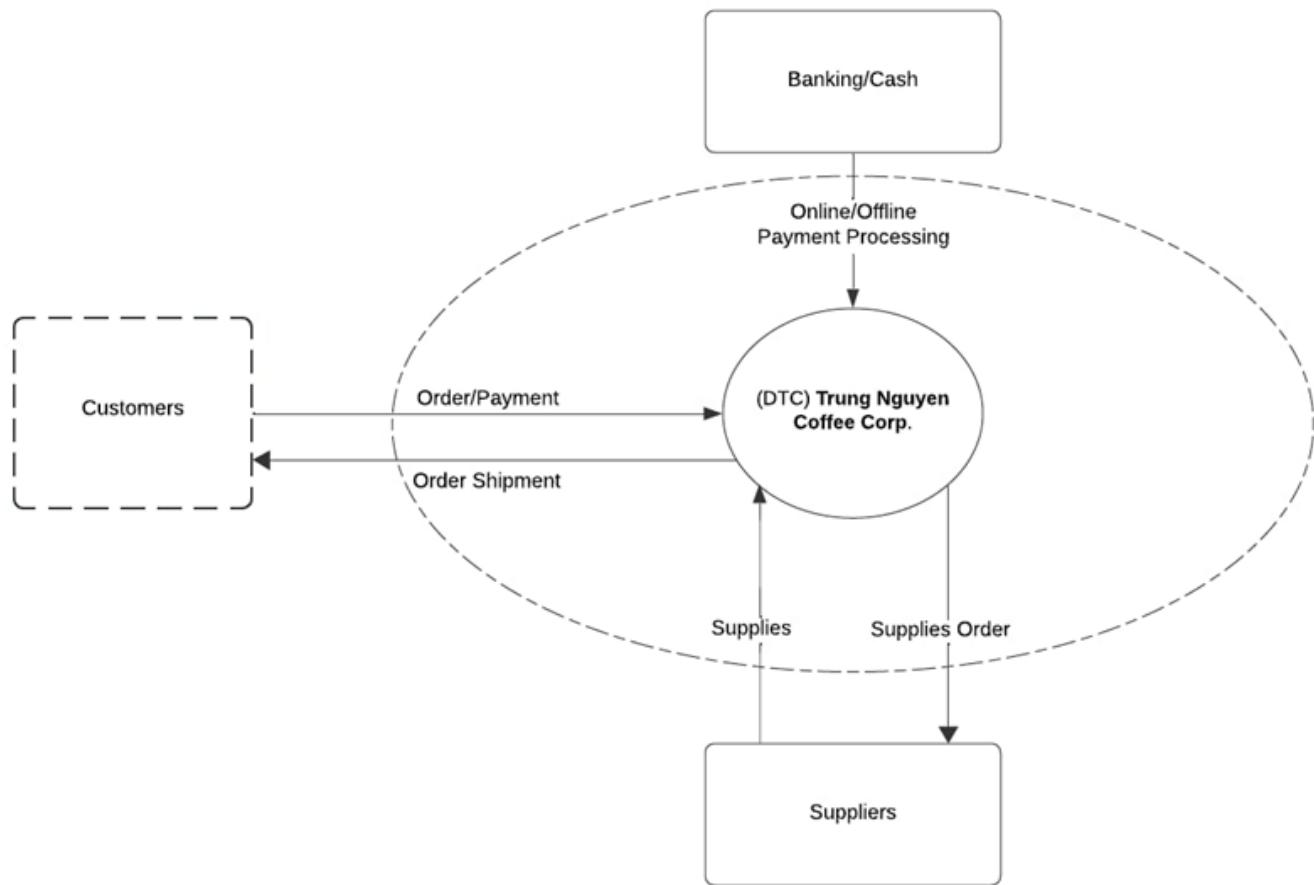


## Requirements

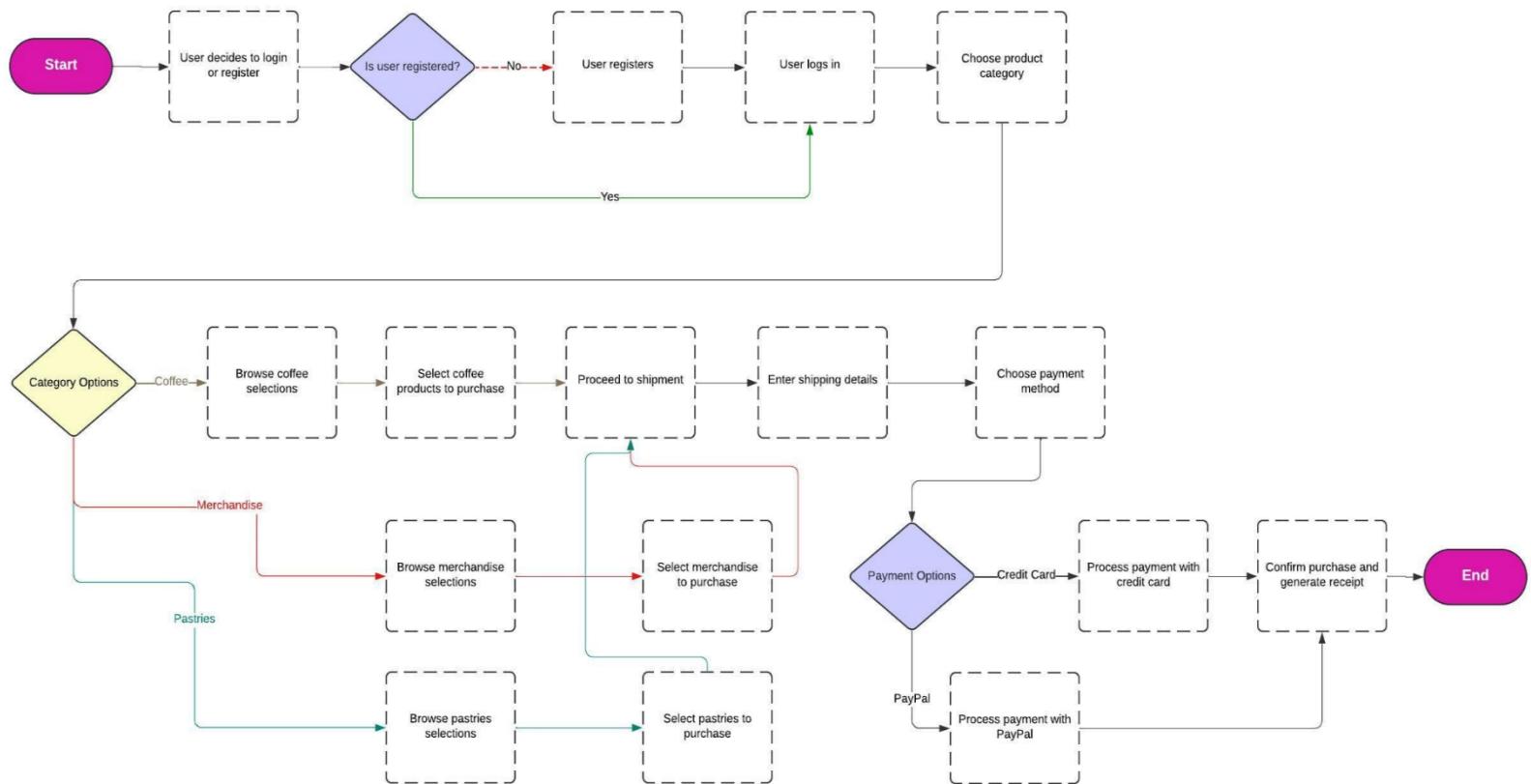
Requirement	User Story	Importance	Notes
User Interface (UI)	As a user, I want a visually appealing interface so that I enjoy using the platform.	HIGH	Must align with brand identity.
User Experience (UX)	As a user, I want easy navigation and simple checkout so that I can quickly complete my purchase.	HIGH	Focus on smooth customer journey.
Mobile Optimization	As a mobile user, I want a responsive design so that I can shop comfortably on my phone	HIGH	Ensure compatibility across devices.
Multilingual and Multicurrency Support	As an international customer, I want to view content in my language and currency so that I can easily make purchases.	MEDIUM	Include major languages and currencies.
E-commerce Functionality	As a shopper, I want detailed product listings and secure payment options so that I can make informed purchases confidently.	HIGH	Essential for core shopping experience.
Inventory Management	As a store manager, I want real-time stock updates so that I can manage inventory efficiently.	MEDIUM	Critical for maintaining stock levels

Logistics and Shipping Integration	As a customer, I want real-time shipping rate calculations and trackable shipping options	MEDIUM	Enhances shipping transparency.
Data Security	As a user, I want my data to be secure so that I can trust the platform with my personal information.	HIGH	Adhere to data privacy regulations.
PCI Compliance	As a marketing team member, I want to manage content easily so that I can keep the platform up to date.	MEDIUM	Facilitate easy content updates
CMS Integration	As a marketing team member, I want to manage content easily so that I can keep the platform up to date.	MEDIUM	Facilitate easy content updates.
Data Analytics	As a business owner, I want to track customer behavior and sales performance so that I can make informed decisions.	HIGH	Integrate with analytics tools.
Email Marketing Integration	As a marketer, I want to automate email campaigns so that I can engage with customers effectively.	MEDIUM	Support for major email platforms.
SEO Optimization	As a marketer, I want the platform optimized for search engines so that we can attract organic traffic.	MEDIUM	Follow SEO best practices.

