

Timeline: SHE+

Phase 1 - Project Initiation
Week 1 (Sept 2 - Sept 5)
Objective: Define project objectives, gather requirements, and develop a clear understanding of project needs.

- Project kickoff meeting with stakeholders
- Clarify objectives and success criteria
- Conduct interviews with helpline staff and subject matter experts
- Document functional requirements and workflow processes

Phase 2 - Requirement Analysis and Planning | Week 2 - Week 3 (Sept 9 - Sept 20)
Objective: Create detailed project specifications and high-level solution architecture.

- Review gathered requirements
- Document specific requirements for call management, referral pathways, data visualization, and geolocation services
- Define system workflows and functionalities
- Create high-level system architecture and user journey maps
- Develop a project plan with milestones and timelines
- Establish communication channels and reporting mechanisms

Phase 3 - System Design | Week 4 - Week 5 (Sept 23 - Oct 4)
Objective: Design the user interface (UI) and user experience (UX) for the dashboard and plan the integration of AI, SMS, and geolocation features.

- Create wireframes and mockups for the dashboard
- Plan for the integration of AI-based data visualization tools
- Design secure SMS referral pathways and geolocation-based service modules
- Finalize UI/UX designs and gather stakeholder feedback

Phase 4 - Development | Week 6 - Week 15 (Oct 7 - Dec 13)
Objective: Develop the core features of the dashboard, including call management, referral pathways, real-time tracking, and AI-driven insights.

- Implement call management and real-time activity tracking modules
- Develop personalized caller support functionality
- Build secure SMS-based referral pathways
- Integrate AI capabilities for data visualization and metrics analysis
- Implement geolocation-based services
- Build the follow-up functionality for missed calls
- Conduct internal testing on key modules

Phase 5 - Testing and Quality Assurance | Week 16 - Week 17 (Dec 16 - Jan 10)
Objective: Ensure the system functions as intended and meets the required standards.

- Perform unit testing, integration testing, and system testing
- Conduct user acceptance testing (UAT) with select stakeholders
- Address any issues or bugs discovered during testing
- Review and refine system workflows

Phase 6 - Deployment & Training | Week 18 - Week 19 (Jan 13 - Jan 24)
Objective: Deploy the system and provide training to ensure a smooth transition for users.

- Deploy the system to the production environment
- Conduct training sessions for key users and stakeholders
- Provide training materials and documentation
- Offer post-deployment support

Phase 7 - Post-Deployment Support & Maintenance | 2 Months with first review 1 month post-deployment (Feb and March 2025)
Objective: Ensure smooth functioning of the system and address any post-deployment issues.

- Monitor system performance
- Provide ongoing technical support
- Implement any system updates or enhancements based on feedback
- Conduct periodic reviews and optimization