Core Capability Drive-Through (CCD)

Citizens Hive

Team 4

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1. Introduction

Team Citizens Hive performed Core Capability Drive-through on November 6, 2020. Our client, Briana Cordova-Moore was joined by the development team and CSCI 577a teaching assistant Jincheng He.

1.1 Purpose of CCD

The purpose of CCD is to improve the likelihood of successful transition and operational stakeholder communication & motivation. The client will get a sense of what they’ll be getting. It also provides a hands-on usage opportunity for the client. It will also help in determining whether developers are on the right track.

2. User Manual

2.1. Core Capabilities: OC

<table>
<thead>
<tr>
<th>OC-1</th>
<th>Registration and Login: The system allows new users to register to the system. If the user is registered, the user can login to access the services provided by the system.</th>
</tr>
</thead>
<tbody>
<tr>
<td>OC-2</td>
<td>Profile Creation: The system creates base profile for the user</td>
</tr>
<tr>
<td>OC-3</td>
<td>Profile Editing: The system allows users to modify the existing profile information and preferences.</td>
</tr>
<tr>
<td>OC-4</td>
<td>Search and Filter: The system allows seniors to search and filter for caregivers based on zip code, radius, type of care and availability (start date and end date). The same is applicable for caregivers searching for seniors.</td>
</tr>
<tr>
<td>OC-5</td>
<td>Messaging: The system allows the senior and caregiver to message each other.</td>
</tr>
<tr>
<td>OC-6</td>
<td>Reviews and Ratings: The system allows seniors to provide ratings and write reviews for caregivers based on the services they received.</td>
</tr>
<tr>
<td>OC-7</td>
<td>Payments: The system allows seniors to pay caregivers for their services.</td>
</tr>
<tr>
<td>OC-8</td>
<td>Forum: The system allows seniors and caregivers to discuss through a forum. All users can add posts, comment and view posts on the forum.</td>
</tr>
</tbody>
</table>

2.2. User Manual Introduction

Visit the website using 34.220.81.25:8001

1. About us: The story and goal of Citizens Hive can be found here.
2. Services: The various services offered by Citizens Hive can be found here.

3. Contact: The contact information can be found here.
2.3. Registration and Login

To create a profile on Citizens Hive, click “Sign up”. You can sign up as a senior or a caregiver using full name, an email address and password.
After signing up, login using the email address and the password by clicking the “login” button.
2.4. Profile Creation and Editing

Once logged in, the user profile is shown which can be edited and set according to the user preferences using the edit button.
On clicking the edit profile, the editing window opens through which the user can enter or edit information as shown below.

Sample data to enter in the profile:

If you are a Senior

**DOB:** Any Value  
**Type of care:** At Caregiver's place  
**Zip:** 90007  
**City:** Los Angeles
State: California
Start Date: Nov 7, 2020
End Date: Nov 30, 2020

If you are a Caregiver

DOB: Any Value
Type of care: At Caregiver’s place
Zip: 90007
City: Los Angeles
State: California
Start Date: Nov 7, 2020
End Date: Nov 30, 2020

2.5. Search and Filter

2.5.1. For Senior:

For seniors, there is an option to search for caregivers using the “Search Caregivers” option in the navigation bar found on the top of the page.

After selecting the Search Caregivers option, the senior has to enter the zip code, type of care (At my home or at caregiver’s home) and availability (start date and end date) to filter.
Sample data to enter to filter:

**Zip Code:** 90007  
**Radius:** 10 miles  
**Type of care:** At Caregiver’s place  
**Start Date:** Nov 7, 2020  
**End Date:** Nov 30, 2020

Once the results are displayed, a senior can visit the profile of the caregiver or chat with the caregiver (explained in 1.5 in detail).
Once the senior visits the profile of the caregiver and if he/she is interested in the caregiver, please click the “I'm interested” button available.

Once the senior clicks the I’m interested button, the caregiver will be added to the senior's caregiver. He can view the caregiver by clicking on the “My Caregivers” option in the navigation bar available on top of the page.
2.5.2. For Caregiver:

For caregivers, there is a “Search Seniors” option in the navigation bar found on the top of the page.

