

IHCI Project Phase-I

Rules

- Submit a Google Doc, NOT a PDF or a Google slide.
 - Use the default fonts, line spacing, and font size unless specifically required in the assignment.
 - After submission, the Google Doc will get automatically locked, so you won't be able to make any changes.
 - Standard plagiarism rules apply
 - Your submission will not be considered for grading and feedback if you do not follow these guidelines.
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Group-2_Project-1

Members:

Abhishek Bansal (2022021)

Abhishek Beniwal (2022022)

Abhishek Jha (2022023)

Adarsh Jha (2022024)

Aditi Sharma (2022025)

Requirement Gathering

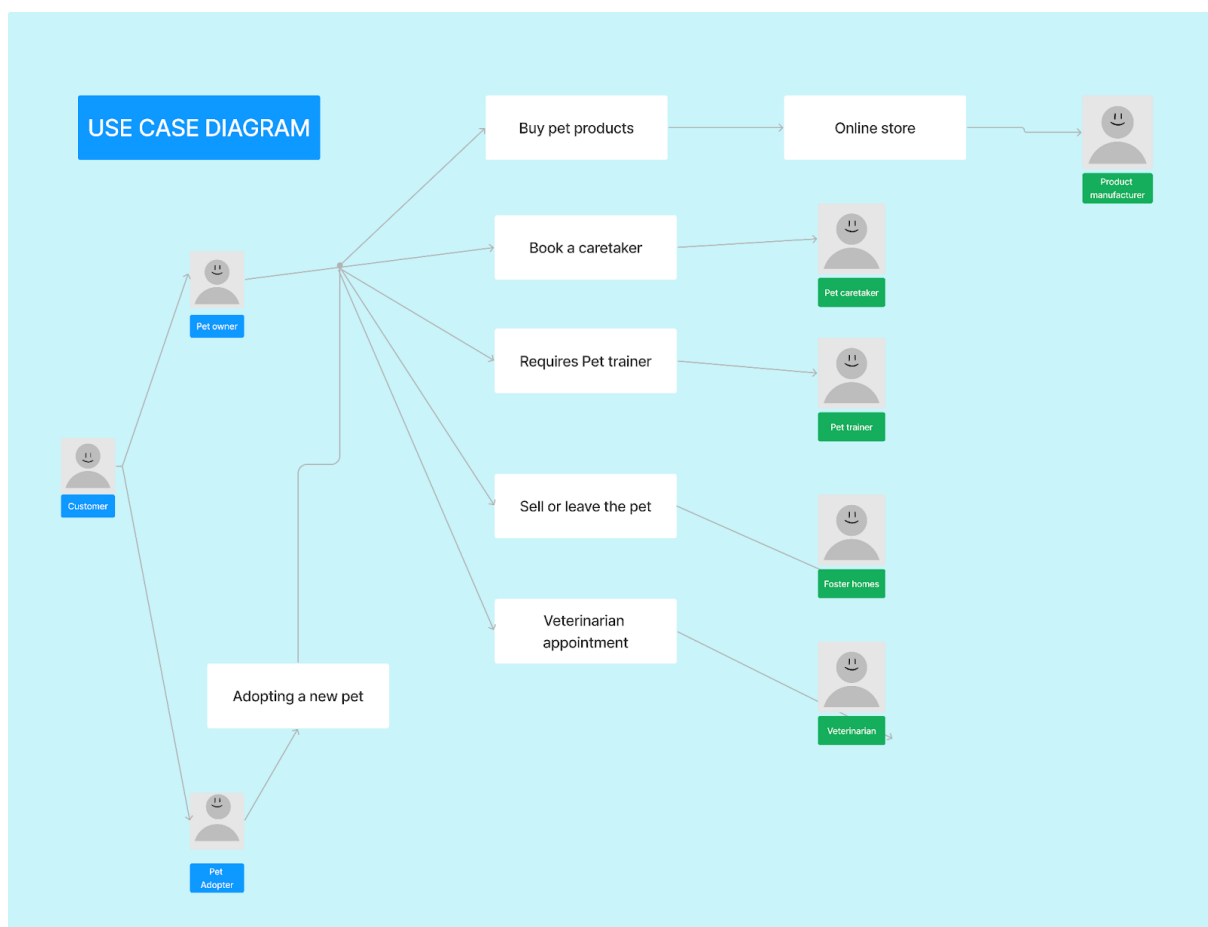
Stakeholders:

