

Business Requirements Specification (BRS)

Website with Scheduling System

Version 1.0.0

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1. INTRODUCTION

1.1 Business Purpose

To adapt to the new market and new users, the business wants to develop a website which shows their products and place but more importantly to create a system which allows users/customers to schedule an appointment at a certain date and time as opposed to their traditional method of calling in or walk-in appointments.

1.2 Business Scope

The website should have the following features

- Scheduling system for customers to book appointments
 - The system should have the option to pick a date and time and also a specific technician.
- Display the establishment external and internal designs
- Display their services and products of services
- Should be compatible with multiple platforms (Windows, Mac, iOS, Android).

During each development phase, the product owner would like to have a preview of the project. This will be used to gather what should be added, removed or edited to fit with their needs.

1.3 Business Overview

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1.4 Definitions

- **Technicians** - Employees that work at the establishment
- **Customers/Clients** - People that come in to the establishment to request service done to them

1.5 Major Stakeholders

- **Product Owner (Owner of establishment)** - Person commissioning the project. This project is intended to drive more business into the establishment but also increase the workflow of the technicians.
- **Customers** - This product creates another way for customers to schedule an appointment with the business. Some customers prefer a contactless way to schedule.

- **Developer(s)** - They are the ones that are developing this product. It could be like a personal project to increase their skill and build a skillset/project set.
- **Technicians** - Employees of the business. Increases the workflow and allows for them to know who the next client is.

2. References

3. Business Management Requirements

3.1 Business Environment

Due to the location of the business being unorthodox, this project may entice people and potentially customers into using the website to schedule an appointment with this business because it allows them a contactless way of doing so.

Training the employees is also important because they are used to the traditional way of getting customers in and out of the business so updating training regulations is necessary.

3.2 Mission, Goals, and Objectives

The main goal of this project is to adapt to the more competitive environment and gain an edge over others in the area. It is to introduce another way to schedule an appointment with them which increases the amount of clients that want to book with them.

3.3 Business Model

The business mission should be achieved by creating a website which displays the products and services of the establishment but also allows for customers (new and old) to book an appointment without having to contact the business. Development of the product should have the designs and needs of the product owners in mind during development. Periodically, the product owner should receive a demo/preview of the website as its being developed to see what needs to be changed until it is complete

After the “completion” of the product training will need to be done on the staff for them to learn how to operate the website and website maintenance will need to be done on it periodically either by the same developers or an external source.

3.4 Information Environment

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4. Business Operational Requirements

4.1 Business Processes

- Technicians should be able to navigate and operate the website to view who and what the next appointment will be. Technicians will be able to remove and edit the appointments list to accommodate for sudden changes in the workflow.
- If the internet of the business were to fail, the business would transition into the traditional way of appointments and accommodate those who had scheduled an appointment using the website.

4.2 Business Operational Policies and Rules

- Only authorized people (Owner, Manager, and Employees/Technicians) should be able to view the information of the customer within a time slot
- Customers will be contacted the day before if they want to keep the appointment.
- The website should not reveal information of customers to other customers looking to book an appointment. Information of customers in a time slot will be hidden from other customers.

4.3 Business Operational Constraints

- Only one appointment can be booked at a time per email/phone number until they either cancel the appointment or complete the appointment.

4.4 Business Operational Modes

- **Normal Mode of Operation** - The website is functioning properly. Users will have no issues when using the system and the business should function properly in conjunction to all the other customers.
- **Degraded Mode of Operation** - The internet in the establishment is running slower than normal. Updates on who is up next in the queue for appointment may be slower causing some errors and customers are slightly displeased.
- **Failed Mode of Operation** - The internet is down. Customers may not use the website anymore because they would “lose” their place.

4.5 Business Operational Qualities

If the internet of the business were to fail, the business would transition into the traditional way of appointments and accommodate those who had scheduled an appointment using the website.

4.6 Business Structure

1. Owner of establishment
2. Managers - The people that make sure everything is in order.
3. Employees/Technicians - The people that would be operating the website and maintaining it.
4. Clients/customers - People who request service provided by this establishment.