After selecting the Search Seniors option, the caregiver has to enter the search zip code, type of care and availability to filter.
Sample data to enter to filter:

**Zip Code:** 90007  
**Radius:** 10 miles  
**Type of care:** At my home  
**Start Date:** Nov 7, 2020  
**End Date:** Nov 30, 2020

Once the results are displayed, a caregiver can visit the profile of the senior or chat with the senior.

Once the senior selects the caregiver, the senior is displayed in “My seniors” available in the
The senior who is interested in you is displayed when you select the “My Seniors” option. An example of the page below is displayed.

2.6. Messaging

Once the searching is done, there is an option to chat with the caregivers and seniors displayed in the results section. Please select the “Chat” option in the search results section.
NOTE: You can also chat with the selected caregiver or senior by clicking the “My seniors” or “My caregivers” option and selecting the chat option.

Once the chat is initiated, the seniors and caregivers can find the chat history by selecting the “My Messages” option available in the navigation bar on top of the page.
2.7. Ratings and Reviews

The senior can rate and write a review for the caregiver by going to “My Caregivers” option in the navigation bar available on top of the page and submit it.
2.8. Payments

The senior can pay the caregiver (through Citizens Hive) by selecting the “My Caregivers” option available in the navigation bar available on top of the page.

Select “Pay” option
Payment Summary

<table>
<thead>
<tr>
<th>#</th>
<th>Caregiver</th>
<th>Start Date</th>
<th>End Date</th>
<th>Total number of days</th>
<th>Total amount due</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><a href="mailto:alexa@gmail.com">alexa@gmail.com</a></td>
<td>Nov. 1, 2020</td>
<td>Nov. 30, 2020</td>
<td>29</td>
<td>$ 3107.1428571428573</td>
</tr>
</tbody>
</table>
Sample data to enter to pay:

**Billing Address:** No limitation  
**Card Number:** 4242 4242 4242 4242  
**Expiry:** 06/24  
**CVV:** 900  
**Zip Code:** 90007

The senior and caregiver can view the payment information in “My Payments” option available in the navigation bar on top of the page.
2.9. Forum

Senior and Caregiver can access the forum by clicking in the “Forum” option in the navigation bar available on top of the page.
Add a post by selecting the “Add New Post” option.

On clicking ‘Add New Post’, you will be asked to fill in the following details. Fill in the title and content for the page and hit submit.
You will then be redirected to the posts page with the new post showing up in the list.

You can choose to view comments for any post by clicking ‘Show Comments’ and can also add a new comment if you wish to.

The new comment will now be seen in the comments section for the respective post.
3. Concern Logs

The elements of the concern log compiled after the Core Capability Drive-through are mentioned here.

1. The client reported that the visual appeal of the website must be improved
2. The client was concerned that the preview of the photo prior to submitting the edits of senior/caregiver profile was not available
3. The client indicated that there is a slight delay in loading message history while using the messaging functionality

4. Record of Demonstration

4.1 Summary of core capabilities driven-through

4.1.1 Registration and Login

The client accessed the Citizens Hive platform hosted on the Amazon Lightsail server through the public IP address. Then the client proceeded to register a profile for a senior by providing full name, email address, password and type of user. Then the client used the registered credentials email and password to login to the senior dashboard. The client repeated this for registering a caregiver profile. The client also noticed the various validations like missing fields, incorrect fields, password mismatch that the development team had implemented. The client successfully accomplished registration and login.
4.1.2 Profile Creation

The client successfully created profiles of senior and caregiver by entering the date of birth, city, state, zip code, type of care, start date, end date and profile photo. The zip code, type of care, start date and end date was mandatory for the client to fill during the profile creation. Apart from that, zip code had the requirement of being valid and the start date should be before the end date.

4.1.3 Profile Editing

Upon successful creation of the profile, the client successfully edited the profile by changing the various fields that are available like date of birth, city, state, zip code, type of care, start date, end date and profile photo.

4.1.4 Search and Filter

4.1.4.1. Senior profile

Upon successfully logging in as a senior, the client searched for the caregivers based on the zip code, radius (in miles), type of care, start date and end date. The results of all the caregivers matching the search criteria were displayed successfully when the client entered all the valid details as they are mandatory.