## >User interaction and design



*Data-flow diagram level 0*



**Data-flow diagram level 1**

### Instructions Based on the Flow Diagram:

1. **Start the Process:**
  - Begin by deciding whether to **login** or **register**.
2. **User Registration/Login:**
  - If the user is **registered**, they can log in directly.
  - If the user is **not registered**, they need to complete the registration process and then log in.
3. **Choose Product Category:**
  - After logging in, the user selects a **product category** from the available options: **Coffee**, **Merchandise**, or **Pastries**.

**4. Browsing and Selection:**

- **Coffee:** Browse the coffee selections and choose products to purchase.
- **Merchandise:** Browse available merchandise and select items to purchase.
- **Pastries:** Browse pastry options and choose items for purchase.

**5. Proceed to Shipment:**

- After selecting the products, proceed to the **shipment** stage.
- Enter **shipping details** such as address and delivery preferences.

**6. Choose Payment Method:**

- Select a payment method from the available options: **Credit Card** or **PayPal**.

**7. Process Payment:**

- **Credit Card:** Process the payment with your credit card.
- **PayPal:** Process the payment through PayPal.

**8. Confirm Purchase:**

- After successful payment, confirm the purchase and generate a receipt.

**9. End the Process:**

- The process is complete, and the transaction is finalized.

## ❓ Open Questions

“Question”	Answer	Date Answered
What rewards will customers value most? Consider exclusive content or event access?	<p>Include points for purchases, redeemable for discounts or products, and tiered rewards.</p> <p>Personalize based on purchase history.</p>	Sep 26, 2024
Are there specific regulations for the new markets we’re entering?	Check for compliance with CCPA, PIPA, and other local regulations based on target markets.	Sep 27, 2024
Any preferred payment processors or gateways?	Support credit/debit cards, digital wallets, bank transfers, and local options.	Feb 22, 2024
Which languages and currencies should we prioritize?	Support multiple languages and currencies with real-time conversion and localization.	Sep 27, 2024

## Budget Breakdown

Category	Details	Estimated Cost
<b>Design and Development Costs</b>		
UI/UX Design	Wireframes, mockups, user flows	\$15,000
Platform Development	Coding, feature implementation, integration	\$50,000
<b>Licensing Fees</b>		
Software Licenses	Third-party tools or platforms	\$5,000
API Integrations	Integration with external services	\$3,000
<b>Third-party Tools and Integrations</b>		
Analytics Tools	Tools like Google Analytics	\$2,000
Marketing Tools	Email marketing platforms, SEO tools	\$1,500
<b>Post-launch Maintenance and Support</b>		
Technical Support (6 months)	Ongoing support for troubleshooting and fixes	\$10,000
Updates	Platform updates and enhancements	\$4,000
<b>Training and Documentation</b>		
Training Sessions	Training Trung Nguyen Coffee Corp's team	\$3,000
Documentation	User guides and manuals	\$1,500
<b>Total Estimated Budget</b>		\$95,000

## ⚠️ Out of Scope

### Physical Store Integration:

- **Description:** Integration with Trung Nguyen Coffee Corp's physical store systems or in-store point-of-sale (POS) systems.
- **Reason:** The focus is on developing a digital e-commerce platform, not on integrating with physical store operations.

### Advanced AI Features:

- **Description:** Implementation of advanced AI technologies such as fully autonomous customer service chatbots or advanced predictive analytics.
- **Reason:** The project will include standard AI tools but not advanced or cutting-edge AI features.

### Custom Hardware Development

- **Description:** Development or integration of custom hardware solutions, such as digital kiosks or in-store tablets.
- **Reason:** The project scope is limited to software and digital services, excluding physical hardware.

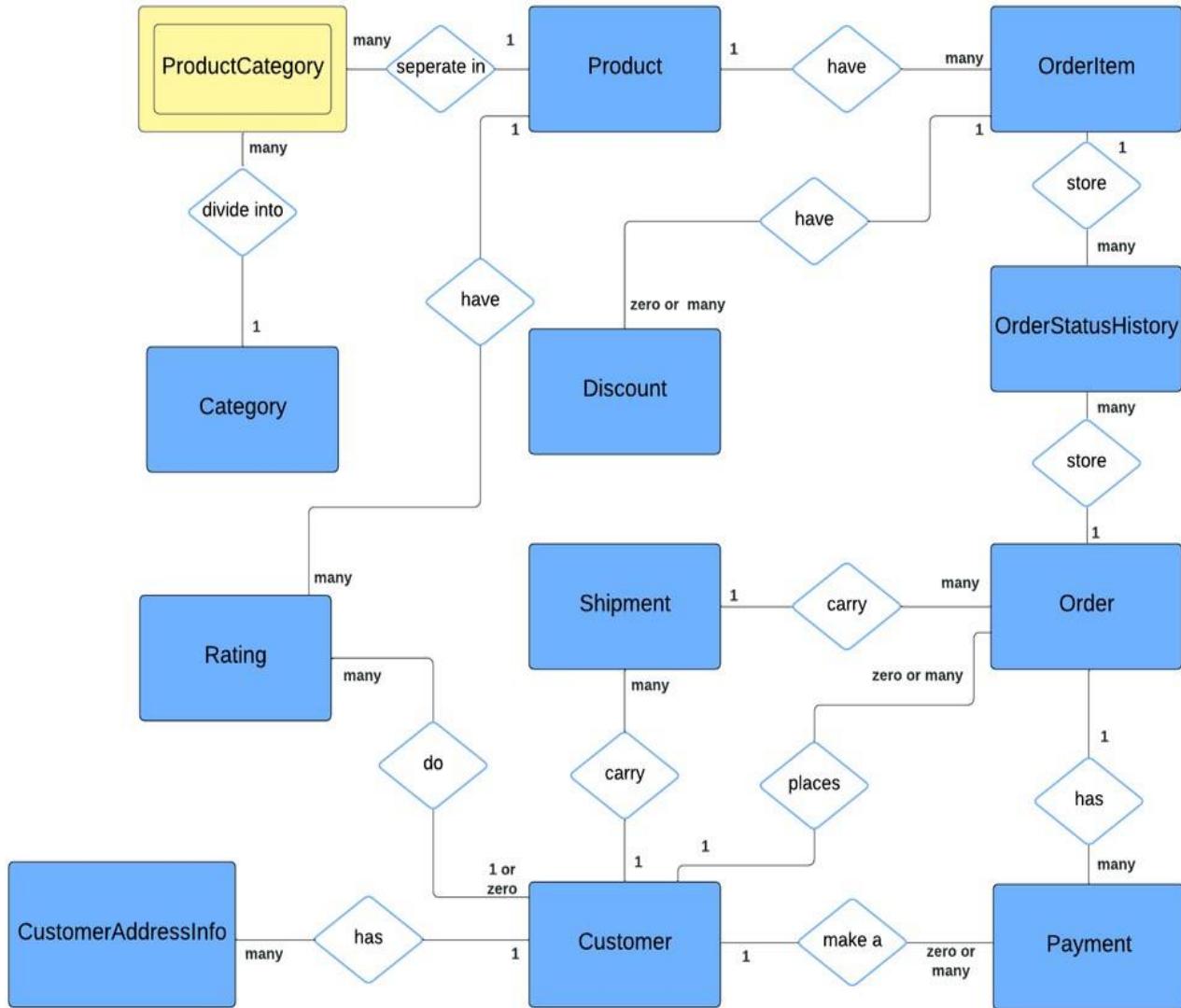
### Third-Party Platform Modifications:

- **Description:** Custom development or modification of third-party e-commerce platforms (e.g., Shopify, Magento) for specific features.
- **Reason:** The platform will be developed as a new, custom solution rather than modifying existing third-party systems

