**BRD- Business Requirements Document**

1. **The Current Business Problem:** Currently, XYZ organization is facing an efficiency gap with the current system which requires arduous data entry and does not efficiently manage the different data sets. The end-users using the application do not want to use the current system and is looking for a well-designed new application with ease in usage. The internal staffs using the system are not very tech savvy as well.
2. **The Proposed Solution:** XYZ Organization would like to implement a a cost-effective, robust and reliable software that will provide an effective solution for managing **old age people**, **volunteers** and **social workers**, **departments** and **programs**. Client also wants the new system to **generate Reports** (Tracking Activities) for senior management which will optimize analysis and strategize leading to better decision making.
3. **System(s) Impacted:** Internal system
4. **Assumptions/Dependencies/Key Decisions:**

* The current system is not web based or centralized
* Data is manually entered by end users
  + Customers Registration (Old Aged People)
  + Volunteers
  + Social Workers
  + Programs
* Programs/Event are communicated via e-mail
* Volunteers/support workers only provide the service of transportation to local program for aged people.
* Volunteers and Social workers must pass a pass background check prior to application getting approved
* Once application for Volunteers/Social workers is approved, only then can they be matched with Old Aged people within 20-mile radius
* Approval / rejection of application is communicated via email or push update for volunteers and social workers
* Requirement for senior citizens = 65 years and above.
* Once Volunteers/social workers are approved, they can be matched up to 5 times a month
* All Match take place on the 1st Monday of a given month; Volunteers and social workers have to provide confirmation via email or app by the 2nd Monday of the given month.
* Volunteers/ social workers must be at least 18 years in age

1. **Business Requirements**
   * 1. **Report Management**
        1. Ability for senior management to view Report summary
        2. Ability for senior management to Download report
2. **Customer / Social Worker Matching Management**
   * + 1. Ability for new users (Customer/ Volunteers/ Social Workers) to register on the website / Mobile App
       2. Ability to have Alexa Voice intake application via phone
       3. Ability for users to login
       4. Ability for users to change password
       5. Ability for users to retrieve user Id
       6. Ability for users to retrieve password

1. **Communication Management**
   * + 1. Ability for users to receive Automated Email Notification
       2. Ability for users to receive push notification via App
       3. Ability for users to receive Portal Notification
   1. **Accounts Management**
      1. Ability for the user to view account summary
      2. Ability for the user to view account history
      3. Ability for the user to edit profile
      4. Ability for the user to view statements
      5. Ability for the user to download statements