- **Veterinarian:** Veterinarian will have a crucial role from the early stages of alternative design; they (with users in search of a good veterinarian) will be consulted on how the “connect to the veterinarian” section of the application should function to make the interaction between the user with a patient and the veterinarian, effective and efficient for both the part of the process. To give a 24x7 veterinarian service, the team (with veterinarians) needs to find the solutions to this and other problems. The challenges veterinarians face will be managing the online appointment system and the physical appointments and emergencies. The veterinarians are expected to

register for the application to add to their income and also reach people outside their reach, e.g., a different country.

- **Pet Shop-owners:** They will be the primary consultants(alongside the pet owners) during the development process as the main functionality of the application is to sell and buy pets(c2c or b2c).their feedback and responses will be used to design alternative solutions to the “selling and buying functional properties” and select among them. The challenges faced by the pet shop owners will contain, e.g., making sure the pet will be calm during the transportation, etc. They are expected to register to boost their retail, they are expected to want full transparency from the buyer, and they will also be expecting a suitable mode of transportation for the pet.
- **Existing pet owners:**There are little to no shops in India that sell pet products like food, cleaning products etc. so they cannot find a place to buy these. They want a trusted place where they can buy all the pet related products very easily, just in a few clicks.An all in one app which sells the pet products, gets appointments from veterinary doctors, can contact trainers for their pets, buy tickets etc.
- **Community workers/NGOs:**They want to help stray animals like dogs, cats and cows but cannot find the right products like food, medicines etc. and find people who can adopt pets. They want a trusted place where they can buy all the pet related products very easily, just in a few clicks. An app where they can buy medicines for animals/pets, their food and can contact veterinary doctors anytime and can connect to people who are willing to adopt pets.
- **Caretakers for pet:** A pet owner always faces challenges while going on trips. Majorly the challenge is where to keep their pet safe and secure and ensure that they are well Nutrition timely. They expect a person who takes care of their pets. We would spend resources on training this guy. S/He would be able to help a needy pet. S/he would always be handy with necessary items. When the owners are away, they can deploy a man who can be the pet's caretaker. We would develop users' trust (with time) in our company so that they feel comfortable and secure with us. Owners would grade this man. The Higher the grade the more the salary would be. This man would also be used in ferrying pets from one place to another...whenever needed.

- **Foster homes for new and abandoned pets:** These homes will accept abandoned pets and allow the pet owners who are not able to take care of their pets to leave their pet with them. This way the pets will not be abandoned and will have a good home where they will be taken care of. The foster homes are also for new pets who are yet to be adopted to make them adapt to live in a human environment.
- **Pet Trainers:** The people who can train both the new pets and their owners in how to care for their pets. This will help the pet owners to take care of their pets better. This activity will also strengthen the owner's relationship with their pet.



Interviews and surveys:

