<Find a Master>

System Request and Feasibility Study / Planning Phase   
(Homework No.1B)

Project team: Team 01

Instructor: Dr. Araz Yusubov

Submitted in partial fulfillment of the requirements of the INFT 2303: Systems Analysis and Design course project

|  |  |
| --- | --- |
| GitHub repository | https://github.com/ADA-SITE-INFT2303-2022-Spring/<name of the repository> |
| Version date | Version information |
| 17.02.2022 | Initial draft |
| 22.02.2022 | <Find a Master> |

|  |  |  |
| --- | --- | --- |
| Team member | Contribution to this homework (NOT the project) | Estimated % |
| <Aytaj Najafova> | <Participate actively, always on time, finding references> | <25>% |
| <Unal Imanov> | Brainstorming in product functions, and assumptions & dependencies, | 25% |
| <Faraz Baghernezhad> | Overall description, finding sponsor | 25% |
| <Arzuman Alakbarli> | Feasibility analysis, finding buisness values | 25% |

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# Introduction

This is part of the System Proposal for a hypothetical project <System/Project Name (feel free to name it)> submitted for partial fulfillment of the requirements of the Systems Analysis and Design course in the School of Information Technologies and Engineering at ADA University, Baku, Azerbaijan.

**<DELETE each and every instructional paragraph between < and > everywhere in this template document[[1]](#footnote-2) and REPLACE ALL of them with your own text. Keep the main numbered sections, but feel free to add sub-sections if needed.**

Accept the invitation to the corresponding GitHub Classroom assignment at <https://classroom.github.com/a/RNq4-Tw5>

**All consequent homework assignments will be based on this document, so give it enough thought.>**

<Each team member will prepare an individual System Request Statements (Homework No.1A) for their proposed information system. The team will get together and choose one proposal as a result of the project selection process. They will prepare the detailed System Request and Feasibility Study (Homework No.1B) for the selected project.>

< **Submit your assignment** through the course website:

* **Use your GitHub** repository to keep all your project files and make sure all team members update them regularly. The teams are expected to submit their homework through Blackboard, at the same time their work must be traceable through the GitHub Classroom.
* **Submit** to the grader the following files (separately) before the deadline:
  + All individual System Request Statements as **Microsoft© Word document**s**.**
  + System Request and Feasibility Study (this document) as a **Microsoft© Word document**.
  + Any additional files of other types e.g., diagram and charts will usually be inserted into this document as embedded images or tables. At the same time, the source files e.g., Excel .xlsx files or Diagrams. Net .draw files should also be submitted inside a **single .ZIP archive** file.
* **Do not forget** to inform your team mates, to avoid multiple submissions.
* **You will be graded** based on your individual System Request Statement (50%) and on your contribution to the team submission (50%).

>

<Faraz's system was the creating the repairing services app, Aytaj's was the service app but that system repair all things, such as repairing pipes. Arzuman created a new system for purchasing new devices, Unal created IT lessons which was fully online. After showing our

system, we talked about systems, and compared with each other's, finally we choose Faraz's and Aytaj's, and we think that we should add Faraz's & Aytaj's system to have a better result. >

## Definitions

<Every time you come across a project-specific term (which can be interpreted differently e.g., “terminal”), add a brief description of it to the table below. Insert here any technical word for which the meaning may not be known. DO NOT assume that the readers have specialized knowledge. Use a table format for these.>

|  |  |
| --- | --- |
| Term | Definition |
| <Term> | <Detailed term definition> |

# Overall Description

>Nowadays, we use a lot of electronics products in our life, such as phones, washing machines, refrigerators, TV, etc. sometimes this products brake down, and it makes our life more complicated, therefore people bring their products to official repairing services. This situation takes a lot of time, because of traffics, queues on services and in call centers, and sometimes people cannot bring their products to services because of heaviness of products, and this situation effects our work quality, and customers in negative way. Our new system will figure out all these issues and make people satisfied. Our system is new way of technology which is new in Azerbaijan. We will create a new application with the name of “Find a Master”. This application needs to sign in, and our customers will add their emails, phone numbers, addresses. After creating an account, they will see the perfect design app, and they can order a repairing service fully online. This movement will remove wasted time which customers lose. In creating the offer, they will write type of the product for example TV, then they will describe what happened for example they can write when I was watching TV, the screen was frozen. After creating the order, we will accept the order and we read the description, then we will send some expert to the customer’s house. Our goal is customers convenience and show to the customer our quality.

