Jose Gordillo	**Smart Events**
V00773366	**EventCity**
06/01/2016	**1.0**

Version	When	Who	What
1.0	06/01/2016	Jose Gordillo	Initial Drafting

Table of Contents

1.0 Problem description / expression of need

Currently, when people are downtown and they want to go to a fun event, they need to deal with looking up events and long lines. Instead of having to look up events online, the customers could use EventCity, an Android/iOS app used to improve everyone's event-attending experience. This app will let the users see what events around them are available, and it will also let them join the waiting line without having to physically be there. Going downtown to have fun has never been so easy and efficient! At the same time, EventCity is a platform that lets local establishments promote their events and have their waiting lines be managed more efficiently. From the establishments' perspectives, they can use EventCity to manage their own waiting lines.

2.0   Project Objectives

This system has 4 main objectives. The first objective is to make the queueing system at different types of establishments more efficient. The second objective is to let establishment's users know what events are going on around them. The third important objective is to allow establishments' customers to see how busy some establishments are and decide where to go based on how long the lines are. Finally, this smart system would allow people to "get in line" without physically having to be there. This way, both the establishments and their customers will have an easier time organizing themselves.

3.0 Current System(s)

Currently, establishments rely on their own staff to keep track of the line by either using paper to keep track of the names of the people in line or using some sort of digital queueing. The problem with both of these systems is that they rely on the employees entering the information. Using EventCity, the establishment's customers would add themselves directly to the queue. Also, EventCity lets the establishment's customers see the progress of the queue in real time.

On the side of the establishments' customers, they currently rely on using their smartphones or other electronic devices to look up events. Also, they rely on either physically going to a place to check how long the line is or calling the establishment to ask how long the line is.

4.0 Intended users and their interaction with the system

There are two potential users in the EventCity system. The establishments would access a website where they can manage their own line using an EventCity website designed specifically for queue management. The establishments can easily see the names of the next people on the queue or add/remove people from it. The other potential user is the establishments' customers. These people would access the EventCity app on their smartphone to look at events and queues at different establishments and add themselves to a queue. This way, these customers can be in line without physically being there.

5.0 Known interaction with other systems within or outside the client organization

EventCity consists of two main systems: the website used by the different establishments and the app used by the different establishments' customers. These two systems interact in real time by using a shared database. The website for the establishments is meant to let the establishments' staff manage their own lines by directly adding/removing people from the queue. The staff can manually add people because sometimes people call or they show up personally without a reservation. The staff can also remove names in case someone cancels a reservation or does not show up. However, most of the management would be done dynamically. The website would show the staff how many people are being added to the queue (using the app) in real time.

On the other hand, the app is meant for the establishments' customers to find out about any promotions or events around them. They can browse through the options, see the waiting time and potential position in line, and add/remove themselves form the queue. This way, they can easily find something to do. The app can be set to have an alarm to alert the users when it's their turn on the queue.

6.0 Known constraints to development

1. The Android app must be developed using Java or C#.
2. The iOS app must be developed using Swift or Objective C.
3. The team size is limited to a size of 4 (according to the different roles specified in the lectures slides). This means that the number of software developers will be limited.

7.0 Project Schedule

The plan is to start the project on January. The website advertising the product is expected to be running before January 21st. Then, from January to the end of March, the project is expected to be developed. This development period is expected to include negotiation with the clients based on the progress achieved in that development time. The project is expected to be finished before March 31st.

8.0 Project team

1. Project lead: leadership, management, communications & negotiation skills. The project lead is expected to manage the progress and task distribution of the project.
2. Documentation writer: writing, presentation, marketing & sales skills. The documentation writer is expected to keep the documentation up to date and also take care of the documents' proofreading.
3. Webmaster: website development, web tool & presentation skills. The webmaster is expected to take the lead in the team's website design. Also, he/she is expected to work on the EventCity's website for establishments.
4. Toolsmith: tool experience & programming skills. The Toolsmith is expected to work alongside the webmaster to create the team's website and also take the lead in creating the EventCity app for the establishments' customers.
5. Design expert: UML diagramming & object-oriented design skills. The design expert is expected to work alongside the webmaster and the toolsmith on both the app and the website.
6. Interface expert: user interface programming & presentation skills. The interface expert is expected to suggest changes to the toolsmith and webmaster so that the website and app will look better, more intuitive, and more user friendly.
7. Analyst: analysis, verification, traceability, testing & reviewing skills. The analyst is expected to analyze the progress and propose any potential improvements. Also, he/she is expected to deal greatly with the testing.

9.0 Glossary of terms

Establishment:
Any local establishment.

Establishments' Customers:
The customers that attend an establishment.

Project Proposal Summary (1 page)
Jose Gordillo and V00773366

Have you ever been downtown wondering what events are going around you? Have you ever wanted to attend an event but realized the line was way too long? Have you ever wished you had a better system to manage the lines at your establishment? If you answered yes to any of the above, then we have the right product for you! Whether you are an establishment owner or someone who just wants to find something fun to do the next time you go out, we got you covered! The new EventCity platform is a revolutionary product that takes care of queue management while at the same time promoting local establishments.