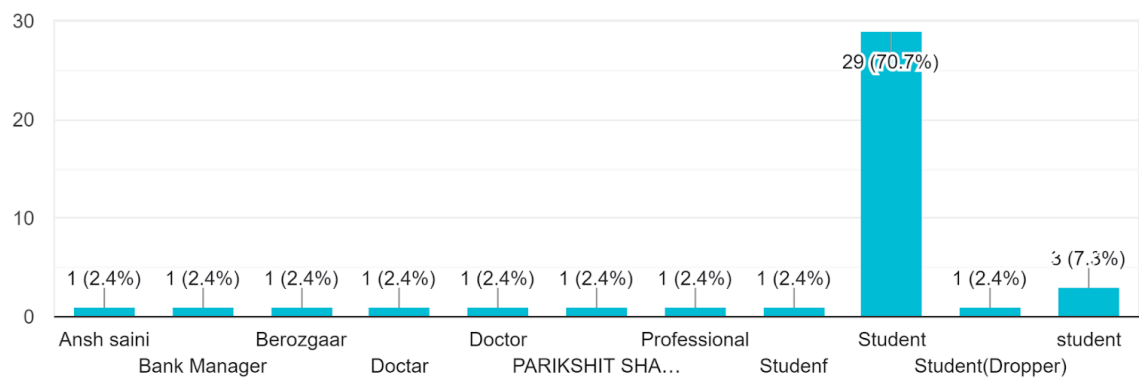
1. Interview:



2. Survey by google form:

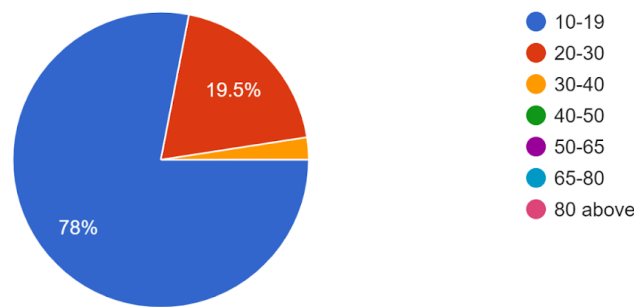
What is your profession?

41 responses



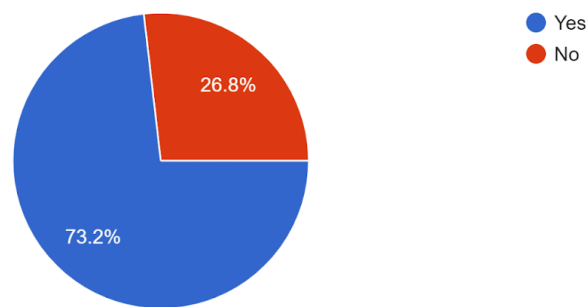
What's your age?

41 responses

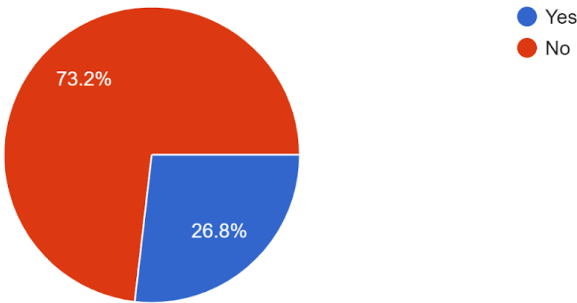


Do you have a pet/have you ever thought about keeping a pet?

