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| **PROJECT CLIENT:**  Name:  Mobile:  Email:  Engagement preference: face-to-face, e-mails and phone calls, video demonstration  Confidentiality agreement: All information provided by the client must be kept between the client and team members. If necessary, information might be shared with the project supervisor after approval of client. Client information includes but is not limited to training programmes, customer details and customer stats. Furthermore, it is essential that details of this project remain confidential until the release of the website.  Access to client resources: The client will provide access to existing training programmes to identify suitable drills to be implemented in the website. Client will also provide excel sheets with customer details to be entered in the website for testing purposes. Furthermore, client will allow team leader access to paid database of performance results of professional athletes to be used as reference on the website. | |
| **PROJECT OUTLINE:** *This provides an overview of the project in about 250 words outlining the client problem, why it is a problem, and the outcome sought from the project.*  A web-based application would facilitate to unravel this drawback once students square measure able to send requests on to the educational support team furthermore because the team square measure able to run reports monthly to supply higher service to students supported reports generated.  The problem at hand is that there is no means of direct communication between the staff and the students in the systems available. If a student wants to communicate to the staff, he/she must go through a channel which includes contacting the university and then the university will deliver the message to the staff or student have to email the staff and wait for their response. But as the world is evolving this is causing a problem for the students because some problems students face, they need to contact the staff urgently. This solution provides a means to make the staff and student communication in an institute efficient and easy.  By the same token, there are basically three different interfaces for three different kinds of the user of this web-based application. First is the admin, who would have the control over adding and removing multiple staff and students observe and generate the reports of the staff and as well as the student for keeping track of the communication and queries resolved between them. Secondly, the main staff are expected to contemplate and disentangle their students’ problems after methodically assigning the consultation appointment, are allowed to send message to students and view/generate reports of queries in graphic charts weekly and monthly. And Lastly, the students who are simply considered to request their particular queries to respective staff. All of the users are allowed to change/update their passwords and log in and out. And the admin can only change the user profile and add/remove new users.  Furthermore, the web application will give client the possibility to easily change, add and delete components to react to updated learning environment. | |
| **PROJECT START DATE:** | **PROJECT FINISH DATE:** |

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| **STAKEHOLDERS**:  Client  Users (admin, teacher and students)  Project Manager  Project Team | **PROJECT PRODUCT:**  This project will provide the means for the communication between the staff and students this will allow the student send a query to the staff and the staff can respond to it as soon as he/she see it. It will also provide a platform for the staff to set appointments for the students and students will have the right to accept the appointments if they are available. This resolves the basic communication problem for the students and staff of the educational institute and will be administered by the admin as other means of communications like WhatsApp or Facebook or Text messages are not encouraged by the institutes.  The project will start with the approval of this storyboard through the client. Throughout the project, fully updated code files will be sent to the client every Friday. The sample website will be updated on a daily basis for steady feedback. The shared requirement checklist will be ticked off with each implemented feature. Furthermore, the completed testing plan will be handed to the client after the completion of the testing phases.  The project is completed when all finished code files are sent to the client, the web application is running with all functionalities described in the project scope (and user stories) section on a public website with a domain name given by the client, all server requirements are set up and accessible by the client and the athlete database is set up and accessible by the client.  Furthermore 2 hours of training will be given to respective clients to familiarize them with all functionalities of the application. On top of that a user manual will be provided.  Throughout the first two weeks after release, a team member will be on demand for further assistance and potential error management.    **USER STORIES**:  *Admin:*  As admin of the Academic Support System Website, I want to add/remove staff and students in bulk.  As admin of the Academic Support System Website, I want to view/generate reports weekly/monthly.  As admin of the Academic Support System Website, I want to update admin profile.  As admin of the Academic Support System Website, I want to reset my password anytime.  *Staff:*  As staff of the Academic Support System Website, I want to reply to student queries  As staff of the Academic Support System Website, I want to send message to students.  As staff of the Academic Support System Website, I want to set appointment to students.  As staff of the Academic Support System Website, I want to view report of my students in graphic charts.  As staff of the Academic Support System Website, I want to generate student reports weekly/monthly.  As staff of the Academic Support System Website, I want to reset my password anytime.  *Student:*  As student of the Academic Support System Website, I want to request queries to respective staff.  As student of the Academic Support System, I want to confirm appointment with staff.  As student of the Academic Support System, I want to reset my password anytime. |