EventCity consists of two main systems: the EventCity Android/iOS app and the EventCity Queue Management website. The app is designed so that the establishments' customers can see what events or promotions are around them. Whether it's a bar offering cheaper drinks or a restaurant having live music, they will be able to see it using the EventCity app. The EventCity app lets them see how long the line to get in at each establishment is. Also, it tells them approximately how long this line is. If they want to go, the establishments' customers can easily join the queue by simply selecting the Join Line button. It's that easy! This means that they can be in line without having to physically be there. The app will show the real time position in the line and can be also set to alert the customers when it's about to be their turn. Leaving the line is just as easy. Just click the Leave Line button, and it's done.

The EventCity Queue Management website is designed to aid the establishments' staff in managing their queues. The staff can access the website from any computer or smartphone using the establishments' credentials. This allows them to see in real time how the queue is doing. Also, the website allows the staff manage their own lines by directly adding/removing people from the queue. The staffcan manually add people because sometimes people call or they show up personally without a reservation. The staff can also remove names in case someone cancels a reservation or does not show up. However, most of the management would be done dynamically. The website would show the staff how many people are being added to the queue (using the app) in real time.

This system has 4 main objectives. The first objective is to make the queueing system at different types of establishments more efficient. The second objective is to let establishment's users know what events are going on around them. The third important objective is to allow establishments' customers to see how busy some establishments are and decide where to go based on how long the lines are. Finally, this smart system would allow people to "get in line" without physically having to be there. This way, both the establishments and their customers will have an easier time organizing themselves.

The only development constraints are the following: the Android app must be developed using Java or C#, the iOS app must be developed using Swift or Objective C, and the development team's maximum size will be 4 people. Nevertheless, it is totally possible to have the EventCity Queue Management website and app ready before March 31st. The development of the project consists purely of software production. The only needed equipment is smartphones and computers. Most of the establishments' customers already own smartphones and can easily download the EventCity app. Most establishments already own computers that could be used to access the Queue Management website.

EventCity is a service that will be sold to the establishments. It will help them manage their own queueing system and promote them and their events at the same time. Other potential features that could be added in the feature include special daily discounts for EventCity users. This would encourage more people to go to a specific establishment. The opportunities for advertising using EventCity are endless! In conclusion, EventCity is a revolutionary product that will help both local establishments and their clients. What are you waiting for? Enjoy life, use EventCity.

My Résumé
Jose Gordillo
V00773366

Project management experience

<u>Charity Events Coordinator</u>   Apr. 2010 – Aug. 2010
FARES (Charitable Organization for Children with Cancer)   Guatemala City, Guatemala

- Organized groups (25 persons) to monthly visit FARES
- Arranged games and activities for children and parents
- Collected money for FARES by organizing fundraising events

Writing experience

Writing university reports since 2,012

Webmaster experience

Web Frameworks: Node.js, AngularJS, Express.js, SmartClient
Databases: MongoDB, SQL
Web Languages: Javascript, HTML, CSS

<u>Software Designer</u> (full-time)   Sept. 2015 – Dec. 2015
Alcatel-Lucent   Ottawa, Ontario

- Designed and programmed new features for a network supervision SmartClient web application using Javascript, HTML, and CSS
- Added features to a JBoss server using Java and object-oriented programming
- Fixed reported bugs and improved the graphical user interface of the network supervision web application

Software tool expert

- <u>Software</u>: MS Office Suite (Word, Excel, PowerPoint), GNU, JUnit Framework, Robotium, Google UI Automator, Selenium, Xilink ISE, git, SVN, CVS, JIRA, Confluence, iReport, Microsoft Visual Studio 2013, Qt, NetBeans, Eclipse, Node.js, AngularJS, Express.js, SmartClient, SolidWorks, Virtual Box, VMware, MongoDB, Robomongo, SQL Developer, SQL Management Studio, SQL Plus, and MySQL

Programming skills

- <u>Programming Languages</u>: C, C++, Java, Python, SQL, Bash, Powershell, MATLAB, R, HTML, CSS, Javascript, and Assembler (ARM and ColdFire Processors)

Design experience

- <u>Computer Science Knowledge</u>: Agile methodologies, regular expressions, MVC architecture, design patterns, networking protocols, UML, algorithms, data structures, relational and documented-oriented databases, web programming, and object-oriented programming

Requirements engineering experience

<u>Automation Engineer</u> (full-time)   Sept. 2014 – Dec. 2014
Isolation Network, Inc.   Victoria, British Columbia

- Designed and programmed a test automation framework for an electronic book distribution program using Java and Powershell
- Created a graphical user interface for the framework that allowed the user to select multiple test cases and to select the target server for testing
- The framework accessed databases in SQL servers, used Powershell scripts for remote file handling, and used Java regular expressions for folder name validation

<u>Quality Assurance Engineer</u> (full-time)   Jan. 2014 – Apr. 2014
Intel Corporation / Recon Instruments   Vancouver, British Columbia

- Designed and programmed an automated testing framework to test the company's products using Java and Bash scripts
- Programmed automated tests for Android devices implementing the Robotium and Google UI Automator libraries
- Programmed automated tests for the company's website using Selenium