SYSTEM STUDY

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RMCA -A

REQUIREMENT ANALYSIS

Project overview

In the age of convenience and efficiency, our multi-service provider web application is designed to revolutionize how users access and experience various services. This innovative platform serves as a one-stop destination for individuals seeking a wide range of services, from home repairs and cleaning to event planning and personal training.

Key features

* Comprehensive service listing
* Verified service provider
* Multibranch support
* Worker wallet
* Effortless booking
* Secure payment
* User review and rating
* Admin control

Viewers involved in the system?

They are individuals who seek services such as home repairs,cleaning,plumbing,electrical work etc…

List of modules in the system

1. User
2. Service provider
3. Branch manager
4. Worker
5. Admin

Who own the system ?

The system is owned by an individual entrepreneur or a startup company. The founder(s) or the startup team initiates the development, secures funding, and owns the intellectual property and assets associated with the platform.

System is related to which industry?

Service Industry: This can include businesses and professionals offering a wide range of services such as home repairs, cleaning, plumbing, electrical work,laundry and many others.

What are the problems with current process and would the new system help alleviate the problem?

Problems with the Current System:

Limited Visibility: Service providers have limited visibility and reach. They may rely on traditional advertising methods, limiting their exposure to potential customers.

Manual Booking: Booking and appointment scheduling are often done manually through phone calls or in-person meetings, which can be time-consuming for both service providers and customers.

Trust and Credibility: Customers may struggle to verify the trustworthiness and credibility of service providers, leading to concerns about service quality and reliability.

Communication Challenges: Communication between customers and service providers may be fragmented, leading to misunderstandings, missed appointments, and delays.

Limited Service Choices: Customers may have limited choices when it comes to service providers and may not easily find specialized or niche services.

Inefficient Payments: Handling payments can be cumbersome, with customers and service providers relying on various payment methods.

How the Proposed Multi-Service Provider System Helps:

* Enhanced Visibility: The proposed system provides a centralized platform where service providers can showcase their services to a broader audience, increasing their visibility and reach.
* Streamlined Booking: Customers can easily browse and book services online, reducing the time and effort required for appointment scheduling.
* Trust and Verification: The platform verifies service providers, building trust and credibility among users. User reviews and ratings further enhance trust.
* Diverse Service Options: The system offers a wide range of services and service providers, giving customers access to diverse choices and specialized services.
* Secure Payments: Integrated payment gateways ensure secure and convenient payment processing, reducing the risk of payment disputes and fraud.
* Efficiency: The system automates administrative tasks, such as appointment scheduling and payment processing, making service delivery more efficient for both service providers and users.
* Transparency: Users can access detailed information about service providers, services, and pricing, ensuring transparency in service selection.
* Quality Assurance: User reviews and ratings help maintain service quality, and service providers can respond to feedback for continuous improvement.
* Convenience: Users can access the platform 24/7 from anywhere, providing convenience and flexibility in booking services.
* Expanding Service Market: The platform helps service providers grow their customer base, empowering small businesses and freelancers.

**Questionnaire to collect details about the project: Here's a questionnaire containing 10 questions and answers to collect details about the "Multiservice provider" project:**

Question 1: What were the key challenges or pain points you faced with the existing service provider processes that prompted the need for this Multiservice Provider system?

The existing service provider processes lacked efficiency and transparency. Customers often faced difficulties in finding reliable service providers promptly. Service providers also struggled with managing appointments and payments effectively. This led to the need for a centralized platform that could streamline these processes and enhance overall user experience.

Question 2: Could you provide insights into the specific features and functionalities that were considered essential for the success of this Multiservice Provider system?

Essential features for our Multiservice Provider system included real-time service booking, secure payment, a robust rating and review system, comprehensive user profiles for service providers and workers, efficient appointment scheduling, and an intuitive user interface. These features were crucial to ensuring seamless interactions between customers, service providers, and workers.

Question 3: Could you share any additional documents, such as service provider agreements or user guidelines, that were relevant to the project's implementation?

Yes, we have comprehensive service provider agreements outlining terms and conditions, service guidelines, and user responsibilities. Additionally, user guidelines explaining the platform's features, payment procedures, and dispute resolution mechanisms were provided to ensure a clear understanding for all users.

Question 4: How has the Multiservice Provider system been received by users (customers), service providers, workers, and administrators since its implementation?

The Multiservice Provider system has received positive feedback from users, service providers, and workers alike. Customers appreciate the convenience of finding reliable services quickly, while service providers and workers value the increased business opportunities. Administrators find the system efficient for managing user accounts, resolving disputes, and ensuring smooth platform operations.