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| **PROJECT COMMUNICATION PLAN**:  Main communication for direct feedback of updated website is done through phone calls and emails between the respective clients whenever required.  The client is not yet confirmed but the communication plan is to remain in touch with the provided persons from the client through email, video sessions and face to face meetings if required to display completed milestones to the client and get their feedback on that which will keep the client satisfied that the product is being made as what they want. | **PROJECT SCOPE**:  The project scope is to develop and implement an academic support web application for the client. The application will involve the creation of a three separate interfaces for three different kinds of users the admin, the instructor and the student.  The scope of this project also included the implementation of the functionalities of the staff and the students as mentioned and described in above section.  The accounts of the users of this system will be created by the admin and the password will be sent to them through their email address  Furthermore, the project scope includes the development and integration of an admin panel that allows the client to add students and staff in bulk and manipulate all features mentioned in the previous sections.  As part of the project a maximum of one face-to-face meeting will be held whenever required of which a maximum of four meetings include a feedback session with clients.  After implementation of the web application two hours of training will be conducted and a manual of all features handed out. The first two weeks of official application use will be done under the supervision of one team member.    **Project exclusions (not in scope):**   * Maintenance work after the first two weeks of usage |
| **COLLABORATION:**  The requirements gathering will be done by two group members that will meet the client and get all the functional and non-functional requirements from the client and will demonstrate the remaining team that what the client really want.  The tasks will be assigned to the team in the form of weekly sprints that they have to complete these tasks till the end of the week and the leader will check the tasks if they are according to the requirement then they will be accepted otherwise the team members will do the necessary changes and resubmit them.  The communication will be done on WhatsApp by making a separate group for the project members and leaders. If an issue is raised all the team will collaborate on that accordingly.  The submission dates for the team will be three to four days earlier than the actual demonstration to the clients. |

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|  | | **Chronologic milestones (and deliverables):**   * Design of webpages for approval * Log in/out page * Admin panel * Generating/viewing report page of teacher and student * Teacher panel * Message inbox for queries * Viewing reports in graphs weekly/monthly * Student panel |
| **SUCCESS/ACCEPTANCE CRITERIA:**  The project is considered a success when the website is delivered on time with all required functionalities stated in the project scope and user stories (including features from potential change requests).  The quality requirements are successfully met when the clients are satisfied with the functionalities of all features during the two-hour training and there is a full acceptance rate by the client and members in the first two weeks of use.  Increased client retention and acquisition are outcomes that are beyond our power and therefore won’t be considered a success factor for this project since the focus is merely on the technical delivery of the website. | | **PROJECT APPROACH**:  The project will be tackled with an agile approach of three sprints. The choice for the agile approach was obvious, the approach of having many small steps that lead to the final product makes communication between the client and the team easier and goal oriented. Dealing with small junks of tasks at a time allows the client to follow the progress of the project closely and allows him to intervene immediately when something goes against the client’s wishes.  The Front end will be based on HTML5, Bootstrap and JSP which will provide a responsive interface for the users and an user friendly GUI.  The Back end will be built on Java Spring Boot framework which will provides means to complete all the functional requirements of the project. MySQL will be used to build the database of the project that will be integrated with the Spring Boot framework.  User stories will allow Clients and his members to formulate exactly and easily what his requirements are. User stories then can be efficiently turned into coding tasks by the team.  Each of the three sprints will follow the same sequence of steps. After collection of all requirements and the expression of these in user stories, the client will pick the most important features for him to start with. The team then will assess if the picked features can really be implemented in the particular sprint and if so will put it on the to-do list of the sprint. Throughout each sprint the website will be updated on a daily basis so that the client can assess the process and give instant feedback.  After each sprint there will be acceptance testing by the client and his members so that changes can be done immediately. |
| **CONSTRAINTS, ASSUMPTIONS, RISKS AND DEPENDENCIES** |  | |

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| **Constraints** | The project requires strong cooperation between the client, his members and the project leader. The efficient exchange of information between external and internal people will be the key factor for success but at the same time the main constraint.  Communication will be time consuming and needs to be managed very efficiently in regard to the extreme short time frame for delivery.  The success of the website will depend a lot on the quality and smooth interaction of the required features. The lack of experience of the project team might lead to a slight simplification of the website in order to deliver the product in time. |
| **Assumptions** | The project will require all the data and personal info of the staff and the student to be added in bulk amount.  The client is available for continuous feedback throughout the entire time of the project.  All team members are available throughout the entire time of the project and agree to complete assigned work within the given schedule. |
| **Risks and Dependencies** | The are no major risks in regard to the experience of the project team.  There are a few dependencies involved with this project:  a, The student and staff cannot make their own accounts.  b, Any changes/updating in the personal information would be done through the admin. |

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| **Approval Signatures** |

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| **Student Name** |  | **Student Number** | **Role/Justification of role in line with personal skills** | **Signature** |
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