BMO7006

Applied Business Project

Assessment I -Project Brief Proposal

Safe2Support

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Introduction

Homelessness is perhaps one of the more prevailing issues within urban environments in the 21st century that has no concrete solutions as of yet. There are two key mediating factors that invoke the unpleasant situation of being homeless; structural factors and individual risk factors (salvationarmy, 2024). Structural factors include facets such as cost of living, poverty, unemployment and lack of government support. Individual factors such as mental illness, trauma, institutionalisation and addiction interact with these structural factors to invoke homelessness.

A census performed by the Australian Institute of Health and Welfare indicate that the number of homeless individuals in Victoria amount to nearly 100,000 (AIHW, 2024) This number translates to every 1 in 67 people residing in Victoria being homeless.

Homeless individuals may not have proper access nor ability (due to individual factors) to improve their quality of life. The following project aims at improving quality of life of homeless individuals by consolidating some of the online services they require into the payphones in Australia.

Aims and Objectives

The proposed project aims to provide easy access to key necessities for the homeless communities utilising the payphones located within Australia that will enable users to access preset online features. These payphones will act as go-to stations for the homeless to access basic services and get help if and when required. A total of 9 online services have been proposed which aim at helping the homeless meet their physiological, safety and security needs.

These features have been proposed based on the core principles of Maslow's Hierarchical needs (Nordberg, A. et al., 2024). One of the primary and most necessary needs for the homeless is to find shelter, food, water, clothing and basic safety and the proposed interface would provide users to access these services with the click of a button. This interface will also allow them to accomplish tasks that would be difficult without access to a smartphone or the internet. These will include accessing healthcare information, financial services and a platform to apply for jobs directly. The vision of this project is to make the lives of the homeless a little easier and hassle-free as they try and find ways to survive.

Scope

The project will develop a comprehensive application built on SAP Build Apps platform designed to facilitate a seamless and user-friendly experience for individuals seeking various

services and resources particularly focusing on the homeless individuals. The scope of the project includes the creation of the following features:

1. Login Feature with username and password
2. Home Page Dashboard:
    a. A 'Call 000' emergency button
    b. Quick weather and date information widgets
    c. Quick access to Amenities, Donations, Events, Public Transport Victoria (PTV), Health services, financial services, Safe documents, and Job board features
3. Detailed Weather Information which redirects to detailed weather forecasts
4. Amenities Page which includes an interactive map to access resources such as water taps, public toilets, safe spaces, physical storage facilities, food banks/cafes including the Magpie Nest Cafe, first aid, laundry services, and medically supervised injection centres.
5. Donations Page which would direct to DonateDirect includes services such as 'Donate Now' which would enable users to donate any reusable items and a 'Find Clothes' feature which would enable users to find clothing in good condition.
6. Events Page which would display a calendar of events such as AA meetings and free education classes.
7. PTV Page which would link to the PTV app features such as Journey Planner, Tram Network Map, Train Network Map.
8. Health Services Page which covers COVID-19 information and general health topics.
9. Financial Services Page which would include financial planning tools and saving options.
10. All pages would have accessibility features such as increase/decrease font size, change colours to support colour blindness and increase/decrease brightness.
11. Safe Document Storage feature which would enable users to securely store legal documents and redirect users to relevant websites to apply for other legal documents.
12. Job Board Page which would redirect users to Employment Plus which would list job openings and skill development courses.

Out of Scope

1. The project will not include the development of personalized user profiles or custom settings beyond basic login functionality.
2. The project will not incorporate any features related to in-app messaging or push notifications for updates or alerts.
3. The project will not incorporate any features related to in-app purchasing or digital transactions.
4. The project will not include backend analytics or reporting tools for tracking user activity or engagement within the application.
5. The project will not include the prescription of any medication.
6. The project will not include the search engine feature.

Change Management

The project will follow a 4-tiered change management process to ensure there is stakeholder alignment, minimized disruption and efficient project control in terms of time, scope and budget.

1. Any key stakeholder of the project can request a change detailing nature and rationale.
2. An impact analysis of the required change will be conducted based on project time, scope and budget aspects.
3. A stakeholder meeting will be held to review the change and associated impact analysis. This will be done based on SAF (Suitability, Acceptability and Feasibility) criteria (Jeffs, 2008).
4. Record keeping will be done on the decision, analysis and outcome
5. If the decision is approved, the planning process will be initiated by the relevant project sponsors and project managers. This will include building a timeline and Gantt chart for the required changes and assigning roles and responsibilities to different members of the team.

Methodology

Agile Methodology will be used to ensure that the product can be continuously improved with both product team and domain expert feedback. Since this project is heavily dependent on group collaboration, flexibility and feedback (Kashyap 2024), it is essential that an iterative project methodology that can support change conveniently is adopted. Therefore, a scrum agile methodology, with 7 sprints each lasting a week, is preferred over the traditional waterfall project management methodology for this project. There are significant benefits that can be achieved by using agile methodology compared to other project methodologies. Some of the key benefits are increased transparency, flexibility, reduced risk, and there is a higher customer satisfaction rate when agile methodology is used (opentext n.d.).

