



TEAM EPSILON

IS480 Project Proposal Public Feedback and Enquiry Platform

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Team Members

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Faculty Supervisor

- NIL

Sponsor

Organization: Zipify Pte Ltd

- Low Chin Chau (chinclo@gmail.com | cc@lows.sg) - Managing Director

Team Wiki

- https://wiki.smu.edu.sg/is480/IS480_Team_wiki%3A_2014T1_Team_Epsilon

Project Overview

1.1 Project Description:

Our project aims to enable faster, easier and richer communication between the public and the relevant agencies for the resolution of infrastructure issues such broken drainage or road hazards which are primarily not detected by the relevant authorities (LTA, URA, HDB). We will achieve this by introducing an intuitive feedback platform launched on iOS and the web. Our iOS application would allow the general public to conveniently raise infrastructure issues for rectification using their iPhones. Conversely through the web portal, users, agencies and administrators would be able to easily manage these issues and generate custom reports. Furthermore, our platform also provides a place for people to express their opinions on the issues raised, creating urgency for its resolution.

X-Factor

- **Image annotation:** Allow user to select positions based on the image's position and tag comments on it. This enables issues to be pinpointed and explicitly described which gives a clear view of the issue.
- **Reporting:** System can aggregate feedback data and generate a summary report. Customized reports can be generated using our data analytics tools. All reports generated can be viewed online or exported. This reporting feature would greatly aid agencies during their assessment and planning.

1.2 Motivation:

Our motivation for this project stems from the desire to improve the current cumbersome system of resolving infrastructure issues. To raise such issues, the public would usually have to look for the relevant authorities and describe the issues over a call. The details of these issues would be logged by the agency before they begin to resolve it. This process is troublesome and time-consuming for both parties, which discourages the public from highlighting infrastructure issues. Such notifications are also restricted to the normal working hours. In addition, this system is inefficient because a verbal description may not be enough for the agency to fully grasp the issue. For such cases, they would have to expend additional effort in order to begin resolving them.

1.3 Stakeholders

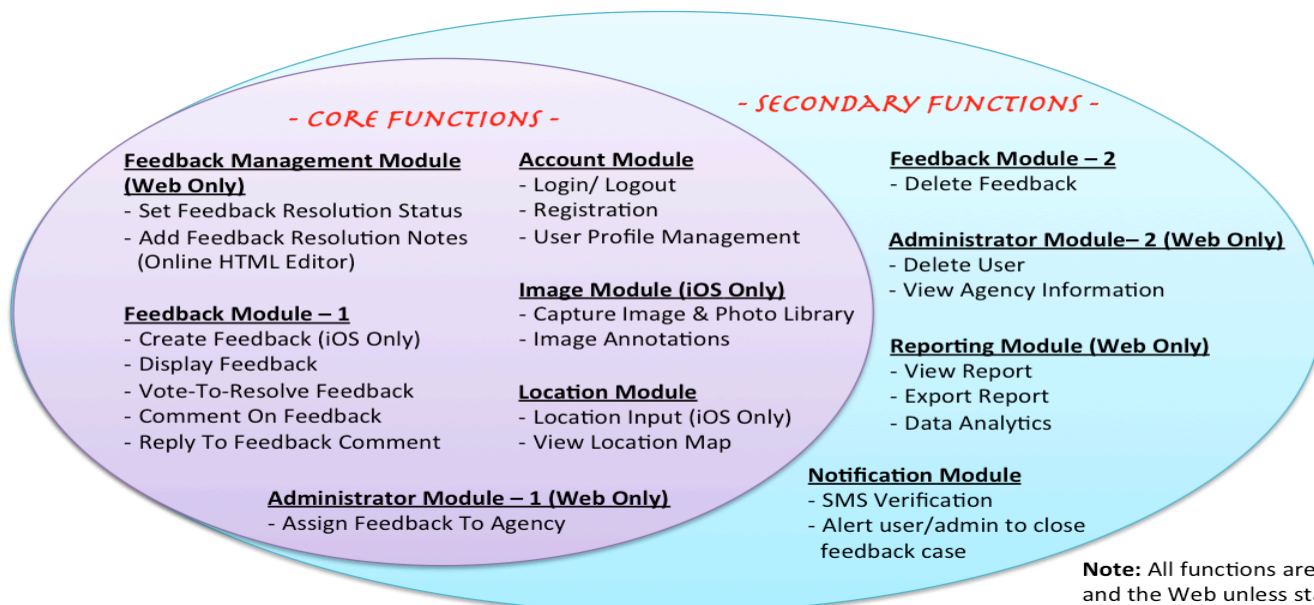
Sponsor	Mr Low Chin Chau, Managing Director of Zipify Pte Ltd. He will be providing us with guidance, continual feedback and the necessary resources.
Client	General public, government agencies

1.4 Deliverables:

Outcomes: An iOS mobile and Ruby on Rails Web application deployed on a RESTful server web client

Value to Sponsor: This project will enable our sponsor to form closer collaborations with the government agencies by increasing efficiency in the related agencies.

