
Task Enhancement Proposal

Cityflag, Inc.

Cityflag San Antonio 311 Mobile App



ALBERTO GOMEZ

✉ BETO@CITYFLAG.CO 📱 210-789-8942

Customer Name	City of San Antonio	Project Sponsor	Paula Stallcup
Project Name	311 Mobile App	Project Manager	Joe Hernandez
Project Change Authorization (PCA)	311 Mobile App	Responsible Individuals	Alberto Gómez
Requested By	City of San Antonio	Contract Number	210-789-8942
Estimated Start Date		Estimated End Date	
Purchase Order number			

Description

On 1/31/18 The 311 Mobile App was presented to the department directors, which are directly tied to the service types in the mobile app. As a result of the preview, we obtained some user perspectives that were not visible before and have transformed what the final product will be.

This activity has the following subtasks:

- **Task #1 Communication:** Each case created in the 311SA mobile app currently has a comment section. This task removes the *comment* section completely from each case.
- **Task #2 Due date stamp:** A due-date stamp and a completed date stamp will be added in the flag detail. The result will be a flag detail that includes date created, due-date, and closed date stamps. When a case gets closed, open date, due-date and close date stamps remain in the flag detail.

- **Task #3 Change flag color:** With this change implemented the City of San Antonio will be able to change the color palette of the case status in the app.
- **Task #4 Closed cases timeframe adjustment:** The timeframe for closed cases will be change from 3 to 7 days as default.

Completion Criteria

Both operative systems, iOS and Android, of the 311 Mobile app have been successfully tested and approved by COSA in all three environments: Dev, QA, and Production.

Deliverables

All four tasks implemented in both:

- 311 Mobile App iOS
- 311 Mobile App” Android

Assumptions

- Assumption #1: Client has a clear understanding of their project needs and the preliminary documentation can be provided in order to be able to measure scope.

Estimated Charges for the Change Authorization

Cityflag will provide an estimated 400 hours of Professional Services for this PCA at hourly rates based on position and roles.

Estimated Schedule for the Change Authorization

The scope of services described in this PCA is expected to span approximately 34 business days.

- The start date for this PCA is _____.
- The estimated end date for this PCA is _____.

Tasks*	Estimated days
1. Task 1: Communication	12
2. Task 2: Due-date & Close Date stamp	12
Task 3: Change flag color	4
Task 4: Close cases timeframe adjustment	6
Total	\$62,980

Task description included in Annex I.

Estimated Schedule for the Change Authorization

The scope of services described in this PCA is expected to span approximately 34 business days.

- The estimated start date for this PCA is _____.
- The estimated end date for this PCA is _____.

Completion Criteria for the Change Authorization

Cityflag will have fulfilled its obligations under this PCA when one of the following first occurs:

- All deliverables listed in this PCA have been provided.

Terms for this Change Authorization

Cityflag will provide an estimated 550 hours of Professional Services for this PCA. The estimated total funding requirements for the services is \$62,980.00

The City of San Antonio will be invoiced in the following order:

1. 20% payment due upon approval of change order (\$12,598)
2. Remaining balance paid upon completion of Dev, QA and Go Live milestones (\$16,794 per milestone)
 - a. +11 days of contract, Dev build is released with 4 incorporated changes achieving payment milestone #1
 - b. +22 days of contract, QA build is released with 4 incorporated changes achieving payment milestone #2
 - c. +33 days of contract, Prod build is released with 4 incorporated changes achieving payment milestone #3
3. Based on 34 day timeline this allocates 11.33 days per each milestone

All other terms and conditions stated in the original Statement of Work dated 2/15/17, unless modified in this PCA, will remain unchanged.

This Project Change Authorization is subject to the terms and conditions of the 311 Mobile Apps Statement of Work. It is agreed that the complete agreement for these services consists of the original Statement of Work, this PCA (and any other approved PCAs), and the Customer Agreement.

Approved by:

Cityflag, Inc. Authorization _____ Date _____

City of San Antonio _____ Date _____
311 Department Authorization

ANNEX I. Change Order Tasks 311SA Mobile App

1. Communication: Removing Comment Section

By applying the change requested, the comment section included in the case report will be removed. The vote feature and social sharing will remain. When the change has been implemented, the comment section will be removed from the urbanfeed, flag detail, map view and user profile.

Acceptance Criteria:

1. Comment section linked to cases is completely removed from mobile app.
2. Vote and Social Sharing features will remain linked to cases created.

Validations and Considerations:

- Gamification: Vote Points should increase in value. (Leads to a "re-calibration of points")
- Remove Point Trigger for Comments in 311 Cosa.

2. Date Stamps: Due Date and Date Close are added to the Flag Detail.

Acceptance Criteria:

1. Due date and Date Close stamps fields will remain in the flag detail view. Due date must be labeled "Due Date" and completed date "Close Date"
2. Flag detail must include Open Date, Due Date and Close Date in the flag detail.

Considerations:

- Data migration Repeat in Dev
- Data migration repeat in QA
- Update Error Logs (Attribute that gets written in)
- Update function (Polling) - Status
- Gap Function
- Seed Script
- Systemic Impact: All route updates for Flag Details and Flag Urban Feed.
- Mobile App: Due Date and Close Date remain present in flag detail.

3. Change flag color

By applying the change requested, the comment section included in the case report will be removed. The vote feature and social sharing will remain. When the change has been implemented, flag color will be changed from the urbanfeed, flag detail, map view and user profile.

Acceptance Criteria:

1. Flags color change will be reflected on map view, urban feed, and flag detail.

Validations and Considerations:

1. Checking the routes
2. Updating the routes
3. Testing the changes

Repeat for each scenario

- Urban feed route
- Flag detail route
- Map view route
- Flag user list route

4. Closed cases timeframe adjustment

Acceptance Criteria:

1. Cases closed will remain stored in the mobile app and visible in the “map view” for a period of 7 days.

Considerations:

- Timeframe must be less than 30 days. Displaying flags for longer than 7 days will impact on app performance and storage.
- Keeping closed cases for 7 days is quicker solution, reduces production cost, and will consume less storage space on user’s devices.