## Initial ERD Diagram

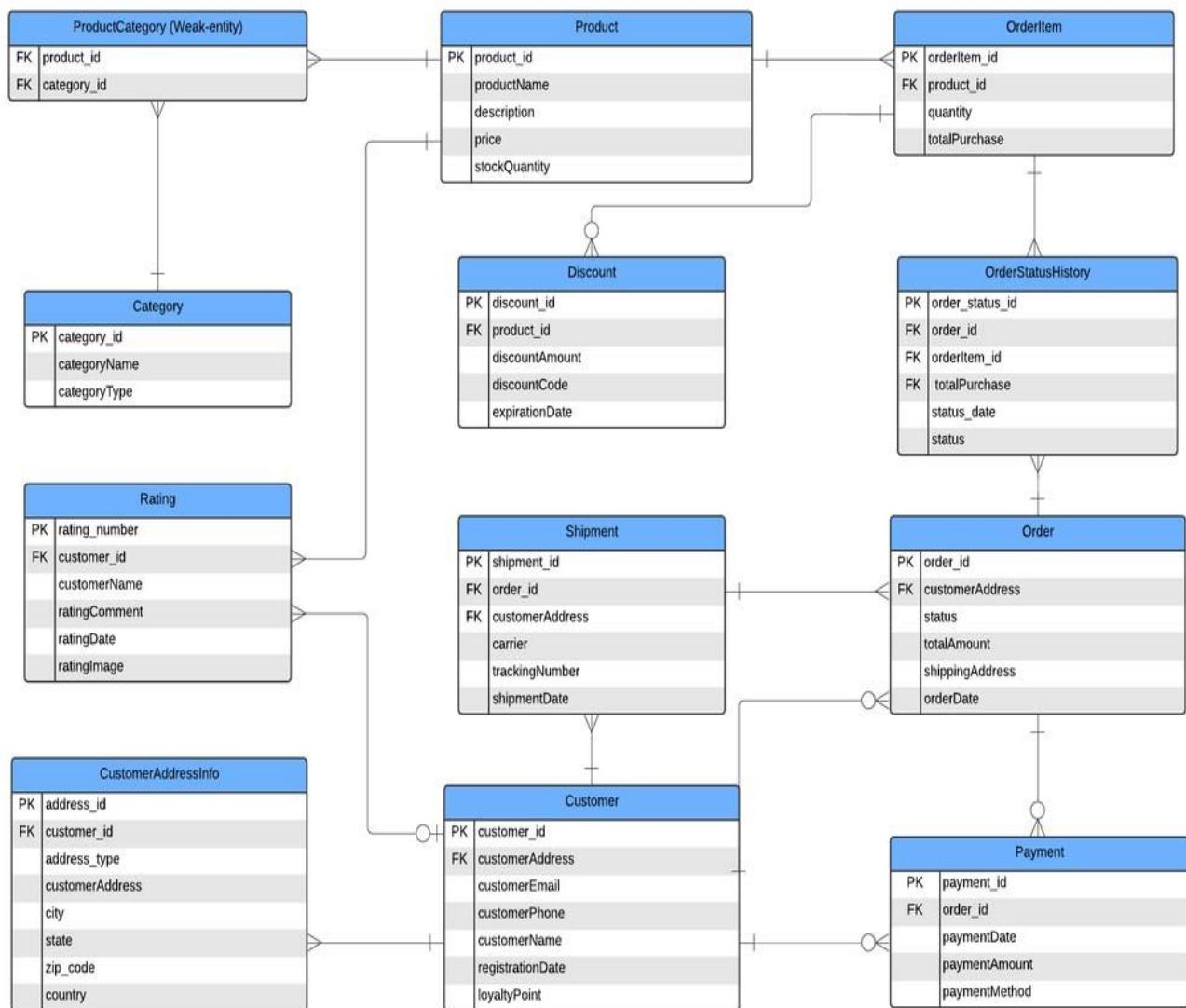
### ERD level 0 ( Conceptual Diagram)

# Conceptual ERD



## ERD level 1 ( Logical Diagram)

# Logical ERD



## ERD level 2 ( Physical Diagram)

# Physical ERD



## ERD explanation:

### 1. ProductCategory (Weak Entity)

- **Attributes:**

- `product_id` (FK): Foreign key from **Product**.
- `category_id` (FK): Foreign key from **Category**.

### Relationship:

- **Product:** A weak entity that links to **Product** through a **1-to-many** relationship.
- **Category:** **Many Products** can belong to **one Category** through this entity, forming a **many-to-many** relationship between products and categories.

### 2. Category

- **Attributes:**

- `category_id`: Primary key for identifying categories.
- `categoryName`: Name of the category.
- `categoryType`: Describes the type of category (e.g., Electronics, Clothing).

### Relationship:

- **ProductCategory:** **1 Category** can contain **many Products** through the weak entity, forming a **many-to-many** relationship.
- **Product:** Linked to products through the weak entity `ProductCategory`.

### 3. Product

- **Attributes:**

- `product_id`: Primary key for the product.
- `productName`: Name of the product.
- `description`: Product description.
- `price`: Price of the product.
- `stockQuantity`: Quantity available in stock.

#### Relationship:

- **ProductCategory: 1 Product** can belong to **many categories**.
- **OrderItem: 1 Product** can be part of **many OrderItems** (1-to-many).
- **Discount: 1 Product** can have **many Discounts** (1-to-many).
- **Rating: 1 Product** can receive **many Ratings** (1-to-many).
- **Shipment: Many Products** can be part of a **shipment** via orders.

### 4. Discount

- **Attributes:**

- `discount_id`: Primary key for identifying discounts.
- `discountCode`: The discount code.
- `discountAmount`: The amount of discount.
- `product_id (FK)`: Foreign key from **Product**.
- `expirationDate`: The date the discount expires.

#### Relationship:

- **Product: 1 Product** can have **many Discounts**, but each discount is applied to **only 1 Product** (many-to-1).

## 5. OrderItem

- **Attributes:**

- `orderItem_id`: Primary key for the order item.
- `order_id` (FK): Foreign key from **Order**.
- `product_id` (FK): Foreign key from **Product**.
- `quantity`: Quantity of the product ordered.
- `totalPurchase`: Total amount for the particular order item.

### Relationship:

- **Order: 1 Order** can contain **many OrderItems** (1-to-many).
- **Product: 1 Product** can appear in **many OrderItems** (1-to-many).
- **OrderStatusHistory**: Each order item can have **many statuses** (1-to-many).

## 6. OrderStatusHistory

- **Attributes:**

- `order_status_id`: Primary key for tracking order statuses.
- `order_id` (FK): Foreign key from **Order**.
- `orderItem_id` (FK): Foreign key from **OrderItem**.
- `status_date`: Date when the status was updated.
- `status`: Current status of the order (e.g., "shipped", "pending").

### Relationship:

- **OrderItem: 1 OrderItem** can have **many statuses** (1-to-many).
- **Order: 1 Order** may have **multiple statuses** tracked by `OrderStatusHistory` (1-to-many).

## 7. Order

- **Attributes:**

- `order_id`: Primary key for the order.
- `customerAddress`: The address associated with the order.
- `status`: Current status of the order.
- `totalAmount`: Total amount of the order.
- `shippingAddress`: The address for delivery.
- `orderDate`: Date the order was placed.

### Relationship:

- **OrderItem: 1 Order** contains **many OrderItems** (1-to-many).
- **OrderStatusHistory: 1 Order** can have **many statuses in its history** (1-to-many).
- **Customer: 1 Customer** can place **many Orders** (1-to-many).
- **CustomerAddressInfo: 1 CustomerAddress** can be linked to **many Orders** (1-to-many).
- **Payment: 1 Order** can have **many Payments** (1-to-many).
- **Shipment: 1 Order** can have **many Shipments** (1-to-many).

## 8. Rating

- **Attributes:**

- `rating_number`: Primary key for the rating.
- `customer_id (FK)`: Foreign key from **Customer**.
- `customerName`: Name of the customer giving the rating.
- `ratingComment`: Comments provided by the customer.

- **ratingDate**: Date of the rating.
- **ratingImage**: Blob (binary large object) to store an image associated with the rating.

#### **Relationship:**

- **Product: 1 Product** can have **many Ratings** (1-to-many).
- **Customer: 1 Customer** can give **many Ratings** (1-to-many).

## **9. Shipment**

- **Attributes:**

- **shipment\_id**: Primary key for the shipment.
- **order\_id (FK)**: Foreign key from **Order**.
- **customerAddress**: Address where the shipment is sent.
- **carrier**: The shipping service used.
- **trackingNumber**: Tracking number for the shipment.
- **shipmentDate**: Date when the shipment was dispatched.

#### **Relationship:**

- **Order: 1 Order** can have **many Shipments** (1-to-many).
- **Customer: 1 Customer** can receive **many Shipments** (1-to-many).

## **10. Customer**

- **Attributes:**

- **customer\_id**: Primary key for the customer.
- **customerAddress**: Address associated with the customer.
- **customerEmail**: Email address of the customer.

- `customerPhone`: Phone number of the customer.
- `customerName`: Name of the customer.
- `registrationDate`: Date the customer registered.
- `loyaltyPoint`: Points the customer has earned from purchases.

#### **Relationship:**

- **Order: 1 Customer** can place **many Orders** (1-to-many).
- **CustomerAddressInfo: 1 Customer** can have **many addresses** (1-to-many).
- **Shipment: 1 Customer** can be linked to **many Shipments** (1-to-many).
- **Rating: 1 Customer** can provide **many Ratings** (1-to-many).

## **11. CustomerAddressInfo**

- **Attributes:**

- `address_id`: Primary key for the customer address.
- `customer_id (FK)`: Foreign key from **Customer**.
- `address_type`: The type of address (e.g., home, work).
- `customerAddress`: The actual address.
- `city`: City of the address.
- `state`: State of the address.
- `zip_code`: Zip code of the address.
- `country`: Country where the address is located.

#### **Relationship:**

- **Customer: 1 Customer** can have **many addresses** (1-to-many).
- **Order: 1 CustomerAddress** can be used for **many Orders** (1-to-many).

## 12. Payment

- **Attributes:**

- **payment\_id**: Primary key for the payment.
- **order\_id (FK)**: Foreign key from **Order**.
- **paymentDate**: Date when the payment was made.
- **paymentAmount**: Amount of the payment.
- **paymentMethod**: Method used for payment (e.g., credit card, PayPal).

