

High Level Requirements

Services Gateway
For

Mötley Zoo

Website

Project Identification

Project:	Replace 3 rd Party Payment System with Mötley Zoo Services Gateway
Prepared By:	Gus Beltran
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Contributors

The following individuals contributed to this document.

Name	Title
Vanja Vego	Project Director
Gus Beltran	Team member

Distribution

This document is distributed to all the following people.

Name	Title
Stakeholder	Stakeholder
Vanja Vego	Project Director
Raiyan Rofiquzzaman	Team member
Max Sen	Team member
Ming Yang	Team member
Gustavo Beltran	Team member

Referenced Documents

This document refers to the following materials

Version number	Title	Author	Date	Source / Location

Revision History

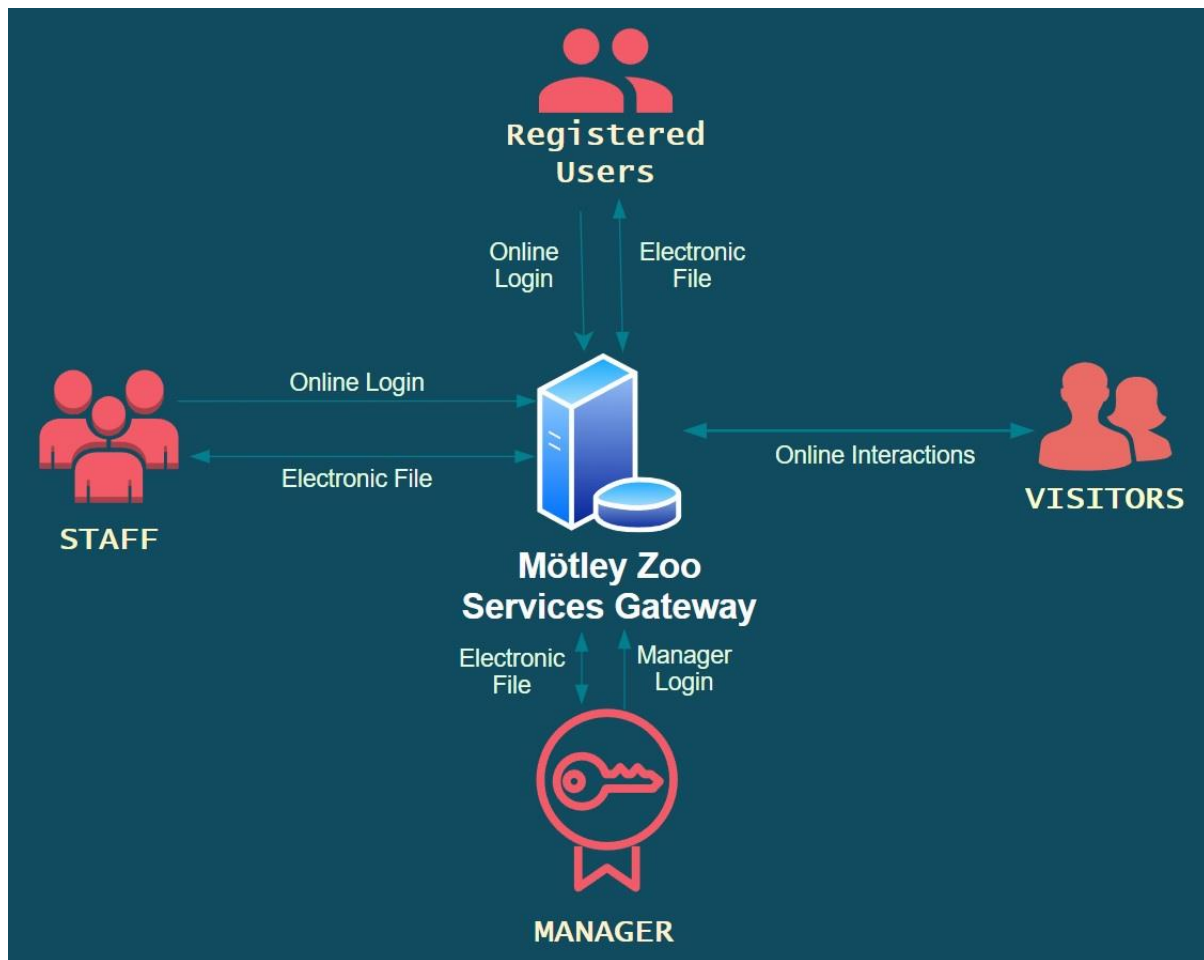
Version Number	Revision Date	Summary of Changes	Modified by
0.1	Sept 30, 2021	Initial rough draft	Gus Beltran
1.0	Oct 3, 2021	Redacted Final first version	Gus Beltran
1.1	Oct 7, 2021	Minor formatting corrections	Gus Beltran

[Note: It is recommended that drafts be numbered 0.1 to 0.9, and that the first approved version be numbered 1.0. Thereafter, new version numbers will depend upon changes: 1.01, 1.1, etc for minor updates, 2.0, 3.0 etc for major changes.]

