

Desk Aid Website

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1. Introduction

The project proposed by Cameron Hardy is an interactive web application. Its purpose is to be a guide for district office staff when a constituent approaches requiring help with any number of issues. Essentially, it will be an interactive online desk aid adapted from an existing printed guide that uses problem-solving flowcharts. The website will give staff options based on these flowcharts, and staff will select the option that best describes the constituent's issue. Once the end is reached, the website will return a solution in the form of a description, link, or contact information of a relevant department.

The client, Cameron Hardy, would like this project done to increase efficiency in assisting constituents and educating office staff on common issues these constituents may have. He was originally planning to implement the printed guide as an interactive/clickable PDF, but was considering the option to use a web version for greater ease of use. Additionally, implementing this data in the form of a website would allow for opportunities to make it easily modifiable, so that entries can be added and removed as time passes. This project would align well with those goals and simplify the guide.

2. Requirements

User Stories

The website's requirements were gathered directly from meetings with the client. These requirements were then formatted as user stories, shown in the table below. Three technical tasks were added in order to set aside time for building the website's framework: the backend, the database, and the user interface. Some additional user stories were suggested by the professor to make this project an appropriate difficulty level for the course.

ID	Story Title	Points	I want [functionality]	So that [value]
User Stories				
S1	View guide categories	2	to view categories	I can find the guide I need
S2	Search for guides	3	to search for specific guides	I can find a specific guide
S3	Use guide	3	to navigate through the guide	I can reach the answer to the

				constituent's question
S4	View resources	2	to view resources	I can find info quickly
S5	Add resource	1	to add additional resources	I can add additional resources
S6	Edit resource	3	to edit resources	I can edit resources
S7	Delete resource	2	to delete resources	I can delete resources
S8	Create guide info	2	to begin making a guide	I can add another guide
S9	View guide as flowchart	13	to view the guide as a flowchart (or a tree)	I can visualize and click on steps
S10	Export guide as flowchart	5	to export the guide as a flowchart (or a tree)	I can export the guide as an image
S11	Delete guide	1	to delete a guide	I can remove it from the database
S12	Assign category to guide	3	to categorize my guide	It is easier to find
S13	Create category	2	to create a category for my guide	It can be more customized
S14	Delete category	3	to delete a category	It can have categories removed
S15	Add guide step	5	to add a step to my guide	I can add steps to my guide
S16	Edit guide step	3	edit a step of the guide	I can update my guide
S17	Delete end step	1	to remove parts of my guide	I can remove parts of my guides
S18	Delete Intermediary Step	3	to delete Intermediary Steps	I can safely remove Intermediary Steps
S19	Accounts	2	to have accounts for access to certain functions	I can create accounts with customized access
S20	History	2	to see who makes editations	I can trace who edits what
S21	Backup	1	to save data in case of accidental deletion	I will not lose important data
Technical Tasks				
T1	Setup the backend	5	a functioning website	I have a useful application

T2	Setup the Database	2	a functioning database	I have a useful database
T3	Setup the UI	3	to access the application	I can utilize the application
Total points		72		

Non-Functional Requirements

The client specified a few non-functional requirements. The website should be easy to use and navigate and should contain relevant logos and branding provided by the PA House of Representatives. If possible, the website should interface with existing web pages hosted on SharePoint, through links or otherwise.

Planning

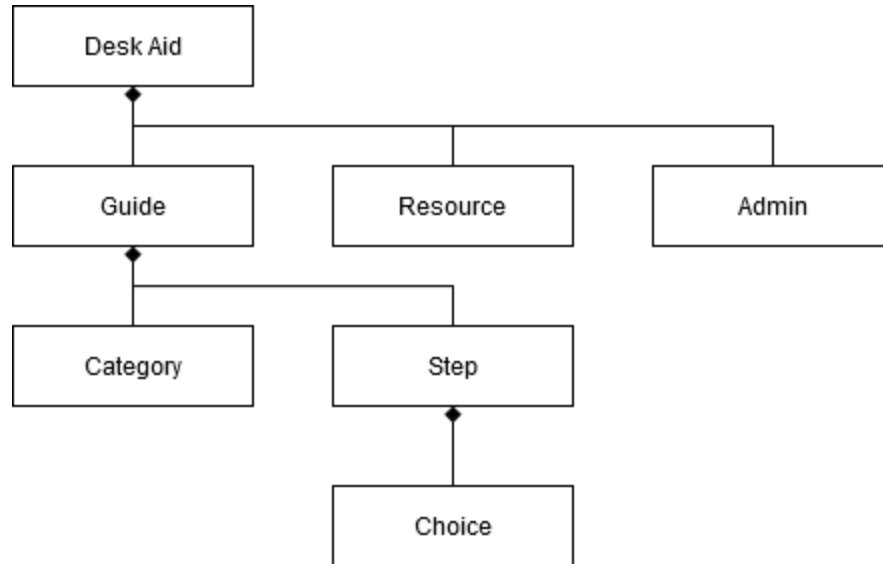
The project will take place over 5 iterations, or sprints, during the course of the spring semester. Below is a table detailing the planned schedule of story completion. This is liable to change depending on whether or not the difficulty of each story was estimated correctly.