To develop the proposed solution, SAP Build Apps platform will be utilised which is a low code no code platform. We will be using the 90-day trial license provided by the project sponsor- Victoria University to build the solution.

Evaluation Metrics

There are three key evaluation metrics to determine the extent of success of the project. These will also be used to monitor the ongoing process and feedback.

1. Impact assessment which will determine to what extent the online service elements will improve user quality of life.
2. Measurement of performance through speed, reliability and user-friendliness
3. Real time integration with external services to ensure that all data is up to date.

The progress of the project will be tracked against the developed Gantt Chart.

Quality Metrics

Implemented screens and documentation will be constantly reviewed at the end of each sprint to ensure quality and standards are maintained. This will assist in ongoing monitoring to ensure quality assurance at each stage.

1. Usability testing: Measure ease of navigating the system and identify areas where user friendliness can be further maximised.
2. Feature completeness: At each sprint, measure the number of predetermined features that are functional within the system, a completeness rate of less than 100% dictates documentation to be updated with relevant reasons.
3. Compliance: Review compliance of features with relevant laws and regulations such as the Data Protection Act.

Project Budget

	Description of Work	Anticipated Costs
Phase One	-	-
Phase Two	-	-
Phase Three	Development Fees –SAP Build Apps 1 Year License	$720
Phase Four	-	-
Phase Five	-	-
Phase Six	Contingency Fee	$200
	Total	**$ 920.00**

Key Stakeholders

Client	Telstra
Sponsor	Victoria University
Project Manager	Maneth Bamunuarachchi
Business Analyst	Vrishank Mani
Technical Lead	Tehara Perera
Quality Assurance Specialist	Luai Ba Wazir

Project Timeline
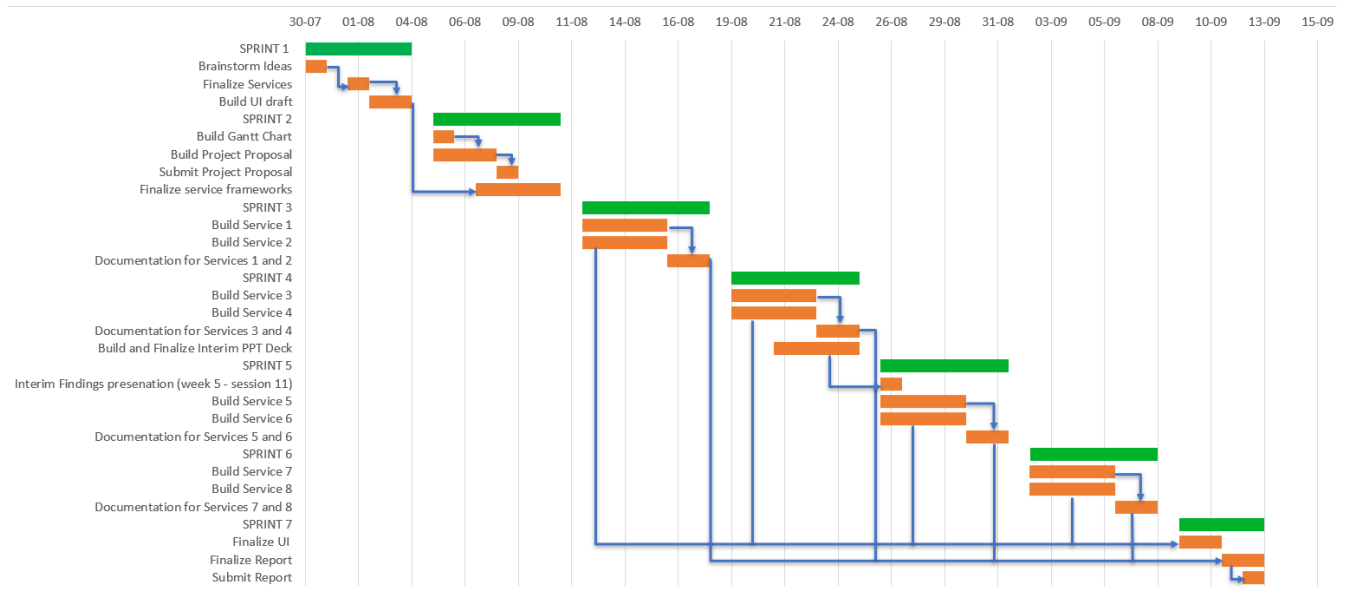
Approval Signatures

Telstra	Victoria University	
[Name], Project Client	[Name], Project Sponsor	[Maneth B], Project Manager

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