### **Relationship:**

- **Order: 1 Order** can have **many Payments** (1-to-many).

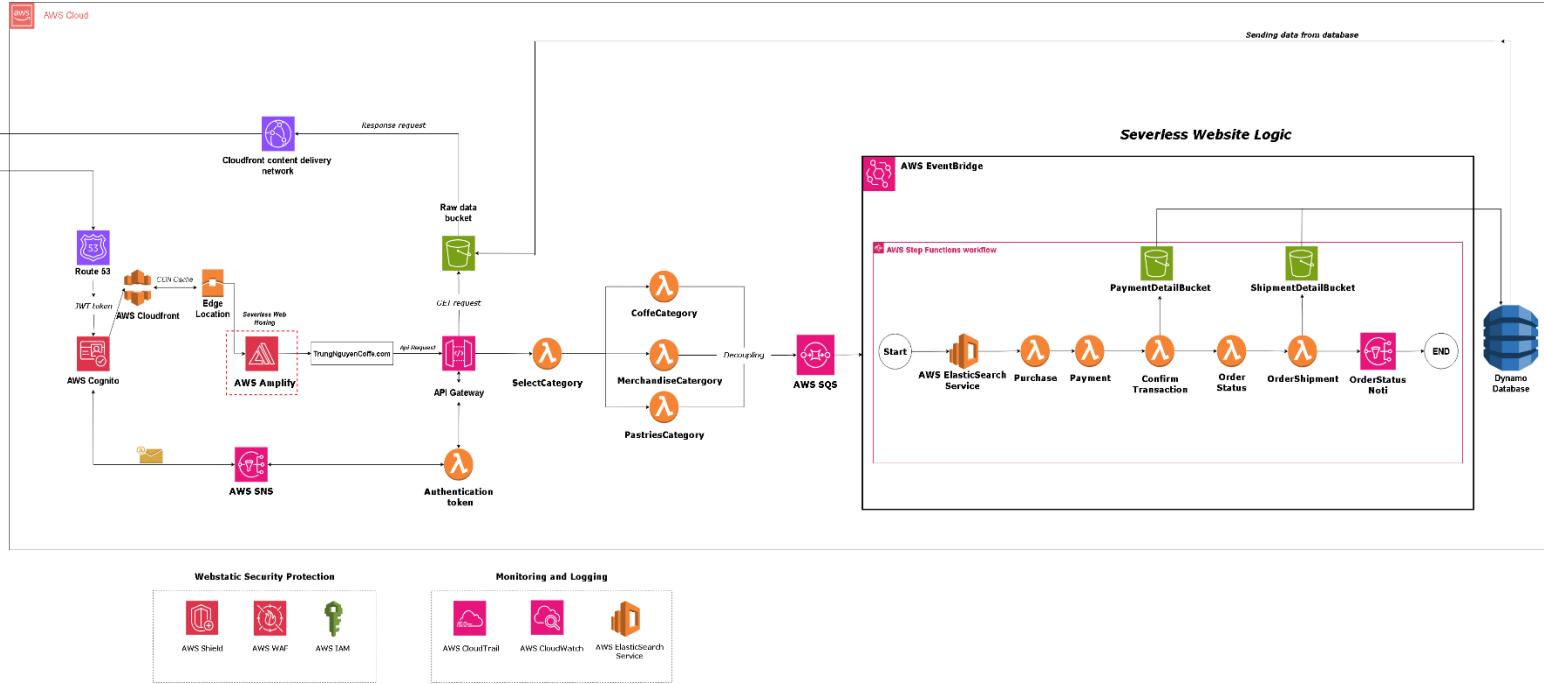
## Web Hosting Tool

<b>Diagram owner</b>	@Lau Ngoc Quyen (Swinburne DN)
<b>Team</b>	<span style="color: orange;">★</span> @Lau Ngoc Quyen (Swinburne DN) <span style="color: orange;">★</span> @Doan Nhat Long (Swinburne HCM) <span style="color: orange;">★</span> @Nguyen Thuan Khang (Swinburne HCM) <span style="color: orange;">★</span> @Le Ba Tung (Swinburne HCM)
<b>Status</b>	<b>DONE</b>
<b>Last date updated</b>	Sep 28, 2024
<b>On this page</b>	<ul style="list-style-type: none"> <li>• <span style="color: blue;">🏆</span> <a href="#">Objective:</a></li> <li>• <span style="color: blue;">📐</span> <a href="#">Architecture</a></li> <li>• <span style="color: blue;">⌚</span> <a href="#">Architecture flow</a> <ul style="list-style-type: none"> <li>◦ <a href="#">Main Sections:</a></li> <li>◦ <a href="#">Summary:</a></li> </ul> </li> <li>• <span style="color: blue;">📝</span> <a href="#">Deployment strategy</a> <ul style="list-style-type: none"> <li>◦ <span style="color: blue;">💻</span> <a href="#">Frontend Development</a></li> <li>◦ <span style="color: blue;">🔒</span> <a href="#">Backend Development</a></li> <li>◦ <span style="color: blue;">🏗️</span> <a href="#">Infrastructure and Deployment</a></li> <li>◦ <span style="color: blue;">Git</span> <a href="#">Version Control</a></li> <li>◦ <span style="color: blue;">🛡️</span> <a href="#">Security and Compliance</a></li> <li>◦ <span style="color: blue;">📊</span> <a href="#">Testing and QA</a></li> <li>◦ <span style="color: blue;">📈</span> <a href="#">Analytics and Reporting</a></li> <li>◦ <span style="color: blue;">🤝</span> <a href="#">Collaboration and Project Management</a></li> </ul> </li> </ul>

### 🏆 **Objective:**

This document outlines the development tools and technologies to be used in building the Direct-to-Consumer (D2C) e-commerce platform for **Trung Nguyen Coffee Corp.**

## Architecture:



## Architecture flow

### Main Sections:

#### 1. External Devices and Data Sources:

- Devices: These are the user devices interacting with the system, possibly desktops, mobile phones, or tablets.
- Data Inputs: Devices send requests that are routed through AWS Route 53 for DNS resolution. The JWT token is used for authentication, ensuring secure interactions.
- **AWS CloudFront**: Requests go through AWS CloudFront, which serves cached content via its Edge Locations, ensuring low-latency delivery across the globe.

## **2. Authentication and Security:**

- **AWS Cognito**: Manages user authentication, generating JWT tokens for validating user identity and access permissions.

### **Security Protection:**

- **AWS Shield**: Protects against Distributed Denial of Service (DDoS) attacks.
- **AWS WAF (Web Application Firewall)**: Provides filtering of malicious traffic to further secure the platform.
- **AWS IAM**: Manages access control for the system's resources.

## **3. Data Ingestion and Preprocessing:**

- **S3 Bucket**: Stores raw data, images, or product-related assets requested from the serverless platform hosted on AWS Amplify.
- **API Gateway**: Acts as a front-end service to direct incoming HTTP requests to appropriate backend services. It triggers the appropriate backend **Lambda** functions.
- **SNS (Simple Notification Service)**: Facilitates communication between services and queues messages for processing.

## **4. Core Business Logic and Processing:**

- **AWS Lambda**: Serverless compute functions are triggered to handle specific tasks:
- **Category Functions**: Handles requests for browsing product categories (e.g., Coffee, Merchandise, Pastries) via dedicated **Lambda** functions.
- **Step Functions**: Orchestrates the workflow of various tasks. For example:
  - PurchaseStep: Processes purchases.
  - PaymentInfo: Manages payment details and passes data to other steps.

- PaymentDetailHistory: Stores payment histories for future reference.
- **AWS SNS**: Sends relevant notifications between various **Lambda** functions or triggers additional steps.

## 5. Storage and Database:

- **DynamoDB**: Stores processed transactional data, including payment details, order history, and customer information. It is a NoSQL database, providing scalable and low-latency access.

## 6. Real-Time Data Processing:

- **AWS ElasticSearch Service**: Utilized for searching and analyzing large amounts of data related to user interactions or transactions.

## 7. Monitoring and Logging:

- **AWS CloudWatch**: Monitors system performance, collects logs from **Lambda** functions, and provides real-time operational insights.
- **AWS CloudTrail**: Tracks API calls for auditing and compliance purposes.

## 8. Customer Notifications:

- **Amazon SNS**: Sends email or SMS notifications to customers about order status updates, promotions, or transactional information. For example:
- Notifications after the successful purchase.
- Payment verification updates.
- This architecture leverages AWS's serverless and highly available services to create a secure and efficient data pipeline, offering scalable e-commerce functionality to **Trung Nguyen Coffee Corp**. The system is optimized for real-time data processing, security, and monitoring, ensuring seamless user experiences while maintaining data integrity.

## **Summary:**

This architecture demonstrates a serverless and scalable data pipeline that integrates **real-time data ingestion, processing, and validation** using **AWS services** like **API Gateway**, **S3**, **Step Functions**, and **Lambda**. The system is designed for handling transactional workflows, emphasizing security and monitoring through services like **AWS WAF** and **CloudWatch**.