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1. Business Context Diagram



Requirement Scope Area	Description
Mötley Zoo Services Gateway	Allow users to schedule a dog walk. Provide communication between customers and company. Has a filing system to generate reports and statistics. It manages employee's schedules and communicates the details of their assignment. Payment gate for customers to pay for Mötley Zoo's services.

External Entity	Description
Site Hosting	Hosting services for site and database
Registered Users	Retrieve and view available pet sitters and their available times. Request a specific pet sitter. Pay online for services rendered by Mötley Zoo. Communicate with the company and share comments of their experience. View detail information about other pet services offered. View staff profiles.
Staff	Access to request a particular block in their schedule. Be able to set his availability and request days off. Communicate with their employer. View and edit customer and pet profiles and add notes. Limited access to payment gate to be able to bill customers.
Visitors	Get information about out services and pricing. Read about other user experiences through their comments. Send questions or concerns to Mötley Zoo customer service. Create an online profile to be able to access services offered to Registered Users.

Managers	Approve a schedule request and adjust their time accordingly. Have access to all reports and statistics. Ability to create, modify or delete any customer and employee profiles. Can modify message of the day and certain messages and features on the website. Is able to read all communication from customers and employees.

Information Flows	Description
Registered Users Electronic File	Invoices generated by the billing system in an electronic format that the client can download, store and view. Messages to staff and reviews of their experience through the Blog system.
Registered Users Online Login	Web app profile login to select the service wanted and reserve a timeframe according to staff availability. Customers can modify their profiles to include preferences and tips on their particular pet.
Visitor Online Interactions	Electronic forms with customers questions. Information about the services available, pricing and answers to their questions. Ability to filter services on the website. They can view details about the services provided, promotions and search the website.
Staff Electronic File	Staff sends electronic forms via the system to communicate requests or any type of message to employer and customers, including transaction and payment receipts.
Staff Online Interactions	Web app profile login to set up their schedule availability. Requests days off and communicate with employer.
Manager Electronic File	Electronic invoices. Transaction history. Database access and report generating. Newsletters and information about the company and services.
Manager Login	Managers can view, create, modify and delete any type of electronic document or profile. (Users, Staff)

2. Requirements Scope Statements

HLR#	Description	Priority (H, M, L)
HLR10	A Manager must be able to view, create, modify and delete customer and staff online profiles.	H
HLR20	A Manager must be able to view all schedules for pet services in progress.	H
HLR30	A Manager must be able to create, view, modify and delete pet services scheduled online.	H
HLR04	A Manager must be able to access the online billing system to retrieve invoices	H
HLR05	A Manager must be able to communicate with the staff	H
HLR06	A Manager must be able to communicate with registered users and visitors	M
HLR07	A Manager must be able to generate reports of all business/client interactions.	H
HLR08	A Manager must be able to change the sites banner messages to update any changes in services offered or promotions.	H
HLR09	A Manager must be able to see a detail log of any execution errors that may occur	H
HLR10	Staff must be able to view and produce a copy of invoices	H
HLR11	Staff must be able to send electronic documents to registered users	H
HLR12	Staff must be able to request days off online	M
HLR13	Staff must be able to view and change their shift availability online	M
HLR14	Staff must be able to view, create, modify their online profiles	H
HLR15	Staff must be able to view, create, modify registered user online profiles	H

HLR16	Staff must be able to electronically communicate with visitors	M
HLR17	Staff must be able to login to their online profiles	M
HLR18	Registered users can setup a time via online system for pet sitting or other services	H
HLR19	Registered users can select the services they want online	H
HLR20	Registered users can view the history and retrieve a copy of their invoices	H
HLR21	Registered users can share the reviews of their experience via the online blog page	M
HLR22	Visitors should see and be able to use a "Register" button next to the login button, which will link to the registration form.	H
HLR22	Registered users can see staff online profiles	H
HLR23	Registered users must have a "Forgot Password" button for credential recovery.	H
HLR24	Registered users can provide dog walks instructions on their online profile	H
HLR25	Visitors should see a short message urging them to log in and/or register.	H
HLR26	Visitors must be able to view detailed information about services offered on the website	H
HLR27	A Visitor must be able to easily find how to create an account	H

3. High Level Business Requirements Sign-Off

The undersigned acknowledge their agreement with the contents of Version 1.4 of the High-Level Requirements document for Mötley Zoo Services Gateway.

Following approval of this document, requirements changes will be governed by the project's change management process, including impact analysis and appropriate reviews and approvals, under the general control of the Project Plan and according to company policy. Approved Change Request Documents, if present, will be attached to this Requirements Document as updates.

Name	Project Role and Functional Area	Date Signed
Angelica Bailey	Primary Stakeholder / Owner of Mötley Zoo	10/10/2021
Vanja Vego	Project Manager / Team Member	10/10/2021

** Note: physical signatures are not required. Email approvals are acceptable and should be appended to project documents.*