I. Roc Solid Foundation
   A. Overview
   B. Roles
II. Team Introduction
III. Problem Overview
   A. Current process flow
   B. Characteristics of the problem
IV. Solution
   A. Process Flow after RocStar
   B. Goals of the solution
   C. Characteristics of the solution
   D. Objectives of RocStar
V. Development
   A. Work breakdown structure
   B. Site map
   C. Database schema
VI. Risks
VII. Conclusion
Ryan Dean is the former COO and the Director of External Affairs of Roc Solid. He is the Founder & CEO of DreamerMade and long time supporter of the Roc Solid Foundation. Ryan’s WHY is to help the dreamers of the world bring their ideas to life, and use their unique skills and passions to do the same for others.
How Can We Help?

The Roc Solid Foundation needs an effective communication system to coordinate efforts provided by volunteers and as they reach out to families whose children are suffering from cancer through build projects and other support.
Characteristics of the Problem

- Tedious manual processes
  - Lack of electronic, fillable documentation
  - Lack of unified document transmission
- Difficulty with coordination of family-specific communication
- Difficulty with coordination of volunteers pertaining to an event
- Lack of mobile communication
- Lack of integration with NeonCRM
The Customer

ROC SOLID FOUNDATION
Building hope for kids with cancer

Image source[3]
Process Flow before RocStar

1. Manually completed application sent from hospital to RSF via fax or email
2. RSF manually enters the application into their CRM system
3. Contact family then family receives a ready bag
4. Family interested?
   - YES: RSF interviews family then family signs a waiver
   - NO: Document and close process
5. Discuss child/recipient interests
6. Decide on a type of project
7. Set fundraising goal
8. Assign volunteer
9. Prepare event
10. Carry out planned event
Goal of RocStar

Provide a mobile application-based software package to enhance the coordination and communication of Roc Solid Foundation’s philanthropic efforts.
Objectives of RocStar

❖ Automate current manual processes
  ● Hospital application
  ● Family waiver

❖ Communication
  ● Network of hospitals
  ● Network of volunteers
  ● Network of sponsors
  ● Interaction with families
  ● Notification of new projects

❖ Coordination
  ● Calendar of events
  ● Notifications of current and upcoming projects
  ● Reporting of family status
  ● Profile-based
  ● Help coordinate funds
Characteristics of the Solution

❖ Implement user profiles
❖ Support iOS and Android platforms
❖ Facilitate real-time communication
❖ Implement an interface with NeonCRM
❖ Facilitate coordination with patients’ families and hospitals
❖ Provide fillable forms for families
❖ Coordinate volunteers for current or future projects
❖ Provide push notifications for families and volunteers
❖ Maintain a calendar of current and upcoming events
Process Flow with RocStar: Overview

- Preprocessing
- Family Page
- Project Page
Process Flow: Preprocessing

Receive ready bag

Hospital referral

Complete form

Follow up

Approved

Invited to join on-line community

Yes

No

Why?

other reason

End process

Age issue

FAMILY PAGE

PROJECT PAGE
Process Flow: **Family Page**

- **PREPROCESSING**
- **FAMILY PAGE**
  - Playset
  - Room Remodel
  - Others
  - Decide on project type
- **FAMILY GROUP DISCUSSION**
  - Grant access
- **PROJECT PAGE**
  - Join their family page
  - Discuss child/recipient interests
  - Sign waiver
Process Flow: **Project Page**

- **PROJECT PAGE**
  - Project Page Created
  - Set Fundraising Goal (if needed)
  - Add Appropriate volunteers (core, sponsor, etc.)
  - Follow checklists to prepare for event
  - Carry out everything as planned

- **PREPROCESSING**

- **FAMILY PAGE**
### RocStar’s Competition

<table>
<thead>
<tr>
<th>Features</th>
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<th>GiveGab</th>
<th>YourVolunteers</th>
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Functional Components

User
- RSF employees
- Families of children with cancer
- Hospital employees
- Volunteers

Mobile Device
Device capable of running the RocStar App

Cloud
Accessible anywhere

Server

RocStar App
Automated solution featuring fillable forms, notifications, and easy communication

Database
Easy-access storage for all pertinent information
Work Breakdown Structure

1 RocStar

1.1 UI
1.1.1 All Users
1.1.2 Guest
1.1.3 Roc Solid Staff
1.1.4 Family Members
1.1.5 Team Leader
1.1.6 Volunteer
1.1.7 Hospital Staff

1.2 Database
1.2.1 User
1.2.2 User Group
1.2.3 Access Rights
1.2.4 Project
1.2.5 Project Type
1.2.6 Project Role
1.2.7 Project Assignment

1.3 Interface
1.3.1 NeonCRM Integration
Site Map: Hospital Staff
Risks

Qualitative Risk Analysis For RocStar App

<table>
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<tr>
<th>Probability</th>
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<tr>
<td>Unlikely 2</td>
<td>Major 4</td>
</tr>
<tr>
<td>Rare 1</td>
<td>Critical 5</td>
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</tbody>
</table>

- C4
- C1 / C2 / C3
- T3
- T1 / T2
**C1:** Customer does not adopt the software solution

<table>
<thead>
<tr>
<th>Probability</th>
<th>Impact</th>
<th>Mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>4</td>
<td>Best practices of agile software development</td>
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### Qualitative Risk Analysis For RocStar App