## **Deployment strategy**

### **Frontend Development**

#### **1. Framework: React.js**

- **Purpose:** Efficient and scalable user interface development.
- **Reason for selection:** React.js is widely used for creating fast and interactive user interfaces. It offers flexibility, reusability of components, and is backed by a large community for support.
- **Alternatives considered:** Angular, Vue.js.
- **Libraries/Extensions:**
  - React Router: For navigation and routing within the platform.
  - Styled Components: For enhanced styling management.

#### **2. Mobile Optimization Framework: React Native**

- **Purpose:** Mobile optimization for Android and iOS devices.
- **Reason for selection:** Allows the creation of native-like apps using the same codebase as the web platform.
- **Alternatives considered:** Flutter, Ionic.

## Backend Development

### 1. Language: Node.js with Express

- **Purpose:** Build a scalable and fast backend API for handling requests, processing data, and interacting with the database.
- **Reason for selection:** Node.js is well-suited for real-time applications and offers excellent performance for handling numerous requests.
- **Alternatives considered:** Django (Python), Ruby on Rails.

### 2. Database: MongoDB

- **Purpose:** NoSQL database for handling dynamic product data, customer information, and orders.
- **Reason for selection:** MongoDB offers flexibility with unstructured data, allowing for quick changes and adaptability to new features.
- **Alternatives considered:** MySQL, PostgreSQL.

## Infrastructure and Deployment

### 1. Cloud Service Provider: AWS (Amazon Web Services)

- **Purpose:** Hosting, storage, and cloud computing.
- **Reason for selection:** AWS offers scalable infrastructure, robust security, and a variety of services that fit e-commerce needs.
- **Alternatives considered:** Microsoft Azure, Google Cloud Platform.

### 2. Containerization: Docker

- **Purpose:** Simplifies the deployment process by using containers to ensure consistency across development, staging, and production environments.

- **Reason for selection:** Docker allows efficient use of resources and easier collaboration between developers.
- **Alternatives considered:** Vagrant.

### 3. CI/CD Pipeline: Jenkins

- **Purpose:** Automate the integration and deployment process.
- **Reason for selection:** Jenkins is highly customizable and integrates with various tools for testing, building, and deploying code.
- **Alternatives considered:** CircleCI, TravisCI.

## Version Control

### 1. Tool: GitHub

- **Purpose:** Source code management and version control.
- **Reason for selection:** GitHub offers excellent collaboration features, including pull requests, issue tracking, and version history.
- **Alternatives considered:** GitLab, Bitbucket.

## Security and Compliance

### 1. Security: OAuth 2.0

- **Purpose:** Implement secure user authentication and authorization.
- **Reason for selection:** OAuth 2.0 ensures secure handling of tokens and user sessions.
- **Alternatives considered:** JWT (JSON Web Token).

## 2. Compliance: PCI DSS

- **Purpose:** Ensure compliance with Payment Card Industry Data Security Standards for handling online transactions securely.
- **Reason for selection:** PCI DSS is mandatory for handling credit card information securely.



## Testing and QA

### 1. Tool: Selenium

- **Purpose:** Automated testing for frontend and backend functionalities.
- **Reason for selection:** Selenium supports multiple browsers and is highly customizable for end-to-end testing.
- **Alternatives considered:** Cypress, TestCafe.

### 2. Tool: Mocha

- **Purpose:** Unit testing for backend functionality.
- **Reason for selection:** Mocha provides flexible asynchronous testing, ideal for Node.js environments.
- **Alternatives considered:** Jest.



## Analytics and Reporting

### 1. Tool: Google Analytics

- **Purpose:** Track customer interactions, sales data, and user behavior on the platform.
- **Reason for selection:** Google Analytics provides in-depth insights and detailed reports essential for data-driven marketing.
- **Alternatives considered:** Mixpanel, Hotjar.

## Collaboration and Project Management

### 1. Tool: Jira

- **Purpose:** Manage tasks, track progress, and organize sprints using Agile methodologies.
- **Reason for selection:** Jira offers robust features for task management, sprint planning, and tracking team velocity.
- **Alternatives considered:** Trello, [monday.com | Your go-to work platform](https://monday.com)

### 2. Tool: Confluence

- **Purpose:** Documentation and knowledge-sharing among the team.
- **Reason for selection:** Confluence integrates seamlessly with Jira and allows team collaboration on all project documentation.
- **Alternatives considered:** Notion.

## Appendix 1 – My user manual

Ngoc Quyen Profile:	
<b>Environments I like to work in</b>	<ul style="list-style-type: none"><li>I prefer a quiet, focused work environment with minimal distractions. A private coffee shop for study or a small team workspace would be ideal.</li></ul>
<b>Preferred working hours</b>	<ul style="list-style-type: none"><li>I try to maintain a healthy work-life balance, so I avoid working excessively long hours or working on weekends unless it's absolutely necessary.</li></ul>
<b>Communication preferences</b>	<ul style="list-style-type: none"><li>I prefer clear, concise, and direct communication, whether it's via email, video calls, or in-person meetings. Effective and straightforward communication helps me stay on track.</li></ul>
<b>Preferred ways to receive feedback</b>	<ul style="list-style-type: none"><li>I'm open to feedback delivered in a respectful and constructive manner, as it helps me to continually grow and improve. I value feedback that is solution-oriented and focused on development.</li></ul>
<b>Things I need</b>	<ul style="list-style-type: none"><li>Reliable and up-to-date technology to perform my work effectively.</li><li>Supportive and collaborative team members who are willing to share knowledge and provide assistance when needed.</li></ul>

<b>How I learn best</b>	<ul style="list-style-type: none"> <li>I'm a visual and auditory learner, so I benefit from a combination of written materials, demonstrations, and hands-on practice. Seeing and hearing concepts in action makes them easier to understand.</li> </ul>
<b>Things I struggle with</b>	<ul style="list-style-type: none"> <li>I sometimes find it challenging to manage my time when I have too many tasks at once. Additionally, staying focused on less interesting but necessary tasks can be difficult at times.</li> </ul>
<b>Things I love</b>	<ul style="list-style-type: none"> <li>Going to the gym to stay healthy and energized.</li> <li>Coding and continuously improving my programming skills.</li> <li>Watching movies to relax and enjoy creative storytelling.</li> <li>Spending quality time with my loved ones, as it keeps me grounded and fulfilled.</li> <li>Learning new things and expanding my knowledge.</li> <li>Collaborating with talented and passionate colleagues to achieve shared goals.</li> <li>The sense of accomplishment I feel when I complete a project to the best of my abilities.</li> </ul>
<b>If I were an animated gif/meme/animal/song, I would be...</b>	<ul style="list-style-type: none"> <li>I would be a motivational workout GIF—something that pumps you up and encourages you to push forward.</li> </ul>

<b>My favorite saying</b>	<ul style="list-style-type: none"> <li>• "Dreams are just dreams until they become a reality. Don't worry about how grand your dreams are and how small you are. Because everyone starts from somewhere."</li> </ul>
<b>Other things I want you to know about me</b>	<ul style="list-style-type: none"> <li>• I enjoy spending time at the gym, watching movies, and hanging out with my loved ones. Coding is a big part of my life, and I always strive to improve myself in every aspect.</li> </ul>
<b>How I unwind after work</b>	<ul style="list-style-type: none"> <li>• After work, I love to hit the gym for a good workout. It helps me clear my mind and relieve stress. I also enjoy watching movies and spending time with loved ones for relaxation.</li> </ul>
<b>How I stay organized</b>	<ul style="list-style-type: none"> <li>• I use task management tools and a digital calendar to prioritize my work. Breaking down larger tasks into smaller, more manageable ones helps me stay on top of everything. I also make sure to block out time for personal activities and self-care.</li> </ul>
<b>What motivates me</b>	<ul style="list-style-type: none"> <li>• I'm motivated by challenges and the opportunity to learn new things. I enjoy working towards goals and achieving milestones, whether in personal fitness, coding projects, or professional development. Support from loved ones and a positive work environment also keep me going.</li> </ul>

## Thuan Khang Profile:

<b>Environments I like to work in</b>	<ul style="list-style-type: none"> <li>I prefer a quiet, focused work environment with minimal distractions. A private coffee shop for study or small team workspace would be ideal.</li> </ul>
<b>Preferred working hours</b>	<ul style="list-style-type: none"> <li>I try to maintain a healthy work-life balance, so I avoid working excessively long hours or on weekends unless it's absolutely necessary.</li> </ul>
<b>Communication preferences</b>	<ul style="list-style-type: none"> <li>I prefer clear, concise, and direct communication, whether it's via email, video calls, or in-person meetings.</li> </ul>
<b>Preferred ways to receive feedback</b>	<ul style="list-style-type: none"> <li>I'm open to feedback delivered in a respectful and constructive manner, as it helps me to continually grow and improve.</li> </ul>
<b>Things I need</b>	<ul style="list-style-type: none"> <li>Reliable and up-to-date technology to perform my work effectively.</li> <li>Supportive and collaborative team members who are willing to share knowledge and provide assistance when needed.</li> </ul>
<b>How I learn best</b>	<ul style="list-style-type: none"> <li>I'm a visual and auditory learner, so I benefit from a combination of written materials, demonstrations, and hands-on practice.</li> </ul>
<b>Things I struggle with</b>	<ul style="list-style-type: none"> <li>Managing multiple tasks simultaneously under tight deadlines can sometimes be overwhelming.</li> <li>I find it challenging to delegate tasks because I prefer ensuring things are done correctly.</li> </ul>