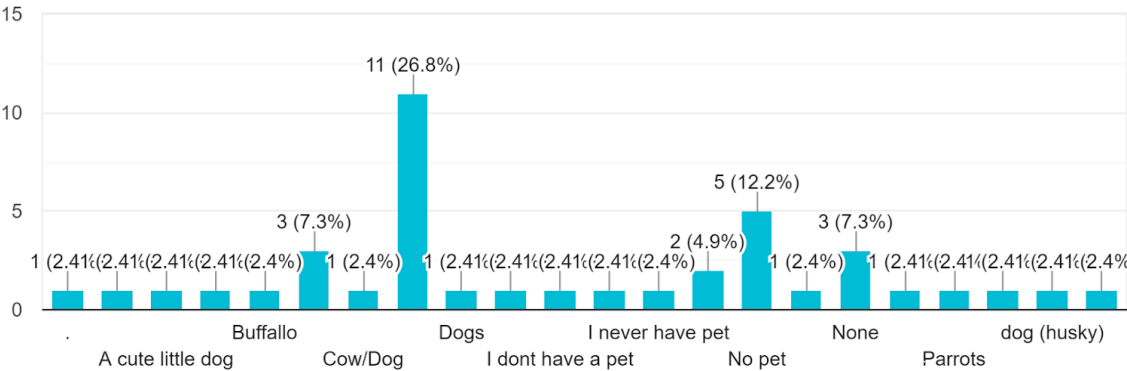
41 responses



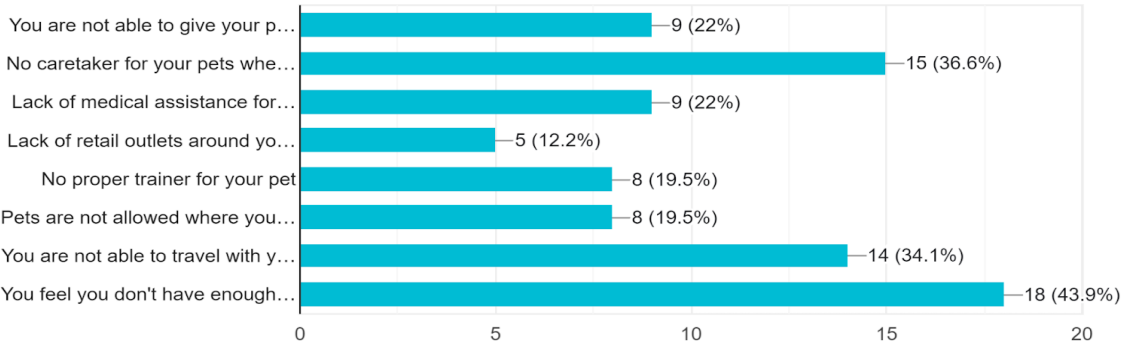
Do you have any reliable pet shops around you?
41 responses



What kind of pet do you have?
41 responses

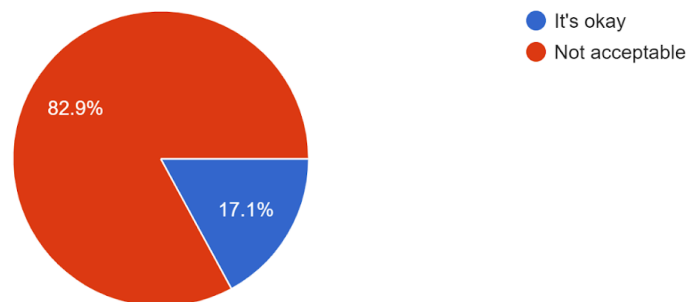


Please choose the options that correspond to the problems you face:
41 responses



What do you feel about people abandoning their pets?

41 responses



Google form link:

<https://docs.google.com/forms/d/1JjRtFDDIHgin2R6zBoOtDg0hkQcu7rH1HhG1VTm21sw/edit>

Spreadsheet data of survey:

https://docs.google.com/spreadsheets/d/1OpZBFh2IVQ-OJyytJ4Z7qwU-gT4JAJsEp_0HZYgkOEw/edit?resourcekey#gid=401031190

Personas and Scenarios:

| Avatar | Name | Age | Sex | Marital Status | Edu. Qualification | BEHAVIOR AND HABITS | FRUSTRATION/PAIN POINTS | NEEDS/REQUIREMENTS |
|--------|-----------|-----|------|----------------|--------------------------------------|---|---|--|
| | Atish | 29 | Male | Married | Diploma in professional dog training | <ul style="list-style-type: none">Loves animalsIs punctual and hardworkingLoves his family a lotHe is well versed with technologyGets frustrated when given too many options to choose fromOften visits dog cafes. | <ul style="list-style-type: none">He is not able to adopt a petHe is not able to get a regular jobHe is becoming lethargic and feels dejected due to lack of job opportunitiesHe feels that he is not able to support the family financially | <ul style="list-style-type: none">He wants to get back to an active lifeHe wants to spend more time with animals to feel happyHe wants to get a good paying job that he likesHe wants to financially support his family |
| | Vijay Pal | 51 | Male | Married | B.Tech. | <ul style="list-style-type: none">Runs an NGOWorks for welfare of society through his NGOIs very lively and joyfulLoves animals and wants to help themHopes that people will start adopting pets from streets instead of buying from shops. | <ul style="list-style-type: none">Can't give time to his family even at his age.Doesn't have enough funding for his NGOHave to go out of his way to buy food and medicine for stray animals. | <ul style="list-style-type: none">Wants to help as many animals as he canGet funding for his NGONeeds someone who can supply him animal food and medicine because he doesn't have time to go and buy himself. |

