



Sponsor Meeting

Date	29 April 2016
Time	02:30 pm – 05:00 pm
Venue	SIS SR 2.1
Attendees	Nicholas Soon (Sponsor) Tan Ai Xin Clinton Ang Samantha Ng Lim Zi Ling Joanna Tan
Absentee	-
Agenda	1. Team updates and progress 2. Updates on Functions

AGENDA

No.	Task
1.	Team Updates and Progress <ul style="list-style-type: none">• Diagrams and documents that are presented to sponsor:• 3 different paper prototypes• ERD diagram• Upcoming milestone (focuses on UAT dates for Nicholas to set appointment with users)• Planning of modules to code are also properly assign to each sprint.• The team presented on the updated project scope of the project as well as the timeline along with upcoming milestone.• Nicholas mentioned that he has a tablet available for the team to allow us simulate our application better. The tablet will be around 8- 10 inch. Clinton to collect from him since he will be stay at the east side.• UAT dates are presented to Nicholas to ask for his help to set an appointment with the users for testing. However, Nicholas mentioned that it would be better to set UAT dates on weekends.• Nicholas mention that it would be good to have a field test so as to test for the application's Latency and internet speed, bandwidth, etc.• Nicholas also mentioned that PA staff would be the main users for this system. Brice and other equal position staff is secondary.• SMS method to notify residents on current status of feedbacks or events is too costly. Team proposed to use email system but majority of the residents

	<p>is the elderly so is something that we should take into consideration. Nicholas proposed linking Kaki Bukit facebook fan page to reach out to residents.</p> <ul style="list-style-type: none"> • Nicholas proposed to suggest to Susan/Derric to nominate one more person to handle creation of accounts. • Team to consider the environment to carry out UAT. • Team to ask Susan/Derric for Kaki Bukit map for us to implement it into our system. • Team to ask Susan/Derric on process of COMCARE in order to clarify and get required fields needed for this component. • Nicholas proposed to include admin program in the system. Admin program is like the timeline of the event as well as relevant VIP attending the events. • Admin program would be used by grassroots leaders, but they do not have an account in the system. However, a PA staff would be assign to one grassroots leader so after the admin program is planned the PA staff can bring the schedule and manually key into the system.
2.	<p>Updates on functions</p> <ul style="list-style-type: none"> • Other agencies management <ul style="list-style-type: none"> ➤ Nicholas proposed to have a view on pending issues under feedback. • General (Adhoc) feedback <ul style="list-style-type: none"> ➤ In the event that the team could not capture resident's details, then perhaps do it manually but moving forward we should still at least store unit number and block number. • Scheduling and Calendar <ul style="list-style-type: none"> ➤ Prefer to have a calendar that can sync straight to all different types of phone because user might not be prone to download Google calendar just for this purpose. ➤ It is not necessary to have a poll (Yes/No) for events. • Event Management <ul style="list-style-type: none"> ➤ Nicholas mentioned to have a excel document or eform for event person to plan event, budget, venue and etc. However, team proposed that this is not the main objective of the project so we will just keep as a good to have function. ➤ During events, Nicholas suggest that the system might want to make use of OCR to be able to capture the NRIC of the resident to record their attendances. ➤ Nicholas mention that PA stuff can also use their tablets to walk around to take attendance of the residents during the event. • House Visit Management <ul style="list-style-type: none"> ➤ If resident is not willing to share their NRIC with the staff, then at least just ask them for their postal code to do tracking. Usually if they are Kaki Bukit residents, their postal code will start with the number 640, 501 to 554, 556 and 557. The last two blocks are newly built blocks in Kaki Bukit. There is no 555 in KB.

- **Housing Management**

- There will be more blocks coming soon in Kakit Bukit. CC has to provide more information about the block.
- Ziling mention about the new module added to the requirements and Nicholas is fine with it.
- Team to ask Derric and Susan for the HBD List. (A list where it has all the new residents staying in each blocks.)

- **House Visit Feedback & Complain Management**

- Nicholas also mention that there should not be a delete function for users to delete the feedback. An archive function should be more appropriate. This is to prevent anyone who does not wants to follow up the case to be able to delete the feedback.
- It would be good to ask for the resident's email for each feedback if possible in case the system does not have the resident's number.
- But in cases where the household is an elderly then the PA staff or volunteers have to go down and inform them about the status of the case.
- Calendar:
 - It would be good if the calendar is there which sync into the native phone application. This is so to inform the staff whenever there is a house visit.
 - Nicholas mention that whenever a house visit event is created, the system, if possible, should be able to fire a web service using the APIs to update the user's native phone calendar.
 - Check with Susan/Derric if they check their emails normally via Microsoft Outlook or on their phones.
- Categories:
 - Currently, we might not have a full list of categories. Thus, Nicholas mention that the categories should be dynamic to be able to allow user to add more categories in this field.

- **Statistical Reporting**

- The main purpose of reporting is to see if there is engagement between RC staff and resident. Also, it is to make sure that they have reach out to new/unique residents.
- Nicholas also mentioned that for statistical reporting, it would be good to implement both graphical and tableau form of result.

- **Residents Location Map**

- Nicholas proposed to do overlapping of map to show the details of the block. Also, take a look at onemap as a guide to implement resident location map.
- The map should be a Kakit Bukit Map where it has all the different amenities, facilities, schools and blocks in KB. The blocks can also be indicated by its RC unit.

- **Account Management**

- Nicholas suggest that we might want to allow Shantel or Stella to be

	<p>about to create the accounts for new users in case Susan or Derric are busy.</p> <ul style="list-style-type: none"> • Assistant Aids Management <ul style="list-style-type: none"> ➤ The process of applying assistant aid will be as follows. <ol style="list-style-type: none"> 1. Fill in the forms and provide supporting documents 2. Do interviews 3. Approve or reject the application and/or recommend other types of aid to the applicant if applicable 4. Analyze the amount of grant to give
--	---

ACTION ITEMS

Action Items	Person Responsible	Deadline
Decide on a language for both front and back end	Samantha Ng, Joanna Tan and Clinton Ang	2 May 2016
Draw up all diagrams and preparation of proposal	Tan Ai Xin, Lim Zi Ling	16 May 2016
Draft email on meeting with advisor	Tan Ai Xin	2 May 2016

Prepared by Tan Ai Xin

Vetted and Edited by Joanna Tan