<b>Things I love</b>	<ul style="list-style-type: none"> <li>Continuously learning and expanding my knowledge and skills.</li> <li>Collaborating with talented and passionate colleagues to achieve shared goals.</li> <li>The sense of accomplishment and pride I feel when I complete a project or task to the best of my abilities.</li> </ul>
<b>If I were an animated gif/meme/animal/song, I would be...</b>	<ul style="list-style-type: none"> <li>I would be a <b>wolf</b> because I value teamwork, loyalty, and the ability to lead when necessary while also working independently when needed.</li> </ul>
<b>My favorite saying</b>	<ul style="list-style-type: none"> <li>"Dreams are just dreams until they become a reality. Don't worry about how grand your dreams are and how small you are. Because everyone starts from somewhere."</li> </ul>
<b>Other things I want you to know about me</b>	<ul style="list-style-type: none"> <li>I value continuous improvement and seek opportunities to learn new skills in both my personal and professional life.</li> <li>I appreciate humor and light-hearted moments in the workplace to keep the environment enjoyable and engaging.</li> </ul>
<b>My Ideal Team Dynamics</b>	<ul style="list-style-type: none"> <li>I enjoy working in a team where there is a shared sense of responsibility and respect for each other's strengths. I appreciate open communication, mutual trust, and the willingness to help each other grow.</li> </ul>
<b>Challenges I'm Looking to Overcome</b>	<ul style="list-style-type: none"> <li>I want to improve my ability to prioritize tasks more efficiently and manage time better to reduce stress during tight deadlines.</li> </ul>

<b>My Professional Goals</b>	<ul style="list-style-type: none"> <li>I aim to deepen my technical expertise, especially in areas like software development and project management, while also taking on leadership roles to contribute more to team success.</li> </ul>
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### Ba Tung Profile:

<b>Environments I like to work in</b>	<ul style="list-style-type: none"> <li>I thrive in collaborative environments where I can bounce ideas off my colleagues. However, I also appreciate moments of quiet focus, especially when tackling complex tasks. A flexible workspace with both open areas for teamwork and quiet spots for concentration would be perfect.</li> </ul>
<b>Preferred working hours</b>	<ul style="list-style-type: none"> <li>I prefer a balanced work schedule, with early mornings being my most productive time. I like to wrap up by the late afternoon, leaving time for personal activities. If needed, I'm open to working evenings, but I avoid working on weekends whenever possible.</li> </ul>
<b>Communication preferences</b>	<ul style="list-style-type: none"> <li>I appreciate open and honest communication, whether it's through quick check-ins, Slack messages, or face-to-face discussions. I prefer to keep things transparent and clear to avoid misunderstandings and enjoy collaborative problem-solving sessions.</li> </ul>

<b>Preferred ways to receive feedback</b>	<ul style="list-style-type: none"> <li>I value feedback that is direct and constructive, especially when it includes actionable steps I can take to improve. I like to have regular feedback discussions to ensure I'm on the right track and to continuously learn.</li> </ul>
<b>Things I need</b>	<ul style="list-style-type: none"> <li>A reliable team with whom I can share ideas and get quick feedback.</li> <li>Access to learning resources to further develop my skills and stay updated in my field.</li> <li>Time to focus on projects that require deep thought without interruptions.</li> </ul>
<b>How I learn best</b>	<ul style="list-style-type: none"> <li>I learn best by doing—hands-on experience is my go-to method. I also enjoy reading and researching topics in detail, especially when I'm starting something new. Practical applications and real-world examples help solidify my understanding.</li> </ul>
<b>Things I struggle with</b>	<ul style="list-style-type: none"> <li>Sometimes I can be too focused on the details and miss the bigger picture. I also tend to overcommit myself, so I'm working on saying "no" more often to avoid burnout.</li> </ul>
<b>Things I love</b>	<ul style="list-style-type: none"> <li>Being part of a motivated and supportive team.</li> <li>Exploring new hobbies and learning new skills in my free time.</li> <li>Solving complex problems through logic and creativity.</li> </ul>

	<ul style="list-style-type: none"> <li>• Taking time to relax and recharge, whether through travel, reading, or spending time outdoors.</li> <li>• Celebrating achievements, both big and small, with the people around me.</li> </ul>
<b>If I were an animated gif/meme/animal/song, I would be...</b>	<ul style="list-style-type: none"> <li>• I would be a "teamwork makes the dream work" meme—highlighting the importance of collaboration to reach goals efficiently.</li> </ul>
<b>My favorite saying</b>	<ul style="list-style-type: none"> <li>• "Success is not the key to happiness. Happiness is the key to success. If you love what you are doing, you will be successful."</li> </ul>
<b>Other things I want you to know about me</b>	<ul style="list-style-type: none"> <li>• I believe in continuous self-improvement. Whether it's in my work or personal life, I always seek out new opportunities to grow. I'm passionate about learning, and I love sharing that passion with others.</li> </ul>
<b>How I unwind after work</b>	<ul style="list-style-type: none"> <li>• I like to unwind by spending time with friends or family, engaging in a hobby like reading or gaming, or simply going for a walk outside. I also enjoy cooking and trying out new recipes as a way to relax and disconnect from work.</li> </ul>
<b>How I stay organized</b>	<ul style="list-style-type: none"> <li>• I use a mix of digital tools like task management apps and traditional methods like a written planner. I prioritize tasks using the Eisenhower matrix, which helps me focus on what's important and urgent. Regular reviews of my progress keep me on track.</li> </ul>

<b>What motivates me</b>	<ul style="list-style-type: none"> <li>I'm motivated by the opportunity to solve challenging problems and the sense of achievement that comes from completing difficult tasks. I also draw motivation from working with inspiring colleagues and contributing to a larger purpose or goal.</li> </ul>
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### Nhat Long Profile:

<b>Environments I like to work in</b>	<ul style="list-style-type: none"> <li>I enjoy dynamic and fast-paced environments where things are constantly evolving. I thrive in a bustling, energetic workspace where I can easily collaborate with others. Being around people who are passionate and driven energizes me. I also love brainstorming in open spaces or casual settings like coffee shops.</li> </ul>
<b>Preferred working hours</b>	<ul style="list-style-type: none"> <li>I'm not much of a morning person, so I prefer to start my day later, around 10 AM. I don't mind working into the evening if it means I can be more productive when my energy peaks. I'm flexible with my schedule and willing to adjust to meet team needs.</li> </ul>
<b>Communication preferences</b>	<ul style="list-style-type: none"> <li>I love face-to-face conversations and quick video calls. I find it more engaging to talk through ideas in real-time, rather than waiting on emails or messages. That being said, I appreciate regular check-ins and updates via chat to keep things flowing smoothly.</li> </ul>

<b>Preferred ways to receive feedback</b>	<ul style="list-style-type: none"> <li>I'm open to direct and candid feedback. The more straightforward, the better. I prefer to know exactly what I can improve on and don't shy away from constructive criticism. In fact, I welcome it as long as it's delivered respectfully. Quick feedback loops work best for me so I can adjust and move forward quickly.</li> </ul>
<b>Things I need</b>	<ul style="list-style-type: none"> <li>Opportunities to bounce ideas off of teammates regularly.</li> <li>Flexibility in how I manage my tasks and time, especially when I'm in a creative mode.</li> <li>A fun, engaging team that loves to brainstorm and think outside the box.</li> <li>Challenges that push me to think differently and come up with unique solutions.</li> </ul>
<b>How I learn best</b>	<ul style="list-style-type: none"> <li>I'm an experiential learner, meaning I learn best by diving in and figuring things out through trial and error. I thrive in environments where I can experiment, try new things, and not be afraid to fail. I also enjoy learning through collaboration—sharing knowledge and skills with others.</li> </ul>
<b>Things I struggle with</b>	<ul style="list-style-type: none"> <li>Sometimes I can get overly excited about new ideas and have a hard time sticking to one project or focus. I also tend to procrastinate on tasks that don't interest me as much, so I'm constantly working on finding ways to stay motivated with the less exciting parts of the job.</li> </ul>

<b>Things I love</b>	<ul style="list-style-type: none"> <li>• Engaging in creative problem-solving and thinking outside the box.</li> <li>• Participating in brainstorming sessions that lead to innovative ideas.</li> <li>• Working on projects that make a real impact and seeing the results firsthand.</li> <li>• Surrounding myself with energetic and enthusiastic people who are just as excited about the work as I am.</li> <li>• Spontaneous discussions or hangouts with friends and colleagues, especially when it leads to new ideas or laughter.</li> </ul>
<b>If I were an animated gif/meme/animal/song, I would be...</b>	<ul style="list-style-type: none"> <li>• I would be a "firework" GIF—full of energy, unpredictability, and excitement, constantly exploding with new ideas.</li> </ul>
<b>My favorite saying</b>	<ul style="list-style-type: none"> <li>• "Do what you love, and you'll never work a day in your life."</li> </ul>
<b>Other things I want you to know about me</b>	<ul style="list-style-type: none"> <li>• I'm always up for a challenge. Even when something feels impossible, I'll try my best to figure it out. I'm driven by creativity and love exploring new approaches. I also value having fun and believe that bringing joy to work can help boost productivity.</li> </ul>
<b>How I handle stress</b>	<ul style="list-style-type: none"> <li>• When I'm feeling stressed, I prefer to take a step back and breathe. I usually go for a short walk, meditate, or listen to calming music to clear my mind. Physical activity helps me release tension as well. I also like to break tasks down into smaller, more manageable steps to reduce the feeling of being overwhelmed.</li> </ul>