Project Sponsor: Baku Service Company

Business Need: This project helps us to satisfy our customers by saving their time, and we can earn money from this system.

Business Requirements:

* Downloading the app
* Singing up
* Add personal information (Name & Surname, Phone number, Address, E-mail)
* Hire new experts

It Support

Business Value:

Estimates of tangible value (calculated annually):

* 100,000$ from delivery fees (annually)
* 100,000 ₼ from taxes of every order
* 30-35% increase in sales
* 25% increase in cross-selling (contracts with different companies to promote users)

Intangible value:

* As an Intangible value this project will improve customer satisfaction by solving problems easily in a short period of time>

## Product Perspective

<From other perspectives, there is not a system same as ours, but they have similarities. For example, in Uber you order a driver or taxi, but in find a master you can order only experts on products fully online same as Uber.>

## Product Functions

<The major functions that the system will perform are our location, the topic of issue and additional information. Firstly, the users will enter their location to the application, and it can be in two types such as GPS or manually. The next step is the topic of the problem. We will make a short topic about household appliances and the user chooses one or more of them in the second case. The last portion is additional information and in this case the user will write the specific problem about the second case or topic. When the user submits all of the information, the next three steps start to work. Firstly, the service comes and look the device if it cannot repair in the home, they will take it and repair in the service area and take it back to the user. >

## User Characteristics

<Anyone who can use a smart phone or computer with access to the internet can take advantage of our project. We know that today everyone uses smart phones and computers, from children to the elderly as consumers. This means that the user base of our website will be exceptionally large, even though it is new. But all this applies only to customers. Every repairer should not use this website, only who is the master of his/her work. When registering on the site, the master will be asked to provide information about his experience and work done. Customers will be able to rate the work of masters online, and the next customer will look at how he is evaluated by other users when choosing an expert and choose the one that suits him.>

## Constraints

## <The only constraint on the customer side could be a security issue. Sometimes users do not want to add their data to the system, and they do not rely on it. But considering nowadays we do most of the work with the help of online services it should not be a big deal.

On the other hand, constraint from the project side, could be the lack of cars for transportation of repair service stuff.>

## Assumptions and Dependencies

# <The Assumptions and Dependencies are the major portion of the project because we have to take under the control for great working of the app. Firstly, the application allows the user to enter their location manually. However, the system will check their address from the GPS because it will cost money and waste time if the user enters the wrong address. The next case is additional information and in this case the employee will check this portion and if it is not related to the topic, user write about absolutely wrong order. As a result, the system sends message to the user as “please enter correct information”. The last but not least portion is saving the address of user for order because the service will return the device back, they will need the address. If the system does not record the address, it will damage the performance of the app.>

# Feasibility Analysis

<Technical Feasibility: Can We Build It?

Familiarity with Technology

The application will be built in Microsoft Access, which programmers have extensive experience with that.

The employees in Azerbaijan have experience using MS Access or an automated rental processing system and all are comfortable with using PCs. Training should be sufficient to overcome their inexperience.

Project Size: The project size is small, therefore there is no more risk. There is no company providing these services in Azerbaijan.

Economic Feasibility: Should We Build It? Development Costs

* 10 networked personal computers and software -- $10,000
* $9,000 for Inc. development and implementation
* $3,000 for user instructions and training

Annual Operating Costs

* $1000 technical support fee once the system is installed.
* $750 for replacement and upgrades of hardware/software

Annual Benefits

* $9,600 in increase in rental orders
* $4,800 in salary savings

Intangible Costs and Benefits

* Save time for customers.
* Increase customer satisfaction
* Free some of employees’ time to provide more assistance to customers.

Organizational Feasibility: If We Build It, Will They Use It?  
Project Champion: Faraz Bagher Nezhad Ghazijahani. Faraz believes that this project will be successful for our society

System Users: Find Master employees are eager to work on new things and develop further.>

# References

* < <https://factory.dev/blog/ecommerce-benefits-businesses-consumers>
* <https://www.diva-portal.org/smash/get/diva2:636942/FULLTEXT01.pdf>
* <https://www.netigate.net/wp-content/uploads/2015/02/Increase_customer_satisfaction__gain_loyal_customers_and_maximize_profitability.pdf>
* http://roc.cs.berkeley.edu/papers/usits03.pdf>

1. This template uses some materials by Rochester Institute of Technology Software Engineering Department. [↑](#footnote-ref-2)