



## Internal Meeting

<b>Date</b>	14 March 2016
<b>Time</b>	10:00 am – 12:00 pm
<b>Venue</b>	SMU SIS GSR 2-7
<b>Attendees</b>	Tan Ai Xin Clinton Ang Samantha Ng Lim Zi Ling Joanna Tan
<b>Absentee</b>	-
<b>Agenda</b>	<ol style="list-style-type: none"> <li>1. Stakeholders Hierarchy</li> <li>2. Team Progress</li> <li>3. Redefine project scope</li> <li>4. List of questions to ask</li> </ol>

### AGENDA

No.	Task
1.	<p><b>Stakeholders Hierarchy</b></p> <ul style="list-style-type: none"> <li>• List out the structure of the CC to identify access rights for the different stakeholders</li> </ul> <pre> graph TD     CA[Constituency Advisory] --&gt; CD[Constituency Director [Susan]]     CD --&gt; DCD1[Deputy CD [Derric]]     CD --&gt; CM1[Constituency Manager [Stella]]     CD --&gt; DCD2[Deputy CD [Aishah]]     DCD1 --&gt; CM2[Constituency Manager [Stella]]     DCD1 --&gt; RG[RC Green]     CM2 --- CWF[CWF]     RG --&gt; RC[RC Chairman [Brice]]     CD --- KBBT[KBBT]     KBBT --&gt; M[Micheal]     DCD2 --&gt; CM3[Constituency Manager [Chantel]]           </pre>
2.	<b>Team Progress</b>

	<ul style="list-style-type: none"> <li>• Team discuss about the technical complexity of each feature.</li> <li>• Team discuss about the requirement gathering result <ul style="list-style-type: none"> <li>➤ List out a list of newly filtered features that the user mention.</li> <li>➤ Team will discuss and come into a common agreement on the features mentioned.</li> </ul> </li> <li>• Team also discuss on front UI/UX to prepare for paper prototyping <ul style="list-style-type: none"> <li>➤ Paper prototype on the different view for the different access rights.</li> <li>➤ Refine the content/details that the user want.</li> </ul> </li> <li>• Team decided to have a one to one meeting with the different stakeholders to let them see the final requirement and come to common agreement</li> <li>• Team also decided to go for house visit and event held on <b>17 March</b> and <b>20 March 2016</b>.</li> </ul> <p>The purpose of house visit and event is for observing the challenges the user faced while keying in the data.</p>
3.	<p><b>Redefine project scope</b></p> <ul style="list-style-type: none"> <li>• The last meeting with the different stakeholders was held on 10 March 2016 to discuss about the features that they want.</li> <li>• New features are highlighted in red.</li> <li>• Primary <ul style="list-style-type: none"> <li>➤ CRUD User profile <ul style="list-style-type: none"> <li>❖ Login/Logout</li> <li>❖ Password Reset</li> </ul> </li> <li>➤ Resident details module <ul style="list-style-type: none"> <li>❖ Search function and able to search by NRIC/Address/Name to get specific feedback case</li> <li>❖ Home summary page: Title Field Available – once click, it will expand to the individual case</li> <li>❖ Radio button indicating household categories (e.g. Needy or vulnerable and etc) [to be confirmed]</li> <li>❖ Use different color to indicate the household categories. [to be confirmed]</li> <li>❖ Have a field to indicate residents’ hobbies and interest group</li> <li>❖ Resident demographics</li> <li>❖ Family demographics</li> <li>❖ Feedback/Complain</li> <li>❖ Follow ups from the last visit</li> <li>❖ Status of the case (closed or open)</li> <li>❖ Email/SMS send to residents on the issues resolved</li> </ul> </li> <li>➤ House Visit Management (Summary of entire constituencies) <ul style="list-style-type: none"> <li>❖ Include details from KPPT and comcare forms</li> <li>❖ Residents have multiple issues - Dropdown list of the different issue for volunteers to select</li> <li>❖ VWO visit and follow-up</li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>❖ Visiting Details/Information</li> <li>❖ Track Feedback – retrieve past visit information of residents</li> <li>❖ Send feedback to specific agencies (town council)</li> <li>❖ Categorization and prioritization – categorize issue to sort cases/Feedback (for easy retrieval)</li> <li>➤ Scheduling and Calendar function <ul style="list-style-type: none"> <li>❖ Track each visit/events/activities/status</li> <li>❖ Automatic email reminder for agencies who missed the email</li> </ul> </li> <li>➤ Data security <ul style="list-style-type: none"> <li>❖ Restrict access control for different users, close browser auto clear cache/cookies</li> </ul> </li> <li>➤ Data Storage <ul style="list-style-type: none"> <li>❖ Different sources to upload. Example: details of resident from comcare and passion card holder.</li> </ul> </li> <li>• Secondary <ul style="list-style-type: none"> <li>➤ Programs and Events Management <ul style="list-style-type: none"> <li>❖ Details of events</li> <li>❖ Number of participants</li> <li>❖ Assign volunteer to residents</li> <li>❖ Send SMS on upcoming events reminder for residents and volunteers involved</li> </ul> </li> <li>➤ Analytics <ul style="list-style-type: none"> <li>❖ Report house visit success rate</li> <li>❖ Event/Activity attendance rate</li> <li>❖ Percentage of engagement and program effectiveness</li> </ul> </li> </ul> </li> <li>• Tertiary <ul style="list-style-type: none"> <li>➤ Resident location (Graph representation)</li> </ul> </li> <li>• Good to have <ul style="list-style-type: none"> <li>➤ PDF attachment <ul style="list-style-type: none"> <li>❖ User able to download feedback for the particular organization to read</li> <li>❖ Able to allow chairperson to signoff after downloading the document</li> <li>❖ Reporting should follow certain format – standardization (e.g. KPPT or comcare form)</li> </ul> </li> <li>➤ Log sheet of user history with timestamp (last modified date)</li> <li>➤ User able to key in own feedback <ul style="list-style-type: none"> <li>❖ Able to allow resident to submit their feedback using the application instead of going down to the community center to share their problems with the CC staff.</li> </ul> </li> </ul> </li> </ul>
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4.	<p><b>List of Questions to ask</b></p> <ul style="list-style-type: none"> <li>• Comcare and KPPT target house visit, is it just filling up form or more questions will be asked in subsequent visits</li> </ul>
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	<ul style="list-style-type: none"> <li>• General house visit and RC house visit are the fields the same</li> <li>• Radio button indicating household category [need to clarify the name of categories]</li> <li>• Need to clarify the colors used for the different household category</li> </ul>
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## **ACTION ITEMS**

<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Do up the project scope and refine the list questions to ask stakeholders in next meeting	Lim Zi Ling	17 March 2016
Prepare for paper prototype	Samantha Ng	22 April 2016
Research on the technical component for each new feature mentioned	Clinton Ang and Joanna Tan	17 March 2016
Prepare slides for next week meeting and set meeting dates with different stakeholders	Tan Ai Xin	17 March 2016
Contact the stakeholders for house visit and event on 17 and 20 March 2016	Tan Ai Xin	15 March 2016

Prepared by Tan Ai Xin

Vetted and edited by Lim Zi Ling