<b>What inspires me</b>	<ul style="list-style-type: none"> <li>I'm deeply inspired by people who persevere through challenges and find success, whether in business, art, or life. I love reading about innovative leaders and thinkers, especially those who've managed to turn obstacles into opportunities. Seeing people overcome adversity motivates me to push myself further.</li> </ul>
<b>How I balance personal and professional life</b>	<ul style="list-style-type: none"> <li>I value maintaining a strong separation between work and my personal life. I prioritize making time for family, friends, and hobbies, and I aim to keep my weekends free to recharge. Work is important, but I believe that having a fulfilling personal life allows me to bring my best self to the job.</li> </ul>

## Appendix 2 – Team Meeting notes

### Meeting notes – Sep 9, 2024



Date

Sep 9, 2024



Participants

- @Lau Ngoc Quyen (Swinburne DN)
- @Doan Nhat Long (Swinburne HCM)
- @Nguyen Thuan Khang (Swinburne HCM)
- @Le Ba Tung (Swinburne HCM)



Goals

#### 1. Initiate contact with Confluence and Jira platforms:

- Get team members acquainted with the tools and establish basic project structures.

#### 2. Topic Discussion:

- Discuss potential project topics, finalize the selection, and assign research responsibilities.

#### 3. Establish Core Project Pages:

- Create three essential pages on Confluence: Team Home, Team Member, and Project Plan pages.

#### 4. Coordinate Follow-up Meeting:

- Set a follow-up meeting to review progress and adjust next steps.

## Discussion topics

Time	Item	Presenter	Notes
1 hour	Familiarize with Confluence and Jira platforms	Lau Ngoc Quyen	<ul style="list-style-type: none"> <li>Each team member will create individual pages to familiarize themselves with Confluence and explore Jira for task management. Temporary pages will be used.</li> </ul>
30 minutes	Topic discussion	Lau Ngoc Quyen	<ul style="list-style-type: none"> <li>Selecting a suitable project topic based on team interest and skillsets. Conduct initial research to gather relevant data on the selected topic.</li> </ul>
1 hour and 45 minutes	Create three separate pages.	Team Member	<ul style="list-style-type: none"> <li>Set up three main pages on Confluence: Team Home, Team Member, and Project Plan. These will serve as the foundation for the project's documentation.</li> </ul>

## Detailed Discussion Overview:

### 1. Familiarize with Confluence and Jira Platforms:

- **Lau Ngoc Quyen** led the team through the basics of using **Confluence** for documentation and **Jira** for managing tasks. Team members will:
  - Create individual pages to practice Confluence functionality.
  - Explore **Jira** to understand how tasks will be tracked, assigned, and completed.
  - Discuss any challenges or questions related to using the tools.

- Each team member is expected to spend time experimenting with these tools before the next meeting to ensure a smooth workflow moving forward.

## **2. Topic Discussion:**

- The team discussed multiple potential topics, aligning with project goals, available resources, and the interests of each member.
- After deliberation, the project topic was narrowed down to a few options, focusing on areas that leverage both technical and research skills. A final decision will be made after further research into these areas.
- **Nguyen Thuan Khang** led the topic discussion, asking team members for their inputs and preferences. He also assigned research tasks to ensure that each topic is thoroughly investigated before finalizing the selection.

## **3. Create Core Project Pages:**

- The team agreed to set up three primary pages on Confluence:
  - a. **Team Home Page:** A central hub that will contain key information, objectives, and an overview of the project.
  - b. **Team Member Page:** A space where each team member can provide a brief introduction, their roles, and their contributions to the project.
  - c. **Project Plan Page:** A detailed page outlining the scope, timeline, and deliverables of the project.
- **Lau Ngoc Quyen** guided the team through the structure of these pages, ensuring each member understood the format and content expectations.

### Action items

#### **Create Individual Confluence Pages**

- Each member to create a personal Confluence page to familiarize themselves with the platform and explore functionality.

#### **Set Up Core Project Pages**

- Team Home, Team Member, and Project Plan pages should be completed, with initial content prepared for review in the next meeting.

### **Research Project Topic**

- Conduct thorough research on the proposed topics and compile data to present during the next meeting for final topic selection.

### **Facilitate Jira Setup**

- **Lau Ngoc Quyen** will ensure all team members are set up on Jira and understand how to use the platform for task assignments and progress tracking.

## **Decisions**

### Project Tools:

- Confluence will be used for documentation and collaboration, while Jira will handle project management and task assignments.

### Page Setup:

- Team will establish the Team Home, Team Member, and Project Plan pages in the next session.

### Next Meeting:

- A follow-up team meeting will be coordinated to review progress on the project pages and topic research.

## **Meeting Adjourned**

- **Next Meeting Date:** Sep 16, 2024

# Meeting notes – Sep 16, 2024



Date

Sep 16, 2024



Participants

- @Lau Ngoc Quyen (Swinburne DN)
- @Doan Nhat Long (Swinburne HCM)
- @Nguyen Thuan Khang (Swinburne HCM)
- @Le Ba Tung (Swinburne HCM)



Goals

## 1. Finalize and Review Risk Assessment and Persona Pages:

- The team aims to complete the Risk Assessment and Persona pages, ensuring they are well-structured, comprehensive, and reflect accurate details of the project.

## 2. Start the Creation of the Empathy Map Page:

- Lay the groundwork for the Empathy Map, focusing on gathering insights about user behaviors, emotions, and pain points, which will be crucial for project development.

## 3. Discuss Upcoming Steps for Product Requirements:

- Begin brainstorming and planning for the Product Requirements document, setting clear milestones and determining the scope of what needs to be covered in the next sprint.

## Discussion topics

Time	Item	Presenter	Notes
45 minutes	Review and Finalize Risk Assessment and Persona Pages	Lau Ngoc Quyen	<ul style="list-style-type: none"> <li>Team members to review the current content on the Risk Assessment and Persona pages. Ensure all identified risks have documented mitigation strategies, and Persona data is aligned with target demographics.</li> </ul>
30 minutes	Begin Creation of the Empathy Map Page	Doan Nhat Long	<ul style="list-style-type: none"> <li>Discuss the format and approach for building the Empathy Map. Outline key areas of focus such as user goals, needs, frustrations, and emotional journeys. Delegate page creation tasks.</li> </ul>
50 minutes	Plan for Upcoming Steps, Including Initial Product Requirements	Le Ba Tung, Nguyen Thuan Khang	<ul style="list-style-type: none"> <li>Outline the primary components of the Product Requirements, including functional and non-functional requirements. Set deadlines and allocate responsibilities for drafting the document.</li> </ul>

## **Detailed Discussion Overview:**

### **1. Review and Finalize Risk Assessment and Persona Pages:**

- **Risk Assessment:**

- Each risk listed in the document was revisited. Mitigation strategies were re-evaluated to ensure they are realistic and actionable. The team also discussed adding new risks that may have emerged during the course of the project, such as stakeholder alignment issues or potential technology changes.
- Specific attention was paid to how risks are ranked (in terms of likelihood and impact). The assessment will need to be completed with clear ownership of each risk item to ensure accountability.

- **Persona Pages:**

- The team confirmed that the Persona pages reflect accurate and relevant data regarding the target users of the platform. Each persona was evaluated for completeness, including user goals, pain points, demographic information, and their relationship to the platform's intended features.
- It was noted that the personas should serve as a living document, continually updated as more user data is gathered.

### **2. Begin Creation of the Empathy Map Page:**

- The team discussed the structure of the Empathy Map, agreeing that it should focus on the following categories:
  - **User Goals:** What users are trying to achieve.
  - **User Emotions:** How users feel at different stages of interacting with the product.
  - **User Pain Points:** What frustrates users, and where challenges arise in their journey.
  - **User Motivations:** What drives users to take action.
  - **Opportunities for Product Improvement:** How the product can address user needs and frustrations.
- **Lau Ngoc Quyen** suggested utilizing user interviews and feedback gathered from early research to populate the Empathy Map, with a plan to review this in the next sprint.

### **3. Planning for Product Requirements:**

- The team discussed the next major milestone, which is the creation of the **Product Requirements Document (PRD)**.
  - **Functional Requirements** should focus on the core features of the e-commerce platform, such as user authentication, product catalog, payment processing, and shipment tracking.
  - **Non-functional Requirements** should cover system performance, security, scalability, and usability aspects.
  - **Nguyen Thuan Khang** proposed dividing the PRD creation tasks between team members, with a detailed outline to be ready by the next sprint planning session.
  - **Deadlines:** Initial draft due on 25th September 2024, with the final review planned for 30th September 2024.

#### **✓ Action items**

##### **☒ Review and finalize Risk Assessment DONE**

- Ensure all risks are documented with mitigation plans and responsible owners. Add new risks if necessary.