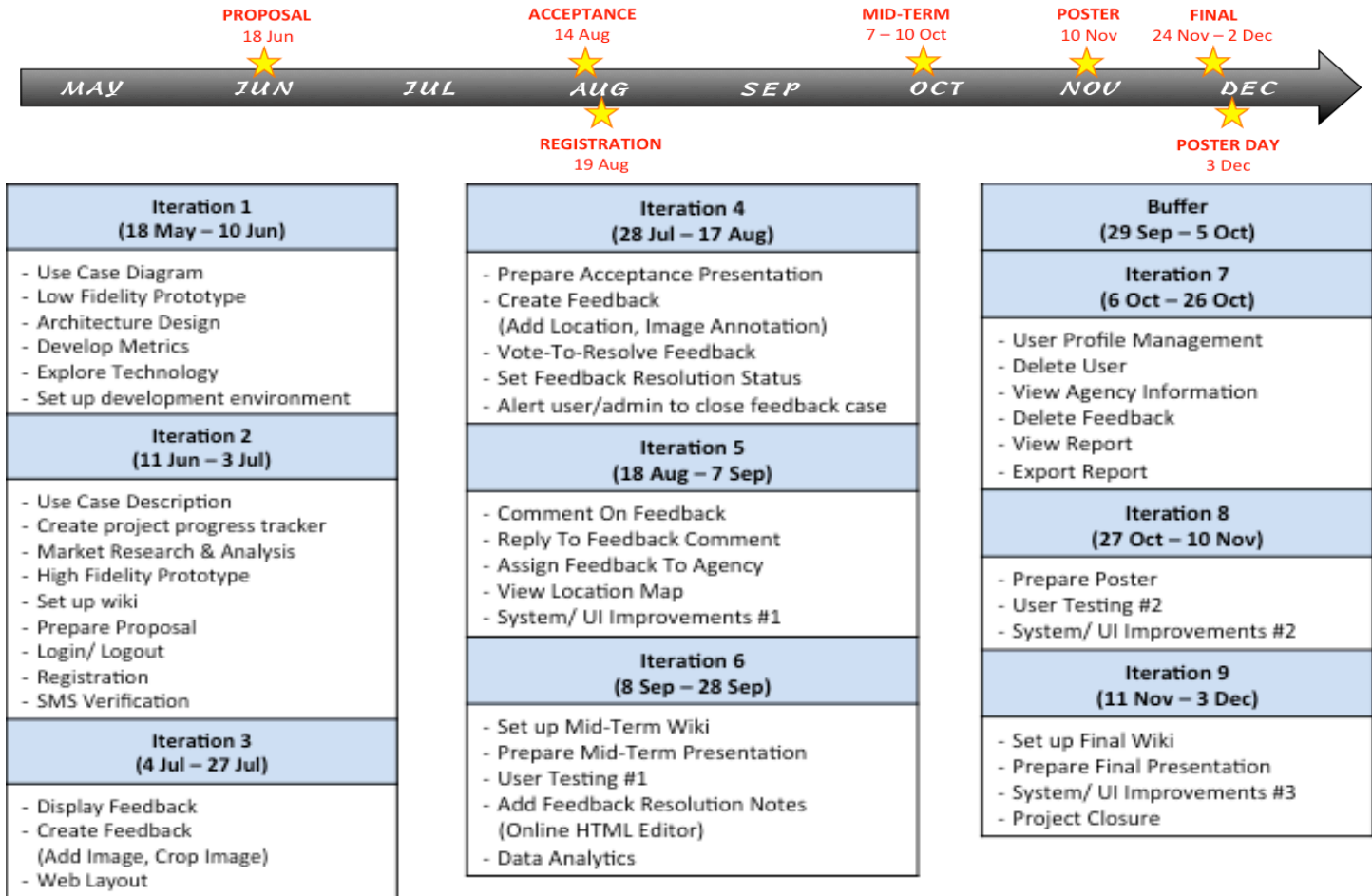
1.5 Scope:



Project Plan

2.1 Project Milestone:

We intend to use the agile development approach for our project as it has a shorter cycle duration and periodic demonstration, which would ensure that our project is on track.



2.2 Risks:

Risk/ Assumptions	Implication	Mitigation Plan
Unfamiliar with new technologies such as advanced programming languages like Ruby on Rails, Objective-C	Our project progression may start off slower as the team needs to learn the languages and technologies.	Allocate time in project schedule to learning new programming languages for the development of iOS applications and backend systems.
Updates to iOS version.	Project schedule may be delayed to support new iOS version releases.	Project Manager to adjust project schedule to accommodate required changes for time to tweak application for better support.

2.3 Resource & Reference:

- **Programming Languages:** Objective-C, PHP, Ruby, jQuery, AJAX
- **Framework:** Twitter Bootstrap, Ruby On Rails, RESTFUL Client on Codeignitor framework
- **Database:** MySQL
- **Repository:** Github
- **Server:** Requesting from school/ Client server
- **API:** iOS Maps, Facebook SDK, GMTSMS etc.

2.4 Learning outcome:

IS480 is an integral part of SMU's BSc (ISM) curriculum – a milestone for many of us. We hope the completion of this project will serve as a reminder to us of the value of integrating information technology (IT) and business and more importantly to manage the team and its stakeholders.