

Wesley Family Services

Executive Summary

Community Partner

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Background

Wesley Family Services is the largest human services non-profit organization in Western PA. Their mission is, “to empower children, adults, and families by providing transformational care”. WFS provides a diverse array of services to people of all ages, including: aging services, behavioral health, justice and child welfare, education, foster care and adoption, intellectual and developmental disabilities and more. WFS currently employs 1,200 people and helps almost 30,000 patients every year.

Project Description

Project Opportunity

When Wesley Family Services emerged from its most recent merger, it quickly became apparent that sharing of information about its many services across the company would be difficult. The company only had a single, outdated, paper binder to speak of all the services, and word of mouth was the main way employees heard about other services. We were tasked with building an online, central information hub for WFS’ employees to reference.

Project Vision

Our team’s goal was to create an easy-to-use and sustainable website backed with a database that stores all information related to Wesley Family Services’ many services. The website needs to authenticate user’s credentials by connecting to Active Directory and show information and edit permission based on the user’s role in the company. Finally, this website needs to be integrated onto WFS’ existing intranet.

Project Outcomes

Our team’s solution for Wesley Family Services is a Ruby on Rails web application equipped with a MySQL database on the backend. The web application includes features such as global search for all models, levels of access (permissions), and authentication by connecting to the client’s existing Active Directory user database.

Project Deliverables

Our team delivered a GitHub repository including the web application and accompanying files, as well as the code we configured on-site in the client's system for Active Directory connection and supporting design documents. We also delivered a set of basic Ruby on Rails instructions, issues log, and recommendations for the future.

Recommendations

Future project could add onto our application by implementing single sign-on or adding an administrator dashboard with analytics for KPI's. Both features would greatly enhance the user experience for both admins and employees. In addition, WFS could use Security Assertion Markup Language to implement single sign-on using secure tokens. As one last suggestion, WFS can consider making edits to the Active Directory database to contain 'role' and 'associated services' fields for the application to directly pull from, eliminating the extra step of admins having to manually add in permissions.

Student Consulting Team

Ryan Hoffman was the stakeholder manager and risk analyst. He is a third-year student majoring in Information Systems and Chinese Studies. He will be staying in Pittsburgh this summer to study, play professional Ultimate Frisbee, and do research. Looking forward, he hopes to combine his passion for Chinese with interests in people and technology to form an exciting career.

Lera Neviadomska served as a project manager for the team, being significantly involved in full stack development, as well as being responsible for project documentation. She is a third-year majoring in Information Systems, minoring in Human-Computer Interaction and Statistics and Data Science. Over the summer, she will be joining EY Technology Advisory, sharpening her interdisciplinary skills.

Sandy Pan Served as a quality assurance analyst for the team, being significantly involved in full stack development, as well as testing. She is a third-year majoring in Information Systems, minoring in Human-Computer Interaction and Business Administration. Over the summer, she will be joining Amazon as a Solutions Architect Intern.