Case Study -: Non-Profit Organization

**Overview**

"XYZ Organization" our client, is U.S. based non-profit organization serving old age people worldwide to alleviate social isolation of theirs. The organization as part of the social work offers range of services to the old age people via several programs and each program is internally managed by different departments. The organization also has pool of volunteers and social workers from across the globe associated via various outreach programs they run. These volunteers and social workers are the driving force behind the programs offered to old age people. Client wants to develop modern, robust, and responsive software solution that will help the internal staff to manage the associated old age people and volunteer/social worker activities program wise which includes their onboarding into the organization, their eligibility to participate or contribute which is program specific. Internal staff will also be able to manage the departments and associated programs/services offered under each department.

**Business Challenge**

The client 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.

The client needs cost-effective, robust and reliable software that could 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.

* Identify the processes which are required for functioning of the business.
* Pick one process and do following
  + Create Business Process Diagram
  + Describe Business Process Diagram o Write Business Rules
  + Write Functional Requirement
  + Identify the modules required to be developed in the expected Software.
  + Pick any of the sub-process of the module and write a user story/ use case (User Story preferred)
  + Create prototype of one complete process