Iteration	End Date	Stories	Total Story Points
1	2/12/2025	T1, T2, T3	10
2	2/26/2025	S1,S2,S3,S4,S8	12
3	3/19/2025	S11,S12,S13,S14,S15,S16	18
4	4/2/2025	S5,S6,S7,S18,S19,S20,S21	14
5	4/16/2025	S9,S10	18

3. Design

Architecture

Our project will be using layered architecture and will be organized as a full-stack web application. Its layers will include a front-end, a back-end/server, and a database. A simple class diagram can be seen below.

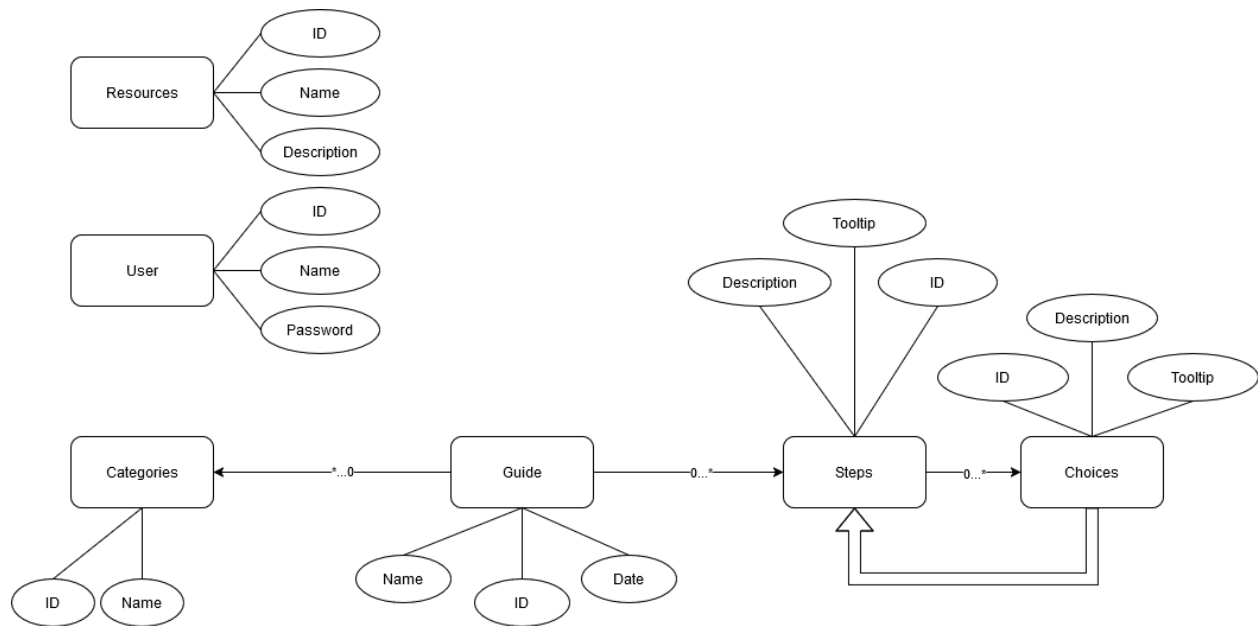


Technology

The main programming language for this project will be Javascript because of its flexibility and tools for creating web apps. This project will benefit from additional technology for the front-end, back-end, and database. To construct the front-end, we will use React.js, HTML, and CSS. React is a javascript framework that will aid in creating the dynamic, user-friendly interface. For the server/back-end, we will use Node.js and Express.js. Express.js is a web framework for Node.js that will make connecting the front and back end easier. For the database, we will use MongoDB and Mongoose.

Database

The database will be created using MongoDB which is a noSQL language. Below is a diagram that displays the structure of the entries in the database.



UI

The client specified that the website should be easy to use and navigate. Additionally, it should contain relevant logos and branding provided by the PA House of Representatives. To implement these requests, we designed the UI to have a similar color scheme and layout as existing PA House of Representatives websites. The UI does not contain an overwhelming amount of information, and all options are easy to locate from the home page. Extra effort was taken to make sure the user can find the guide they need and reach the answer of the constituent's query as fast as possible. Mocks of the web pages can be seen below.



4. Iterations

Sprint 1

Sprint 2

Sprint 3

Sprint 4

Sprint 5