<table>
<thead>
<tr>
<th>Probability</th>
<th>Insignificant 1</th>
<th>Minor 2</th>
<th>Moderate 3</th>
<th>Major 4</th>
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</tr>
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<tbody>
<tr>
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<tr>
<td>Possible 3</td>
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<tr>
<td>Unlikely 2</td>
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<td>Green</td>
<td>Orange</td>
<td>Red</td>
<td>Red</td>
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<tr>
<td>Rare 1</td>
<td>Red</td>
<td>Green</td>
<td>Orange</td>
<td>Red</td>
<td>Red</td>
</tr>
</tbody>
</table>
C2: Lack of end-user experience with RocStar’s implementation

Probability: 3
Impact: 4
Mitigation: Rapid prototyping with end-user agreement
**C3**: Failure in proper communication between users interacting with the application

- **Probability**: 3
- **Impact**: 3
- **Mitigation**: Ensure proper user permissions are established

---

### Qualitative Risk Analysis For RocStar App

<table>
<thead>
<tr>
<th>Probability</th>
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</tr>
</thead>
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<tr>
<td>Rare</td>
<td>Insignificant 1</td>
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<tr>
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<td>Possible</td>
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<td>Likely</td>
<td>Major 4</td>
</tr>
<tr>
<td>Almost Certain</td>
<td>Critical 5</td>
</tr>
</tbody>
</table>

- **C3**: In the table, C3 is marked as **Minor** impact. The probability is **Likely 4**. The recommendation is to **Ensure proper user permissions are established**.
C4: Failure in proper coordination between users interacting with the application

Probability: 3
Impact: 3
Mitigation: Authenticate scheduling with end-user access permissions
**T1: Security Vulnerabilities**

**Probability:** 2  
**Impact:** 4  
**Mitigation:** Ensure proper security protocols and user permissions are enforced
**T2: Difficulty integrating with NeonCRM**

*Probability: 2
Impact: 4
Mitigation: Constant contact between RocStar and RSF during integration*
**T3: Non-compatibility issues**

- **Probability:** 2
- **Impact:** 3
- **Mitigation:** Ensure compatibility with iOS and Android
NeonCRM Integration

Data synchronization between RocStar and RSF’s NeonCRM through the use of the provided API.
How does Roc Solid Benefit?

- Effective communication solution for hospital staff, volunteers, RSF staff, and family members
- Effective coordination solution for volunteers, RSF staff, and family members
- All-in-one digital process for family to complete forms to be integrated into NeonCRM
- Mobile solution
How do Families Benefit?

- All-in-one solution for forms, videos, and easy communication with RSF and other families
- Mobile solution pre-loaded onto tablets given by RSF staff
- Faster response from RSF thanks to the integrated digital process
Prototypes
Questions?
User Roles

- Hospital Staff
- Family Members
- Volunteers
- RSF Staff
- Team Leader/Volunteer Coordinator
As a **Hospital Staff** member, I

- Need to have my profile information secure
- Need to edit my user profile information
- Need to send a referral form
- Need to have the referral form auto-populate with the information in my profile
- Need to have the ability to request more Ready Bags
- Want to see the status of my referral
- Want to be able to communicate with RSF Staff
User Stories

As a Family Member, I

❖ Need a way to contact other users
❖ Need access to tips/advice for other families in my situation
❖ Need to be able to use the application in a child-friendly mode
❖ Want to be able to receive notifications about new posts
❖ Want to be able to donate money to RSF
❖ Want to access the online store
❖ Want to access preloaded coupons
❖ Want to access my family website
❖ Want to be able to invite new/existing users to join my family website
❖ Want to be able to create a response to existing notifications
❖ Want to be able to watch inspirational videos
❖ Want to access preloaded movies and games
As a Volunteer, I

❖ Need to access the events calendar
❖ Need to be able to receive notification reminders about projects
❖ Need to be able to donate money to projects
❖ Need to be able to access the online store
❖ Need to be able to communicate with other Volunteers on projects
❖ Need to be able to edit my profile information
❖ Want to access my project profiles
❖ Want to access community fundraiser tools
❖ Want to access the Volunteer Manual
❖ Want to provide and edit my personal information in my user profile
❖ Want to be able to sign the Volunteer Waiver
❖ Want to access a project’s execution details
As a **RSF Staff** member, I

- Need to be able to receive and access applications, forms, and requests
- Need to send individual and group notifications to users
- Need access to a calendar of events
- Need to be able to synchronize/transfer the data between the application and NeonCRM
- Need an overview of past, current, and upcoming projects and their financial reports
- Need to be able to access shipping information for sending Ready Bags
- Need to be able to access and edit participating hospitals’ information
- Need to edit my user profile information
- Want to create projects and assign them to appropriate users
- Want to track inventory for projects
- Want to view profiles of all existing users and projects
User Stories

As a Team Leader/Volunteer Coordinator, I

❖ Need to see all Volunteers assigned to my project
❖ Need to see all available Volunteers that can be assigned to my project
❖ Need to see all projects I am assigned to
❖ Need to receive notifications regarding my project
❖ Need to be able to access and edit the project checklist and project financial reports
❖ Need to be able to edit the project schedule
❖ Need to be able to edit my user profile information
❖ Want to communicate with other Team Leaders
❖ Want to access and edit a map containing projects’ locations
User Stories

As a **Tester**, I

- Need to be able to upload test scenario files
- Need to be able to test the application from the perspective of the user
- Need to be able to test each type of notification
- Need to be able to run the application as several users simultaneously to ensure they interact correctly
- Need to test the application from both iOS and Android devices