Question 5: Could you provide examples of any customization or tailoring of the Multiservice Provider system to meet the unique needs of your users or service providers?

Certainly, we customized the system to allow service providers to showcase their expertise and certifications prominently. We also tailored the notification system, enabling users to receive alerts about upcoming appointments and service provider availability.

Question 6: What security measures have been implemented within the Multiservice Provider system to safeguard user data and financial transactions?

The Multiservice Provider system employs robust encryption protocols to protect user data and financial transactions. We also secure authentication methods to ensure the confidentiality and integrity of user information.

Question 7: How does the Multiservice Provider system handle user feedback and complaints?

The Multiservice Provider system has a dedicated feedback and complaint resolution mechanism. Users can submit feedback or complaints through the platform, which are then promptly reviewed by our support team. We prioritize addressing user concerns and continuously strive to improve the user experience based on the feedback received.

Question 8: Can you elaborate on the technology stack used to develop the Multiservice Provider system?

The Multiservice Provider system is built on a robust technology stack, including popular frameworks and programming languages. We utilized Django as the backend framework, coupled with JavaScript and HTML/CSS for the frontend. The system's database runs on SQLITE, ensuring data reliability and scalability. Additionally, we integrated third-party APIs for services such as payment gateways and location services.

Question 9: How does the Multiservice Provider system promote inclusivity and accessibility for users with diverse needs and backgrounds?

The Multiservice Provider system promotes inclusivity through its user-friendly interface, which is designed to be accessible to users with varying technical abilities. Moreover, our customer support is trained to assist users with diverse needs, ensuring that everyone can comfortably use the platform.

Question 10: What future enhancements or features are planned for the Multiservice Provider system to further enhance user experience and system functionality?

We have an extensive roadmap for the Multiservice Provider system, including features like AI-driven service recommendations, enhanced appointment scheduling with real-time availability updates.

# FEASIBILITY STUDY

**Feasibility** is defined as the practical extent to which a project can be performed successfully. To evaluate feasibility, a feasibility study is performed, which determines whether the solution considered to accomplish the requirements is practical and workable in the software. Information such as resource availability, cost estimation for software development, benefits of the software to the organization after it is developed and cost to be incurred on its maintenance are considered during the feasibility study. The results of the feasibility study should be a report that recommends whether it is worth carrying on with the requirements engineering and system development process.

If a system does not support the business objectives, it has no real value to the business. While this may seem obvious, many organisations develop systems which do not contribute to their objectives either because they do not have a clear statement of these objectives, because they fail to define the business requirements for the system or because other political or organisation factors influence the system procurement.

The main **objective of feasibility** is:

* To analyse whether software will meet organisational requirements.
* Whether software can be implemented with current technology and it can be made under provided budget and schedule.
* To determine whether software can be integrated with existing software.

There are mainly **three types** of feasibility:

* Technical feasibility
* Operational feasibility
* Economic feasibility

1. **Technical feasibility: -** In this feasibility we will check whether the software, technology, system environments used by us can satisfy the organisational requirements with given budget and time.

It follows some questions:

1.Do the stakeholders have the expertise needed?

As it is an academic project there is no organisation or company it means there is no need of stakeholders or expert professionals. The technology used by me is guided by my scrum master which will help me to become an expert.

2.Are additional resources needed in the system including infrastructure, skill- sets or job-aids?

As it is an academic project so there is no need of infrastructure in big amount and there is no chance of job-aids until and unless I make it as a professional project.

I just need resources which is available from internet and rest is guided by my scrum master which will help me to increase my skillset.

3. Is the system ready in terms of technology required?

Yes, my system is ready in terms of technology required because the programming language I am going to use supports mostly all types of technology very easily, it is very compatible and interoperable.

My website is implemented using:

* + Frontend: HTML/CSS
  + Backend: Django

In my website, I use different technologies like on-demand listing,payment, feedback and rating.

1. **Operational feasibility:**  assesses the extent to which the required software performs a series of steps to solve business problems and user requirements. This feasibility is dependent on software development team and involves visualizing whether the software will operate after it is developed and be operative once it is installed.

**It follows some questions:**

1.Do existing system procedures and protocols support the new services?

Yes, the software selected by me as a part of academic project supports all types of procedures and protocols. Which will help me to use new services or technology which will make my project more user friendly.

2.How will the collaborators be involved?

