

### 3. BUSINESS CONTEXT

#### 3.1 STAKEHOLDER PROFILE

Stakeholders	Major Values	Attitude	Major Interest	Constraint
Indrive User	More Comfortable, Time and cost saving	Satisfied and Positive review	Safety, affordable and time saving rides	Fares hike, Safety concern
Drivers	Getting job opportunities and making monthly income.	Depend on daily customers/rides	Income, Flexible working hours	Fuel price hike, resource
Indrive Management	Attracting customers and company growth	Ready to satisfy the customers	Sustainable growth, app enhancements	Behavior of management team
Investors	Recovering initial investment and generating revenue	Expect profit return	Long term investment and generating revenue	Might not be profitable
Digital Banks	More usage of their application	Ensure secure transactions	Secure payment process	Server down

### 3.2 PROJECT PROIRITIES

Dimension	Constraint	Driver	Degree of freedom
Feature	All feature scheduled for release 1.0 should be accessible only through internet connectivity		
Quality	The system must show correct location up to 10 meters		
Schedule			The release 1.0 must be delivered within 6 months, overrun of up to 2 weeks acceptable without sponsor review
Cost			Budget overrun up to 20% acceptable with sponsor review
Staff		Team size is full-time project manager, full-time BA, 4 developers, and 1 tester, additional developer, and half-time tester available if necessary	

### 3.3 DEPLOYMENT CONSIDERATIONS

The deployment of the InDrive app involves several key steps. **First**, the web server software must be upgraded to the latest version to ensure optimal performance and security. **Secondly**, app development for iOS and Android devices is planned for the second release, with subsequent app development for Windows Phone and tablets in the third release. It's crucial to have the necessary infrastructure changes in place before the second release to support these new app versions. **Additionally**, short instructional videos, each no longer than five minutes, will be created to train users in both the Internet-based and app-based versions of InDrive. These steps are essential for a successful deployment of the app.

## **3.4 SCOPE REPRESENTATIONS TECHNIQUE**

### **Event list**

#### **User Events**

- Users can login through authentication method.
- Users will be able to enter Pickup and Drop-off locations.
- Users can choose different car categories.
- Users can request a ride.
- Users can offer their fares.
- Users will be able to choose from different drivers.
- Users will be able to cancel a ride.
- Users will be able to send feedback to the drivers.
- Users will be able to call an emergency number in case of any safety issue.

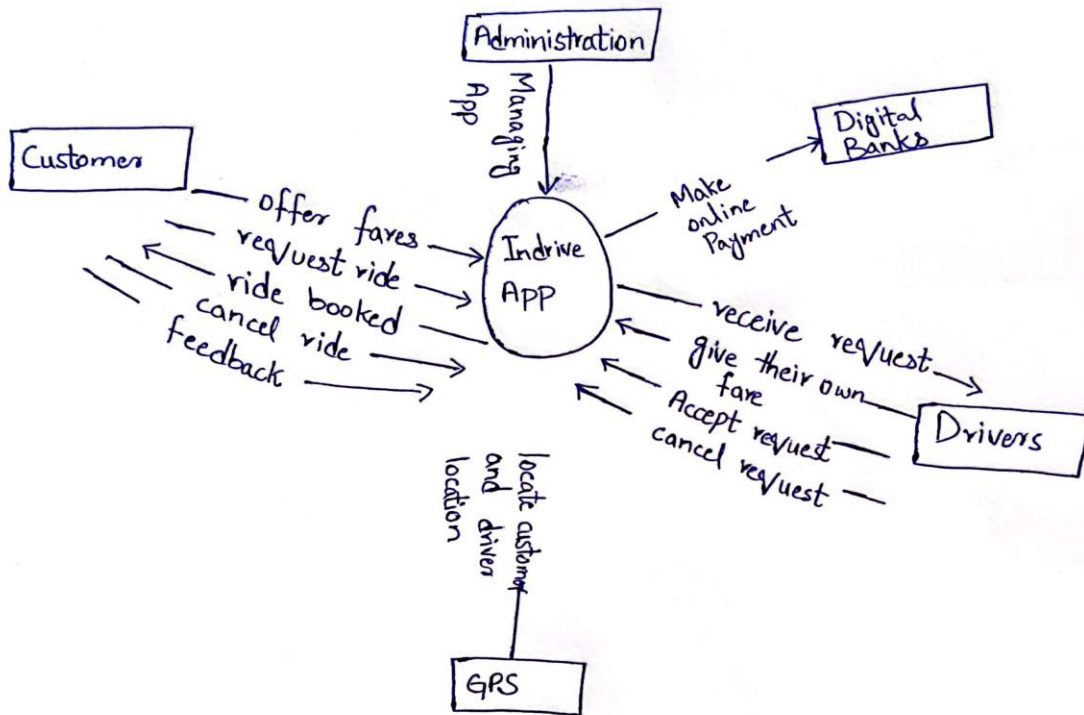
#### **Driver Events**

- Drivers can accept a ride request from a passenger.
- Drivers will be able to start a ride once the passenger is on board.
- Drivers can decline a ride request if they are unavailable.
- Drivers can check their income and ride records.
- Drivers can give ratings to the passengers.

#### **In-App Messages**

- Users and drivers can communicate through messages.
- Users and drivers will be able to contact them through calls.

## CONTEXT DIAGRAM



## ECOSYSTEM MAP

