Group 8 – Acting on Behalf of The University of Victoria

Mobile Application Redesign for UVic Services

Request for Proposal
Version 1.1

Sept 23, 2021

Mobile App Redesign
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Project Version 1.1

Version	When	Who	What
1.0	September 19th, 2021	The Organization	Initial draft completed
1.1	September 23rd, 2021	The Organization	Final RFP completed

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1.0   Problem Description / Expression of Need

At present, the features available for use through the UVic App are either limited or redirect towards the mobile browser version of UVic's website, www.uvic. The Organization would like to see a full mobile implementation of features found on UVic's website. The developed Uvic App will only use browser redirects towards the Uvic website when app limitations prevent proper representation of information. The proposed app development would require the need to overhaul and modernize the current user interface found within the UVic App to facilitate easy use of its features for each and every individual who may use it. The Organization would further impress upon the need for a chat feature to be added that would facilitate easier communication between students (such as for group collaboration), faculty, and administrative staff. At present there does not exist a chat environment, causing students to develop communities that often require extensive searching to find or an invitation to join.

2.0 Project Objectives

UI Overhaul
A full redesign of the UVic App would aim to simplify and assist human interaction. The overhaul would require quick load times, efficient menuing, and pleasing design. The requirement for load times is that information loads at a similar speed to those found for the matching information on www.uvic.ca. Efficient menuing must be done so that users of the UVic App are able to complete tasks in a natural method without relying on external instruction to utilize application functions. The requirement for a pleasing design impresses the need for the UI to be aesthetically pleasing in line with modern mobile application design.

Full UVic System Integration
The integration of UVic's existing system features, found and accessed on www.uvic.ca, requires that each user-browser interaction must have a parallel to it in the developed UVic App. The full representation of information that may be accessed from the UVic website would require efficient querying of UVic's architecture and/or web scraping of non-queryable information. This objective integrates with the UI overhaul specified above in that it requires information to be gathered in such a way that it may be easily presented to the end-user through the UI.

Chat Feature
A necessary feature for the UVic app is the implementation of a chat feature that allows for easy grouping of classes and other subgroups found in both the UVic population. Individual users (such as faculty, students, administrative staff, etc.) must possess the ability to create group chats. Individual users must also possess the ability to message other individuals one-on-one. Individual users must also be able to withdraw from group chats at their own discretion. It must also allow individual users to possess administrative rules over various user groups as elected by system administrators and/or system processes. There must be further restrictive abilities depending on the type of user to prevent misuse of services, such as a tier system for user abilities.

3.0 Current Systems(s)

The existing UVic App provides users with a limited feature set. There exists a poorly designed home screen for the app that provides no useful information but a hamburger-style menu to access all of the functionality of the app. Many of the tabs within the application are redirects towards the UVic website without any integration into the application, causing the end-user's device to access the requested feature through their mobile browser. Concerning user authentication and application access, there is no option for a permanent login. Due to the lack of a permanent login feature, every time the application is exited it requires the users to login again through an egregious process which results in numerous pop-up notifications. At present, the Uvic App provides little benefit over manually accessing the UVic website through a mobile browser.

4.0 Intended Users of the System

Students hold the largest demographic proportion of users for this application. They may frequent this app to provide them with information and manage tasks related to their studies at UVic. Students are expected to use this app in place of accessing the www.uvic.ca website. It is further predicted that they will use the UVic App to communicate with their peers, faculty, and administration staff with the implemented chat feature.

A secondary user demographic would consist of faculty members at UVic, including professors, teaching assistants, lab instructors, etc. The faculty members may also frequent this app to provide them with information related to UVic as well as to manage/control their classes. Faculty are expected to use this app in addition to their online experience to supplement and access their courses with greater accessibility. Faculty may further use this app to communicate with other faculty members, contact students, and forward requests to administrative staff

A third user demographic may include administrative and support staff. Administrative and support staff may be involved in maintaining and updating various features, bulletins, and other postings through the newly developed app with full integration with UVic's existing blog-like update boards. This demographic may also use the requested chat feature to communicate with students, faculty, and their peers.

5.0 Known Interactions Within or Outside the Client Organization

The UVic App is required to communicate with UVic database architecture. The focus of interactions completed by the UVic App is to provide each user with information related to their individual administrative details, classroom details, and other campus-related information.

At present there is no intent for external interactions outside of the Uvic digital ecosystem. As deemed necessary there may be discussion allowing external interactions outside of the UVic digital ecosystem in accordance with the constraints listed below and in accordance with British Columbia's *Freedom of Information and Protection of Privacy Act.*

6.0 Known Constraints to the Solution

The limitations of what can be completed locally on a cellular device are apparent and the Organization recognizes that the application will require access to information held and generated externally on UVic database architecture. The application must therefore be capable of querying external architecture, parsing, and displaying that information in an efficient and pleasing method. Going further than just accessing and presenting information, the developed application must follow all of Uvic's related policies such as the *Acceptable Use of Electronic Information Resources* policy and the *Information Security Policy* found on www.uvic.ca.

Time Period / Task Name	19/09 - 25/09	26/09 - 02/10	03/10 - 09/10	10/09 - 16/10	17/10 - 23/10	24/10 - 30/10	31/10 - 06/11	7/11 - 13/11	14/11 - 20/11	21/11 - 27/11
Propose RFP	█									
1st Client Meeting		█								
Review and Revise Requirements		█	█	█	█					
Receive Project Charter			█							
2nd Client Meeting						█				
Initial UI Drafting						█	█	█		
3rd Client Meeting									█	
UI Design Prototype Completed									█	
Receive Final Report										█

A Gantt chart of the expected project schedule

8.0 Project Team

Tommy Lay - Email: tlaymbss@gmail.com Role: Business Analyst
Taimur Niazi - Email: taimurkashif123@gmail.com Role: Database Administrator
Nigel Parsons - Email: nigelparsons2010@hotmail.com Role: Project Manager
Max Savellano - Email: maximosavellano573@gmail.com Role: Subject Matter Expert
Jacob Thom - Email: TheJacobThom@gmail.com Role: PR Manager
Tolga Turker - Email: tolgaturker5@gmail.com Role: Associate Project Manager

9.0 Glossary of Terms

Term	Definition
GUI	Graphical User Interface
Menuing	Related to the use visual menu navigation
The Organization	Group 8 acting on behalf of UVic
UI	User Interface
UVic	The University of Victoria

UVic Database Architecture   The collection of servers and hosted applications that work together to serve UVic's various computational/database needs such as hosting student files, administrative details, staff information, and other such data

UVic digital ecosystem   The collection of all electronic devices and services that are used by the UVic population

UVic App   The UVic Mobile Application