Chapter 12
Integrated Management Platform for Homeless People

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ABSTRACT

Some social phenomena affect sustainable development in the long term, and in this panorama, some solutions provided by organizations are labeled as social innovations and use more information and communication technologies as tools. The characterization of homeless people has implied the analysis of a vast legislated framework covering several areas, in particular about the National Strategy and the European Federation of National Organizations (FEANTSA). FEANTSA's objective is to prevent and/ or alleviate homeless person poverty and social exclusion or are at risk of falling into this situation, encouraging, and facilitating the cooperation of all relevant European actors in this fight. The chapter describes the conceptualization of a technology platform to support the integrated management of homeless people in two social organizations. Some functional aspects of the prototypes are presented considering the main objectives of the project. In addition, some physical and technical details relating to the development of the data model are also shown.

INTRODUCTION

Currently, the majority of organizations enhance the sharing of information using Information and Communication Technologies (ICT). Thus, the role of ICT in transforming a more sustainable society can provide added value in enabling information systems (IS) to be optimized in support of different types of business.

In this context, and in view of the pressing issue, the study of Y-Foundation (2019) mentions the prospects for eradicating HP by 2030 in order to boost services, housing and employment based on good practice. Thus, it is intended to describe the activities of survey and analysis of requirements that included the understanding of the application domain, the identification of the needs of stakeholders and to ascertain what should be built, the establishment of priorities in the requirements, as well as the verification and validation of requirements. Modeling notations were used to improve the structure and better understand the problem and its solution. In this phase, we proceeded to the selection of notations that are relatively easy to understand by stakeholders, thus opting for models of use cases in the notation Unified Modeling Language.

In the context, Digital Business Models gain popularity mainly in Pandemic times, with the importance of digitalization comes as transversal in all society. Social innovation is not an exception, and the trend verified in pre-pandemic period increase during 2020, ICTs appears to capture and create value for social sector and their stakeholders.

Unfortunately, the number Homeless Person (HP) has become an increasing problem, overcoming 150 million of such people worldwide. The global community has prioritized this problem, with the eradication of homelessness as one of the United Nations' sustainability goals for 2030.

This study is focused on the social sustainability, given the existing opportunity to develop new processes and technological capabilities, through the construction of networks of trust and of technological support, with the aim of achieving equality, cohesion and social inclusion regarding HP (Reis *et al.*, 2020).

The chapter aims to present the problem of aggregation and systematization of the information underlying HP, graphically presenting the functionalities and actors involved in the process. The chapter presents a contribution in the field of the characterization of Homeless Person (HP), promoting the social inclusion of people in situations of social vulnerability, (FEANTSA, 2019). It is expected to record the various valences of HP, namely professional experiences, families, personal interests, health situation, etc. allowing the identification of possibilities for social inclusion.

The chapter is organized into four sections. After this introduction, the most important topics of the literature review on the subject as well as the Design Science Research (DSR), adopted for the development of research are presented. Requirements engineering allows you to model a solution to the problem. Finally, the results and the main conclusions are presented.

STATE OF THE ART

The state of the art is based on a multidisciplinary vision in the context of the problem proposed in this chapter. Thus, themes are addressed in the field attending to the main topics, such as social innovation, sustainability, requirements analysis and the Sustainable Development Goals (SDGs).

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