Capabilities:

## **1. Multicultural Event Platform Capabilities**

These define what the **system itself** can do for users:

* **Event Organizers:**
  + Register, verify, and submit event listings with images, dates, cultural tags.
  + Manage events (draft → submitted → approved → published).
  + Get feedback from admin moderation.
* **Attendees (Public):**
  + Browse events (filter by c**ategory, date, language, region**).
  + View event details, maps, and organizer contact.
  + Export events to Google/Outlook calendar (ICS file).
  + Report incorrect/misleading information.
* **Admin Moderators:**
  + Approve/reject event submissions.
  + Maintain quality standards and enforce content guidelines.
  + Track organizer credibility and complaints.
* **Analytics & Insights:**
  + Track event reach (views, clicks, add-to-calendar).
  + Visualize cultural diversity (events by language/culture).
  + Community engagement dashboards for NT stakeholders.

## 

## **2. Organizational & Community Capabilities**

* **Community Promotion:** Encourage multicultural inclusivity by giving visibility to smaller community events.
* **Partnerships:** Potential collaboration with NT Government, CDU, cultural associations, and tourism bodies.
* **Scalability:** Extend beyond NT to Australia-wide multicultural events.

Business processes of Multicultural Event Platform:  
  
**Level 1 – Value stream/ End to end**

This is the **major process** of how your platform delivers value to the community.

* **Event Intake & Moderation**:  
  - Organizers submit their events on web platform  
  - Verify/approve/decline by admin.
* **Event Publishing & Discovery:**-  
   -Events go live to webpages  
  - Users browse and search for events,  
  - Users can filter event posts and also share.
* **Community Engagement & Analytics**:

- Attendees interact, add to calendars;  
- Organizers institution can promote their business,  
-DA tracks engagement and cultural coverage.

## **Level 2 – Major Process Groups/Sub-process (End-to-End Activities)**

Here we detail the **major workflows** inside each core process:

1. **Event Intake & Moderation**
   * Organizers will register their company & It will be verified by admin.
   * Organizers will put their event details as input (title, description, dates, cultural tags, images)
   * The event post workflow (draft → submitted → admin review → approved/rejected)
2. **Event Publishing & Discovery**
   * Admin will approve and publish events to the platform for user viewing.
   * Users will search and filter by category, region, date, language of all events on platform
   * User are able to do the map integration and calendar export of the different events post
   * User can find out the event detail pages (contact info, cultural notes)
3. **Community Engagement & Analytics**
   * Users will interaction post views, add-to-calendar, share event posts
   * User can reporting incorrect events or give their review by ratings or comments
   * DA will collect the reviews and put them into analytics dashboards (events by culture, attendance trends, region coverage)
   * A feedback loop to organizers & stakeholders

**Level 3 – Process Tasks (Detailed Activities / Steps)**

This is the **workflow detail** level, suitable for BA documentation and tester scenarios.

### **Organizers Event Submission & Admin Approval**

1. Organizer logs in / signs up into the platform (email verification by OTP or social login).
2. The organizer fills event form with title, description, category, cultural tags, date, venue, language, images
3. System validates required for these fields date range, duplicates, content.
4. Organizer submits event → status = *submitted*.
5. Admin receives events in the review queue.
6. Admin checks for accuracy, cultural appropriateness, duplicates.
7. Admin approves (status = *approved*) or rejects with comments.
8. The system notifies the organizer by email.
9. The approved event appears in public listing.

### **Attendee Discovery & Community Engagement**

1. The people open a website.
2. Visitors scroll and filter events by date range, category (e.g., “Social”), language (e.g., “Kriol”,”English”).
3. System queries Database and returns the output as a result and shows it into the platform .
4. Visitors click an event → detail page loads with description + map.
5. Visitors add events to their personal calendar (ICS/Google).
6. Visitors see the reviews and ratings to the posts.
7. Visitors share links on social media.