As it is a part of academic project so there is no need of collaborators. All the work is done by me with guidance and surveillance of my scrum master. As my website is very user friendly so customers or vendors do not need specific training to get familiar with my website

**c)Economic feasibility:** determines whether the required software can generate financial gains for an organization. It involves the cost incurred on the software development team, estimated cost of hardware and software, cost of performing feasibility study, and so on.

It follows some questions:

1.Do the resources needed exist?

Yes, the resources needed by system to fulfil the organisational requirement exists in most advance form.

2.Will the proposed services or initiative led to better use of resources to improve the outcomes. When compared with other options?

The proposed services or requirements will utilize the resources efficiently so that desired outcomes can be acquired. The technology used by me supports all types of features and functions which compare to other technology is complicated to implement.

**Feasibility Study Questionnaire**

**Project Overview**

The “MULTISERVICEPROVIDER” Platform is a comprehensive web application aiming to connect users with a wide range of services within their locality. It offers a centralized platform where service seekers can discover and engage with various service providers. The platform facilitates efficient service bookings, provider showcasing, and user engagement, intending to elevate the accessibility and convenience of accessing diverse services.

**To what extent is the system proposed for?**

The platform primarily targets service seekers and providers within urban and suburban areas, catering to their diverse service needs and aspirations for efficient service delivery and discovery.

**Specify the Viewers/Public involved in the System**

Service seekers, service providers, workers employed by providers the core audience of the “MULTISERVICEPROVIDER” platform

**List the Modules included in your System**

The system encompasses modules including User Management, Service Provider Profiles, Service Booking and Scheduling, Provider-User Interaction, Worker Management, Search and Filtering,Notification System, and Database Management.

**Identify the users in your project**

* Service Seekers/Users
* Service Providers/Providers
* Workers (Under Service Providers)
* Administrators

**Who owns the system?**

Administrator

**System's Relation to Firm/Industry/Organization**

The “MULTISERVICEPROVIDER” platform pertains to the service industry, focusing on connecting service seekers with diverse service providers and their associated workers within the local landscape.

**Details of person that you have contacted for data collection?**

Philip James, the Administrator responsible for managing koloapp.in a platform for discovering services, provided valuable insights and details relevant to “MULTISERVICEPROVIDER” platform during our data collection phase.

**Questionnaire to collect details about the project? (min 10 questions, include descriptive answers, attach additional docs (e.g. Bill receipts, certificate models), if any?)**

**Q1:In your experience, what are the biggest pain points when seeking or providing services in the current landscape?**

Answer: For service seekers, it's often the struggle to find reliable, vetted service providers promptly. Service providers face challenges in managing appointments efficiently and establishing trust with potential customers.

**Q2: How crucial is ease of use and accessibility in a platform for service seeking or provision?** Answer: Accessibility and ease of use are paramount. A platform that's intuitive and accessible on various devices ensures a seamless experience for users and providers, encouraging frequent use.

**Q3: Can you elaborate on the challenges faced with traditional booking or service provision methods, such as manual scheduling or word-of-mouth referrals?**

Answer: Manual scheduling can be time-consuming for both parties, leading to missed opportunities or appointments. Word-of-mouth referrals, while valuable, limit the scope of service visibility.

**Q4: What functionalities do you consider essential for efficient service booking and management from a service provider's perspective?**

Answer: Features like real-time availability updates, clear service descriptions, easy appointment scheduling, and user-friendly interfaces significantly enhance service provider management.

**Q5: How important is transparency and credibility in the selection of service providers or when offering services?**

Answer: Transparency and credibility are paramount. Verified service providers and user reviews help in making informed decisions, ensuring trust between parties.

**Q6: From a user's standpoint, what features would streamline the process of finding and booking services?**

Answer: A feature-rich platform offering service categorization, top-rated services displayed prominently, and a straightforward booking process would greatly enhance user experience.

**Q7: Could you describe any instances where a collaborative platform for sharing service experiences and insights would have been beneficial?**

Answer: Such a platform fosters a sense of community and trust. Users can share positive experiences and insights, assisting others in making informed choices.

**Q8: What functionalities or tools would facilitate efficient communication between service providers and users during the service request process?**

Answer: Integrated messaging systems or chat features allowing direct communication, automated appointment reminders, and clear, concise service descriptions contribute to efficient communication.

**Q9: How significant is the ability to track and manage service history or past interactions for service providers or users?**

Answer: Service history tracking ensures better service delivery by providers and helps users easily access past services for reference or rebooking.

**Q10: What level of personalization or customization would enhance the user experience when seeking or providing services?**

Answer: Customizable preferences for service recommendations, personalized user profiles, and tailored service suggestions based on historical usage patterns could greatly enrich the experience.