4.1.4.2. Caregiver profile

Upon successfully logging in as a caregiver, the client searched for the senior based on the zip code, radius (in miles), type of care, start date and end date. The results of all the seniors matching the search criteria were displayed successfully when the client entered all the valid details as they are mandatory.

4.1.5 Messaging

After performing Search and Filter from a senior’s profile, the client selected one caregiver’s profile and selected the chat option to message the caregiver. The message window opened and the client sent a message to the caregiver. After that, the client logged in as a caregiver and in the my message page in the profile page of the caregiver, the client verified that the senior’s message was received by the caregiver and sent a reply to the senior in response.

4.1.6 Reviews and Ratings

The client upon logging in as senior and successfully searching for caregivers, visited the profiles of the caregivers. The client expressed interest in a caregiver from the caregiver results displayed and added the caregiver to my caregivers section. The client then successfully rated and wrote a review of the services received from the caregiver by navigating to the “My caregivers”. The rating and reviews entered by the client as a senior were successfully displayed on the caregiver’s profile page.
4.1.7 Payments
The client navigated to 'My Caregivers' which displays a list of matched caregivers. The client then chose the pay option to pay the specific caregiver. The system automatically computes the pay based on the slab fixed by the client during the discussion. The summary page displays the total amount the senior has to pay to the caregiver. The client then proceeded to check out by providing billing address and card details. A payment confirmation message was displayed. The client also checked 'My Payments' to see the history of all payments made by the senior.

4.1.8 Forum
The client successfully accessed the forum from the senior dashboard to view post. Then the client tried adding posts with a title and post content. The client also tried adding comments to posts and checked if they were getting displayed.

4.2 Suggestions and Feedback
The client was very happy by the overall progress, team preparation and the quality of core capabilities delivered. The client also appreciated the ease of the site and simplicity of the system for the target users.

4.2.1 Registration and Login
The client was satisfied with the registration and login page primarily because of their ease of use and simplicity. The client also gave positive feedback for the extensive validation performed on the input fields to catch missing fields, incorrect fields or other data type mismatch.

4.2.2 Profile Creation
The client was amazed to see the profiles of both caregiver and senior being created. She was satisfied to have all the fields according to her requirements. However, she suggested including an option to upload the photos of the homes of the caregiver.

4.2.3 Profile Editing
The client was satisfied to see the option of editing the profiles for the users. Client edited the details which were viewed in the profiles of both senior and caregiver. However, she suggested adding the feature to preview profile picture before saving the edits in the profile.

4.2.4 Search and Filter
The client was really happy with the design and implementation of the Search and Filter feature. The client appreciated the low retrieval time with which the profiles were being fetched. The client made one important suggestion that instead of making all the filtering criteria mandatory, the results should be displayed even when one or more of the filtering criteria is provided.

4.2.5 Messaging
The client was satisfied with the messaging feature. The client mentioned that from an end user standpoint, it will be very easy to use messaging. The client suggested to the development team to try reducing the load time when the message history is fetched and displayed for a chat between the caregiver and senior.

4.2.6 Reviews and Ratings

The client was highly satisfied with the simplicity involved with using the reviews and rating system. The client was happy to see that the rating and reviews provided by the senior are displayed on the caregiver’s profile.

4.2.7 Payments

The client was impressed by seeing that the total payment amount was calculated based on the start date and end date to let the seniors know the amount they had to pay to the seniors. The client was very happy to see a dialogue box displaying a “Payment Successful” message. The client could not make payment to a caregiver twice from the senior’s profile as it displays a message “Payment has been already Made”. After successful completion of payment, the client viewed the payment history by navigating to the “My payments” option in the navigation bar.

4.2.8 Forum

The client was highly satisfied to view the posts and comments on the forum both as a senior and a caregiver. The design and simplicity involved with the forum was appreciated by the client. Client posted her query on the forum and also commented on the existing posts.

5. Risk and Risk Mitigation Plans

The core capabilities were mutually agreed upon by the client and the development team after a series of win-win negotiations. The development team was able to deliver all the core capabilities as promised. The client was able to exercise all the core capabilities during the hands-on session as part of Core Capability Drive-through.

6. Reprioritized Capabilities

The development team was able to develop and showcase all our core capabilities to the client. The client was extremely happy with our overall progress and deliverables. Hence, this section is not applicable as there is no scope for reprioritization.