| | |
|--|---|
|  <p>Rahul Kumar Age: 39 Sex: Male Marital Status: Married Edu. Qualification: BVSc</p> | <p>BEHAVIOR AND HABITS</p> <ul style="list-style-type: none"> Rahul is a dog n' cat veterinarian in new Delhi. He has been a practicing veterinarian for past 15 years. He has very good communication with pets and is very famous for his work. |
| <p>FRUSTRATION/PAIN POINTS</p> <ul style="list-style-type: none"> He is not getting enough patients, even though he can work a few hours more. He wants to do good for pets and animals but cannot do because of financial problems. | <p>NEEDS/REQUIREMENTS</p> <ul style="list-style-type: none"> He is in search of a platform where he can expand his work and help more pets. He also need a way to connect to more pets as his daily patients are not filling his schedule so he can earn more by working some extra hours. |
|  <p>Sakshi Age: 26 Sex: Female Marital Status: Unmarried Edu. Qualification: B.Com.</p> | <p>BEHAVIOR AND HABITS</p> <ul style="list-style-type: none"> Loves animal Understand animal's emotions Hardworking Emotional creature Works for animal NGO She believes animals are the purest form of life on the planet. |
| <p>FRUSTRATION/PAIN POINTS</p> <ul style="list-style-type: none"> She needs a daily paying job She needs to have a job on a regular basis. Her job should not be competitive. She should have some self time after job hours She wants to help street dogs | <p>NEEDS/REQUIREMENTS</p> <ul style="list-style-type: none"> She wants to be trained as She pursued her degree online and doesn't know a thing about that. She wants to help the underprivileged. She wants to support her family. She wants job security. |

Problem Understanding:

Our proposed solution will provide these solutions:

- Authorized adopting and selling of pets from trusted sources.
- Online booking for Veterinarian appointments and general consultation.
- Pet trainers for better training and behavior of pets.
- Online store for all the pet's needs like food, clothes, basic medicines, hygiene products and accessories.
- Booking a caretaker for the pets when the owner has to go out.
- Providing pet friendly transport services.
- Updates about pet friendly localities, hotels and resorts.
- Blogs and vlogs for the users to follow to take care of their pets in a better way and understand their pet.
- Foster homes for newly adopted and abandoned pets.
- Playdate arrangements for the pets.
- Will provide some platforms for creators who post about their pets.

Potential users:

- Those are busy with their work life and can't spend time with their pets.
- People who are newly adopting a pet and need to train it.
- Those who feel that they don't know much about their pets.
- People who need to buy a new pet from some trusted place.
- Those who can't take care of their pets but don't want to abandon them.

- Those who need medical assistance for their pets regularly.
- People that are looking for friends for their pets.

Contributions:

Requirement gathering

1. **Stakeholders-** *Abhishek Bansal (2022021), Abhishek Beniwal (2022022), Adarsh Jha (2022024), Aditi Sharma (2022025)*
2. **Interview-** *Abhishek Beniwal (2022022)*
3. **Survey-** *Aditi Sharma (2022025)*

Personas and scenarios:

Abhishek Bansal (2022021), Abhishek Beniwal (2022022), Adarsh Jha (2022024), Aditi Sharma (2022025), (all compiled by Abhishek Bansal (2022021))

Problem understanding:

Abhishek Jha (2022023), Aditi Sharma (2022025)

Final Compilation:

Abhishek Bansal (2022021), Aditi Sharma (2022025)