### **Analytics Tracking**

1. Event view recorded when detail page loads or like and comment by the people.
2. Add-to-calendar click tracked as engagement event.
3. DA dashboard updates weekly metrics: events by culture, organizer contribution, engagement funnel.
4. Reports shared with NT Government or stakeholders or the event organizers companies.

USer Personas:

**1. Event Organizer Persona**

**Name:** Maria Chen  
**Age: 28**  
**Role:** Volunteer coordinator at Darwin Cultural Association  
**Goals:**

**1.** Easily post event details and images  
2. Reach a larger multicultural audience  
  
**Pain Points:**

* Struggles with event promotion on scattered Facebook groups
* Wants a simple, trusted platform

**Quote:** *“I just want my events to reach the right people without extra hassle.”*

### **2. Attendee Persona**

**Name:** Ahmed Khan  
**Age: 24**  
**Role:** International student at CDU  
**Goals:  
1.** Discover multicultural festivals, food fairs, and music events  
2. Save events to Google Calendar, get reminders  
**Pain Points:  
-** Event info is often outdated or hard to find  
**Quote:** *“I don’t want to miss out on events because I didn’t know about them in time.”*

### **3. Admin Persona**

**Name:** Lisa Robertson  
**Age: 32**  
**Role:** NT Community Engagement Officer  
**Goals:**

* + Maintain quality and accuracy of event listings
  + Track engagement and multicultural coverage across NT

**Pain Points:**

* + High volume of low-quality event submissions

**Quote:** *“Our events should be inclusive, accurate, and reflect NT’s diversity.”*

**4.Tourist Persona:**

**Name:** Sarah Müller  
 **Age:** 36  
 **Nationality:** German (visiting NT for 3 weeks)  
 **Occupation:** Marketing professional on holiday  
 **Location:** Darwin (short-term visitor)

**Goals:**

* Discover authentic local cultural events and festivals.
* Explore Indigenous arts, food, and music.
* Easily check event times in her own timezone and add to Google Calendar.

**Pain Points:**

* Struggles to find accurate event information online (many outdated websites).
* Doesn’t know which events are truly community-led vs. commercial tourist traps.

**Quote:** *“I want to immerse myself in the culture without wasting time searching everywhere.*

## **5. Socially ActivePersona:**

**Name:** Jason Brown  
**Age:** 27  
**Role :** Local Darwin resident, born and raised

**Goals:**

* Stay updated with **multicultural and social events** (music, sports, festivals, networking).
* Meet new people, grow his social circle, and support NT’s diverse communities.
* Bookmark events, get reminders, and share them with friends.

**Pain Points:**

* Finds event details scattered across Facebook, Eventbrite, and word-of-mouth.
* Often hears about great events *after* they’ve already passed.

**Quote:** *“I don’t want to miss out on the great multicultural vibe in Darwin — I want everything in one place.”*

# 

Software Requirements Specification (SRS) For  
 Multicultural NT Events Platform

# **1. Business Requirements (BR)**

* BR1: Provide a centralized platform for accurate, up-to-date multicultural event information in NT.
* BR2: Increase visibility of community and cultural events to locals, tourists, and students.
* BR3: Enable event organizers to submit and manage their events easily.
* BR4: Ensure community trust by reviewing and verifying events before publishing.
* BR5: Deliver analytics on event engagement, cultural diversity, and organizer participation to NT stakeholders.

# **2. Functional Requirements (FR)**

## **2.1 Organizer Functions**

* FR1: The system shall allow organizers to register and verify their identity.
* FR2: The system shall allow organizers to create, edit, and submit events.
* FR3: The system shall validate event details (date range, duplicates, required fields).
* FR4: The system shall notify organizers of approval/rejection via email.

## **2.2 Attendee Functions**

* FR5: The system shall allow attendees to **browse, search, and filter events by date, category, language, and region.**
* FR6: The system shall display event details including description, location map, time (converted to attendee’s timezone).
* FR7: The system shall allow attendees to export events to their personal calendars (Google, Outlook, iCal).
* FR8: The system shall allow attendees to share events via social media or email.
* FR9: The system shall allow attendees to report incorrect or inappropriate events.

