**Project: Disaster Relief Volunteering System (DRVS)**

**Project Vision:** To create a centralized, efficient, and scalable Salesforce-based platform that connects disaster response organizations with trained volunteers, optimizes resource allocation, and streamlines coordination during all phases of a disaster (preparedness, response, recovery).

**Phase 1: Problem Understanding & Industry Analysis**

**• Requirement Gathering**

The goal is to identify critical pain points in current disaster volunteer management to define system requirements.

* **Key Problems Identified:**
  + **Information Silos:** Volunteer data is fragmented across spreadsheets, databases, and paper forms, making it inaccessible when it is needed most.
  + **Inefficient Matching:** Inability to quickly match volunteer skills, location, and availability with dynamic, on-the-ground needs.
  + **Poor Coordination:** Leads to duplication of effort, unsafe volunteer concentrations, and communication gaps between agencies.
  + **Slow Onboarding:** Manual verification of credentials and backgrounds creates delays and liability risks during rapid response scenarios.
* **Core Requirements Defined:**
  + A single, cloud-based source of truth for volunteer profiles (skills, certs, availability).
  + A portal for organizations to post specific "Volunteer Requests" tied to active disaster events.
  + Automated matching and alerting to connect the right volunteers to the right needs quickly.
  + Mobile-friendly tools for shift management, field deployment, and safety check-ins.
  + Dashboards and reporting for operational oversight and impact measurement.

**• Stakeholder Analysis**

* **Primary Stakeholders:**
  + **Disaster Response Organizations (Admins/Coordinators):** (e.g., Red Cross, NGOs). Need to manage volunteers, create assignments, and ensure efficient operations.
  + **Volunteers:** Both skilled and general support. Need an easy way to find opportunities, sign up, and receive clear instructions.
* **Secondary Stakeholders:**
  + **Government Agencies (e.g., FEMA):** Require data and reporting for broader response coordination.
  + **Affected Communities:** Ultimate beneficiaries of a more efficient and effective volunteer response.
  + **System Administrators:** Responsible for platform maintenance, security, and scaling.

**• Business Process Mapping**

* **Current State (As-Is):** Characterized by manual, error-prone processes. Relies on phone calls, mass emails, and Excel sheets. The linear process (Request → Email Blast → Manual Review → Phone Assignment) is too slow for disaster scenarios.
* **Future State (To-Be) with DRVS:**
  1. A coordinator creates a detailed "Volunteer Request" within a specific "Disaster Event" record.
  2. The system automatically identifies and alerts qualified, available, and nearby volunteers via SMS/Email.
  3. Volunteers confirm availability and view shift details via a self-service portal or mobile app.
  4. The coordinator manages confirmations and deploys volunteers with digital task sheets.
  5. Volunteers check in/out via mobile app, providing real-time status and location for safety.
  6. The system auto-generates reports on hours volunteered, tasks completed, and overall impact.

**• Industry-specific Use Case Analysis**

* **Use Case 1: Rapid Medical Response:** After a tornado, a coordinator posts a need for "EMT-Certified" volunteers. The system filters for this certification, proximity to the event, and immediate availability, then sends targeted alerts for rapid deployment.
* **Use Case 2: Managing Walk-up Volunteers:** A spontaneous volunteer arrives at a shelter. A coordinator uses a quick mobile form to create a temporary record and assign a simple, immediate task (e.g., sorting donations), capturing minimal data for later processing.
* **Use Case 3: Automated Safety Check:** A volunteer misses their post-shift check-in. The system automatically triggers an SMS safety check. Without a response, it escalates the alert to the coordinator’s dashboard for immediate follow-up.

**• AppExchange Exploration**

A review of Salesforce's AppExchange is critical to leverage existing solutions and avoid unnecessary custom development.

* **Key Packages to Evaluate:**
  + **Volunteers for Salesforce (V4S):** The standard package for volunteer management. Must be assessed if it can be configured to handle complex, real-time disaster coordination needs or will require significant enhancement.
  + **Experience Cloud:** Mandatory for building the secure external portals for both organizations and volunteers.
  + **Marketing Cloud / SMS Integration:** For sending targeted, mass communications and alerts.
  + **Maps and Location Services:** To visualize operational zones, volunteer density, and assignments geographically.