##### **☒ Persona Pages Completion DONE**

- Refine personas based on the latest insights and feedback from users

##### **☒ Create Empathy Map Page DONE**

- Team to start working on user behavior insights and map emotional journeys across key product touchpoints.

##### **☒ Outline for Product Requirements DONE**

- Draft the core elements of the PRD, focusing on both functional and non-functional requirements.

## Decisions

### Risk Assessment:

- Confluence will be used for documentation and collaboration, while Jira will handle project management and task assignments.

### Persona Pages:

- Team will establish the Team Home, Team Member, and Project Plan pages in the next session.

### Product Requirements:

- The initial draft of the Product Requirements Document will be created by 25th September 2024, with a final review by 30th September. This will ensure that the project stays on schedule and meets the functional needs of the platform.

### Empathy Map Creation:

- The Empathy Map will focus on gaining a deeper understanding of user pain points and motivations. This will guide future iterations of the platform's design and feature prioritization.



Meeting Adjourned

- **Next Meeting Date:** Sep 19, 2024

# Meeting notes – Sep 19, 2024



Date

Sep 19, 2024



Participants

- @Lau Ngoc Quyen (Swinburne DN)
- @Doan Nhat Long (Swinburne HCM)
- @Nguyen Thuan Khang (Swinburne HCM)
- @Le Ba Tung (Swinburne HCM)



Goals

## 1. Finalize Initial ER Diagram:

- Review and finalize the initial Entity Relationship (ER) diagram for the project.

## 2. Team Member Profiles:

- Complete and review **Appendix 1: Team Member Profiles** on Confluence.

## 3. Team Meeting Notes Compilation:

- Create and review Appendix 2: Team Meeting notes, summarizing key discussions and decisions.

## 4. Set Timeline for Next Steps:

- Plan the timeline and tasks for creating additional documentation and refining the project structure.

## 🗣️Discussion topics

<b>Time</b>	<b>Item</b>	<b>Presenter</b>	<b>Notes</b>
45 minutes	Review Initial ER Diagram	Lau Ngoc Quyen	<ul style="list-style-type: none"> <li>The team will review the initial ER diagram, discussing necessary changes and refinements. Key entities and relationships will be finalized</li> </ul>
30 minutes	Team Member Profiles	Doan Nhat Long	<ul style="list-style-type: none"> <li>Review and finalize the content for Appendix 1, ensuring each member's profile is updated with roles, skills, and contributions to the project.</li> </ul>
50 minutes	Team Meeting Notes (Appendix 2)	Team Members	<ul style="list-style-type: none"> <li>Compile key meeting notes, summarizing all relevant decisions made to date. Finalize Appendix 2 for use in documentation.</li> </ul>
15 minutes	Next Steps Planning and Timeline	Lau Ngoc Quyen	<ul style="list-style-type: none"> <li>Set deadlines for upcoming documentation tasks, including revisions to the ER diagram, member profile updates, and creation of the empathy map page.</li> </ul>

## **Detailed Discussion Overview:**

### **1. Review Initial ER Diagram:**

- The team will review the draft of the **Entity Relationship (ER) Diagram** to ensure all entities, attributes, and relationships align with the project's goals and structure.
- **Lau Ngoc Quyen** will guide the discussion to finalize any changes, ensuring the ER diagram accurately reflects the database structure needed for the project.
- The finalized ER diagram will be used as a reference for future documentation and project development.

### **2. Team Member Profiles (Appendix 1):**

- Each member's profile will be reviewed to ensure the inclusion of key information such as roles, responsibilities, skills, and contributions.
- The profiles will be compiled into **Appendix 1**, which will be attached to the main project documentation as part of the project's resource planning.
- **Nguyen Thuan Khang** will coordinate the updates to ensure all profiles are consistent and detailed.

### **3. Compile Team Meeting Notes (Appendix 2):**

- The team will summarize key points and decisions from all previous meetings and compile them into **Appendix 2**.
- **Team Members** will collaborate to ensure all important discussions are reflected in the meeting notes, especially those related to tool selection, project timelines, and team roles.
- Appendix 2 will serve as a reference for future discussions and task assignments.

#### **4. Next Steps and Timeline Planning:**

- After reviewing the ER diagram and meeting notes, the team will discuss the timeline for upcoming tasks:
  - Further **revisions to the ER diagram** based on feedback.
  - **Finalization of Team Member Profiles** for Appendix 1.
  - **Creation of the Empathy Map** and other key project pages (e.g., Product Requirements Page).
- **Lau Ngoc Quyen** will lead the discussion on assigning tasks and setting deadlines for the next meeting.

#### Action items

##### **Finalize Initial ER Diagram** DONE

- Ensure that all required changes to the ER diagram are made and reviewed by the team.

##### **Complete Appendix 1: Team Profiles** DONE

- Finalize team member profiles, ensuring all relevant data (roles, skills, responsibilities) are included in Appendix 1.

##### **Compile Appendix 2: Meeting Notes** DONE

- Summarize meeting notes from all prior discussions and finalize Appendix 2 for the project documentation.

##### **Create Empathy Map Page** DONE

- Begin Developing the Empathy Map page as part of the project's documentation.

#### Decisions

##### **ER Diagram Refinement:**

- The team will make any necessary revisions to the ER diagram before the 26th of September 2024, ensuring it accurately reflects the project structure.

##### **Finalization of Team Profiles (Appendix 1):**

- All team member profiles will be finalized and added to Appendix 1, providing an overview of the team's skills and roles.

#### ↳ **Completion of Meeting Notes (Appendix 2):**

- Appendix 2 will be finalized, capturing all previous meeting discussions, decisions, and task assignments for future reference.

#### ↳ **Empathy Map and Future Pages:**

- The team will start working on the Empathy Map and additional project documentation such as the Product Requirements page.

 Meeting Adjourned

- **Next Meeting Date:** Sep 28, 2024

# Meeting notes – Sep 28, 2024



Date

Sep 28, 2024



Participants

- @Lau Ngoc Quyen (Swinburne DN)
- @Doan Nhat Long (Swinburne HCM)
- @Nguyen Thuan Khang (Swinburne HCM)
- @Le Ba Tung (Swinburne HCM)



Goals

## 1. Finalize Project Proposal:

- Review and finalize all sections of the project proposal.

## 2. Confirm Submission Details:

- Finalize the method and timeline for submitting the project proposal.

## 3. Prepare for Future Phases:

- Discuss next steps post-submission, including the feedback review and project implementation.

## Discussion topics

Time	Item	Presenter	Notes
45 minutes	Final Review of Project Proposal	Team Member	<ul style="list-style-type: none"> <li>Conduct a thorough review of the entire project proposal, focusing on key sections such as the introduction, requirements, and solution approach.</li> </ul>
30 minutes	Submission Details and Deadlines	Team Member	<ul style="list-style-type: none"> <li>Confirm the proposal submission process, including deadlines, required formats, and recipient details.</li> </ul>
15 minutes	Future Steps and Planning	Team Member	<ul style="list-style-type: none"> <li>Discuss the next steps after submission, including potential adjustments based on feedback and preparing for project execution.</li> </ul>

## Detailed Discussion Overview:

### 1. Final Review of Project Proposal:

- **Lau Ngoc Quyen** will guide the review of the final draft of the project proposal, ensuring that all necessary sections are complete and clearly written.
- The team will focus on verifying the accuracy of:
  - **Problem Statement:** Clear identification of the project's goals.
  - **Requirements Analysis:** Detailing user stories, technical requirements, and other essential elements.
  - **Solution Approach:** Outlining the proposed solution, its architecture, and implementation strategy.

- Any last-minute changes will be discussed and incorporated during this session.

## **2. Submission Details and Deadlines:**

- **Nguyen Thuan Khang** will lead a discussion on the logistics of submitting the proposal:
  - **Submission Format:** Confirm the format (PDF, Word document, etc.) required for submission.
  - **Submission Deadline:** Reconfirm the exact deadline for submitting the proposal and the responsible party for submission.
  - **Submission Process:** Detail how and to whom the project proposal will be submitted.

## **3. Future Steps and Planning:**

- After finalizing the proposal submission, the team will discuss post-submission steps:
  - **Feedback Review Process:** Preparing to incorporate feedback from reviewers or stakeholders.
  - **Project Execution Planning:** Discuss the high-level plan for starting the implementation phase once approval is obtained.

### Action items

#### **Finalize Project Proposal** DONE

- Complete any last-minute revisions to the project proposal and ensure it's ready for submission necessary.

#### **Confirm Submission Details** DONE

- Ensure all details regarding submission format, deadline, and the recipient are confirmed.

#### **Prepare for Post-Submission Review** DONE

- Prepare for the feedback review phase and plan adjustments or changes based on received feedback

## Decisions

### ↳ **Final Project Proposal Approved:**

- Confluence will be used for documentation and collaboration, while Jira will handle project management and task assignments.

### ↳ **Proposal Submission Method Confirmed:**

- The proposal will be submitted in the required format (e.g., PDF) by **Nguyen Thuan Khang** through the appropriate channel before the deadline.

### ↳ **Next Steps Post-Submission:**

- After submitting the proposal, the team will prepare for the feedback review process and begin planning the project implementation phase.