## **2.3 Admin Functions**

* FR10: The system shall provide an admin dashboard for reviewing event submissions.
* FR11: The system shall allow admins to approve, reject, or flag events.
* FR12: The system shall allow admins to verify organizer profiles.
* FR13: The system shall log all admin actions for auditing.

# **3. Non-Functional Requirements (NFR)**

* NFR1 – Performance: Event search results must load in < 300ms for cached queries, < 800ms for uncached.
* NFR2 – Availability: The platform must be available 99.5% of the time during business hours.
* NFR3 – Security: All user data must be stored securely (encrypted at rest and in transit). Role-based access must prevent unauthorized actions.
* NFR4 – Scalability: The system must support at least 10,000 monthly users and 5,000 events.
* NFR5 – Usability: The platform must follow WCAG 2.1 AA accessibility standards (keyboard navigation, screen reader friendly).
* NFR6 – Mobile-Friendly: The platform must be responsive and optimized for mobile users.
* NFR7 – Maintainability: Code must follow modular design with proper documentation for easy updates.
* NFR8 – Localization: The platform must support multiple languages (English + Indigenous languages in later phases).
* NFR9 – Privacy & Compliance: Must comply with Australian privacy laws; minimal PII collection (organizer contact only).
* NFR10 – Backup & Recovery: Daily backups must be taken; system must allow restoration in case of failure.

# **User Stories – Multicultural NT Events Platform**

## **Event Organizer Stories:**

**User story : 01 – ( Event Submission:)  
 Description:** *As an* event organizer,*I want to* create and submit event details (title, description, date, venue, cultural tags, images).*So that* my community’s events can reach a wide audience.

**User Stories-02 – (Manage Events)  
Description :** *As an* event organizer, *I want to* edit or delete my submitted events (before approval)*So that* I can correct mistakes or update event details.

**User Stories-03 – (Organizer Profile)  
Description:** *As an* event organize.*I want to* maintain a verified organizer profile (logo, website, contact info).*So that* attendees trust my event listings.

**Attendee Stories:**

**User stories -04 – Browse Events  
Description:** *As an* attendee.*I want to* browse and filter events by category, location, date, and language.*So that* I can easily find events that match my interests.

**User stories -05 – Event Details  
Description:** *As an* attendee,*I want to* view full event information (date, time, location on map, images, contact).*So that* I can plan to attend.

**User stories -06 – Save & Share  
Description:** *As an* attendee,*I want to* save events to my calendar and share them with friends.*So that* I don’t forget and can invite others.

## **Admin Stories:**

**User Stories-07 – Review Submissions  
Description:** *As an* admin,*I want to* review, approve, or reject submitted events with notes. *So that* only accurate and safe events are published.

**User Stories-08 – Content Moderation  
Description:** *As an* admin,*I want to* remove or flag inappropriate events.*So that* the platform maintains community standards.

**User stories -09 – Organizer Verification  
Description:** *As an* admin,*I want to* verify legitimate event organizers (ABN, community group checks).*So that* platform integrity is maintained.

## **Data Analyst Stories**

**User stories -10 – Track Engagement  
Description:** *As a* data analyst,*I want to* measure event performance (views, clicks, shares, add-to-calendar).*So that* we can assess community engagement.  
  
**User stories -11 – Diversity Insights  
Description:** *As a* data analyst,*I want to* analyze events by culture, category, and region. *So that* we can ensure multicultural representation.

**User stories -12 – Quality Metric  
Description:** *As a* data analyst,*I want to* track event approval/rejection rates and issue reports.  
*So that* we can identify submission quality trends.

Figma Design:   
https://www.figma.com/make/AtNhOjaj7hPUFVBdsIUQe8/Event-Management-Platform?node-id=0-1&p=f&t=4Yd5gN7v0Uzl8nsj-0&fullscreen=1