03

LIMANG SINGH
Full Stack Developer

Ed-VANTAGE

Service Design & Enterprise UX

PROJECT BRIEF

A little project I combined the working examination system and Reminder tool into an enterprise implementation in order to reduce the teacher's and ECP student's work load and to make the process more transparent and efficient.

- A students performance analysis is also prepared automatically to identify areas of improvement.

DESIGN STRATEGY

Stakeholder Mapping → Persona Creation → Ideation → Wireframing → Prototyping → Testing → Implementation

TARGET AUDIENCE

Don Bosco School, Lilua, WB

Students | Teachers | Parents

COURSES OF STUDIES

Pre-Primary School	Primary School	Middle School	High School	Sr. Sec. School
Jhulwala - 1	Classes 2 - 5	Classes 6 - 8	Classes 9 & 10	Classes 11 & 12

EXAM STRUCTURE

First Term			Second Term			Total
Class Test	Unit Test	Assessment	Class Test	Unit Test	Assessment	
10 X 2	30	100	10 X 2	30	100	300

Methodologies

OBSERVATION

Question Paper Making - Time Consuming

Evaluation - Repetitive, Time Consuming

Teachers on Over Workload

No Proper Performance Analysis of Students

STAKE HOLDER MAP

PERSONA TEACHER

Neville Roy
Age - 35

Bio
- Teaching Maths from 10 years in Reputed Schools. Has been made Class Teacher and Coordinator of Science Stream.

Goals and Needs
- Wants to be a Principal.
- Wants to be a Coordinator.
- Wants to be a Class Teacher.
- Wants to be a Subject Teacher.

Personality
- Introvert
- Analytical
- Perfectionist
- Patient

Attitudes
- Hard Worker
- Lazy
- Impatient
- Helpful

Behavior Client
- Calm
- Cynical
- Cynical
- Calm

PERSONA EDP OPERATOR

P V Deepika
Age 26

Bio
- Graduated in 2019 and joined Don Bosco as a data entry operator. Promoted to ECP Operator in 2020 and handles the entire examination process.

Goals and Needs
- Wants to be a Principal.
- Wants to be a Coordinator.
- Wants to be a Class Teacher.
- Wants to be a Subject Teacher.

Personality
- Introvert
- Analytical
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- Patient

Attitudes
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Behavior Client
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PERSONA PRINCIPAL

Fr. Biju Thomas
Age - 56

Bio
- Fr. Biju Thomas is the Principal of Don Bosco School. He is a very Spiritual person and has been in the education sector for 30 years. He is very strict and has been in the school for 5 years.

Goals and Needs
- Wants to be a Principal.
- Wants to be a Coordinator.
- Wants to be a Class Teacher.
- Wants to be a Subject Teacher.

Personality
- Introvert
- Analytical
- Perfectionist
- Patient

Attitudes
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AS IS JOURNEY MAP

AUTOMATION OPPORTUNITIES

- Increase in Productivity
  - Better use of technological resource
  - Offer customized services to customers
  - Use of technology - to eliminate repetitive nature of work
- Cost Reduction
  - Utilizing same human resource for more output
  - Shifting non-core activities to cheaper resources
- Improved services
  - Performance analysis - Identifying deficiencies
  - Improving performance - Remedial Measures

Concept Ideation

We will be providing Software As A Service (SAAS) on a common digital platform is created with the following modules:

Question Bank	Exam Schedule	Syllabus	Question Paper
Creating a repository of questions with answers for each subject and chapter. Question can be sorted by Class, Subject, Chapter, Difficulty	Exam Schedule allows a class teacher to create a schedule for a particular exam.	Syllabus is a repository of syllabus for each subject.	Question paper is prepared from the existing question bank based on the syllabus and exam schedule.
CMR Evaluation	**Result**	**Performance Analysis**	**Following Tracking**
Teachers can upload the scanned copies of the school answers and the system will evaluate the answers automatically.	Generation of result, subject wise, class wise and school wise and can be printed when required.	Performance Analysis is a module that provides a comprehensive analysis of the student's performance. Remedial measures can be taken based on the analysis. Syllabus can be tracked without	The Following tracking is a module that allows the teacher to be informed/updated on the current status of the exam information.

Access Control is based on the assignment of roles to different people:

ROLES	Question Bank	Exam Schedule	Syllabus	Question Paper
Principal	Edit & Print	Edit & Print	Edit & Print	Approve, Edit & Print
ERP Operator	Edit & Print	Edit & Print	View & Print	View & Print
ECP Operator	Edit	View & Add	View Only	Select & Edit
Head of Subject	View Only	View Only	View Only - Subject	Select Questions
Subject Teacher	View Only	View Only	View Only - Subject	

ROLES	CMR Evaluation	Result	Performance Analysis	Following Tracking
Principal	Edit & Print	Edit & Print	View Only - All	Edit & Print
ERP Operator	Edit	Edit & Print	View Only - All	View & Print
Head of Subject		View Only	View Only - Subject	
Subject Teacher		View Only	View Only - Subject	

TO BE JOURNEY MAP

BUSINESS MODEL CANVAS

Key Partners
Internet Provider
Hardware Provider
CDP Operator
Key Activities
Software Development
Hardware Development
Data Entry
Key Resources
Servers
Internet
Software
CDP Operator
Value Propositions
Automation of Question Paper Making
Automation of Evaluation
Automation of Report Card Generation
Performance Analysis
Customer Relationships
Customer Support
Customer Feedback
Channels
Website
Mobile App
Customer Segments
Schools
Cost Structure
Operational Costs
Hardware Costs
Software Development Costs
Fixed Asset Maintenance Cost
Revenue Streams
Subscription
Hardware Sales
Customization
Revenue Model
Basic Plan
Standard Plan
Premium Plan
Elite Plan
₹ 8,000
Per Year
₹ 20,000
Per Year
₹ 40,000
Per Year
₹ 80,000
Per Year
₹ 150,000
Per Year
₹ 1,50,000
Per Year
₹ 3,00,000
Per Year
Upto 2,000 students
Upto 5,000 students
Upto 10,000 students
Unlimited students
Upto 100 MB Cloud Storage
Upto 500 MB Cloud Storage
Upto 1 GB Cloud Storage
Upto 2 GB Cloud Storage
Unlimited Support
Upto 3 Months Support
Upto 6 Months Support
Upto 1 Year Support
Customization Support
Service Blueprint
Customer Journey
Front Stage
Back Stage
Support Process
Process Map
Pre-Exam
Exam Process
Post-Exam
Registration
Exam Schedule
Question Paper
Evaluation
Report Card
Feedback
Support Process
Support Process
Support Process