5. Preliminary Operational Concepts of Proposed System

5.1 Preliminary Operational Concepts

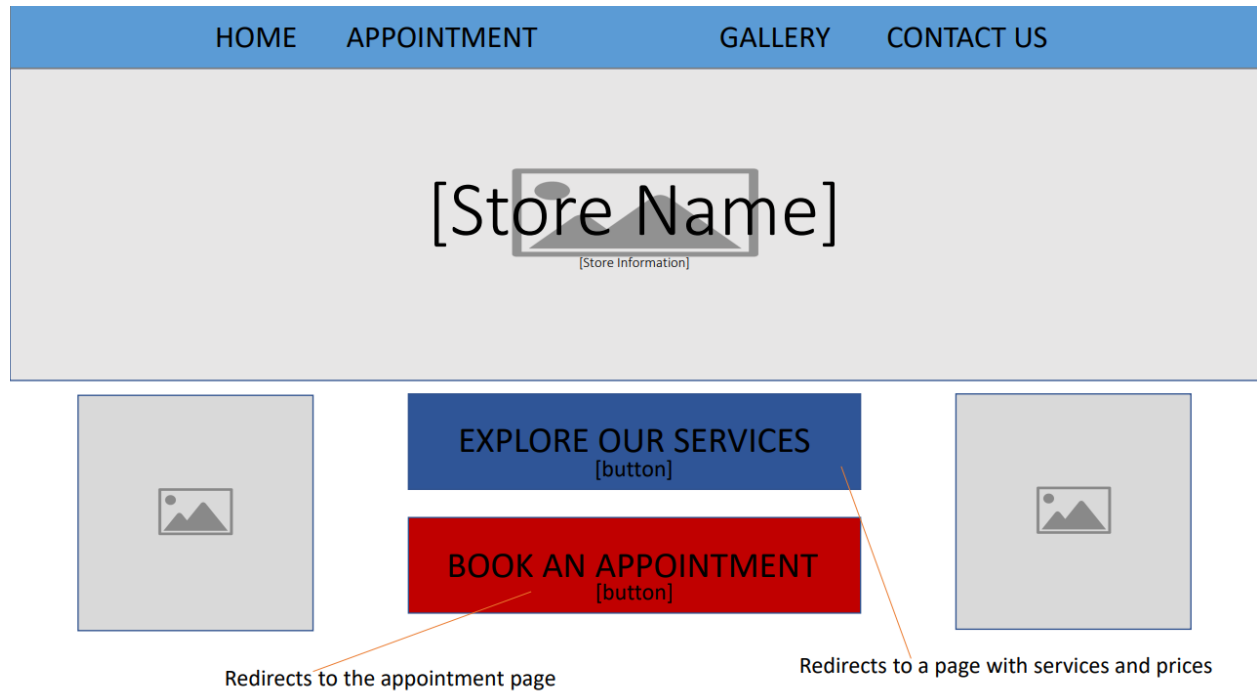


Figure 1.1 Home page.

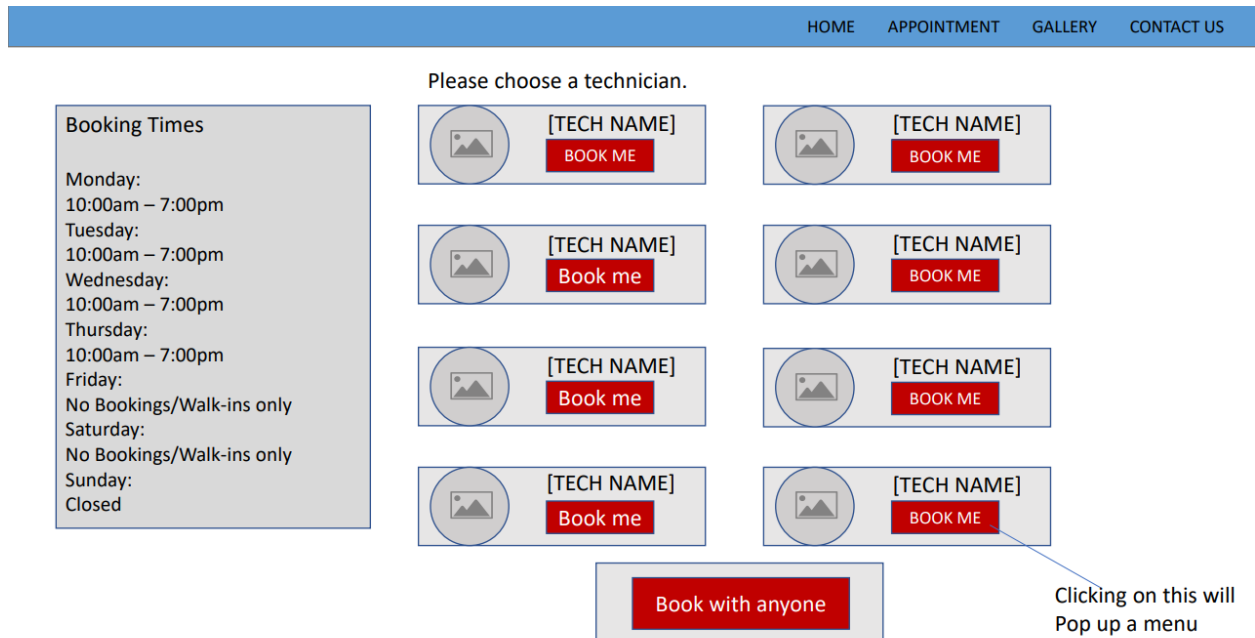


Figure 1.2 Appointment Screen. When users click on either of the appointment buttons it will direct them to the appointment screen which displays the opening times and prompts them to pick a technician.

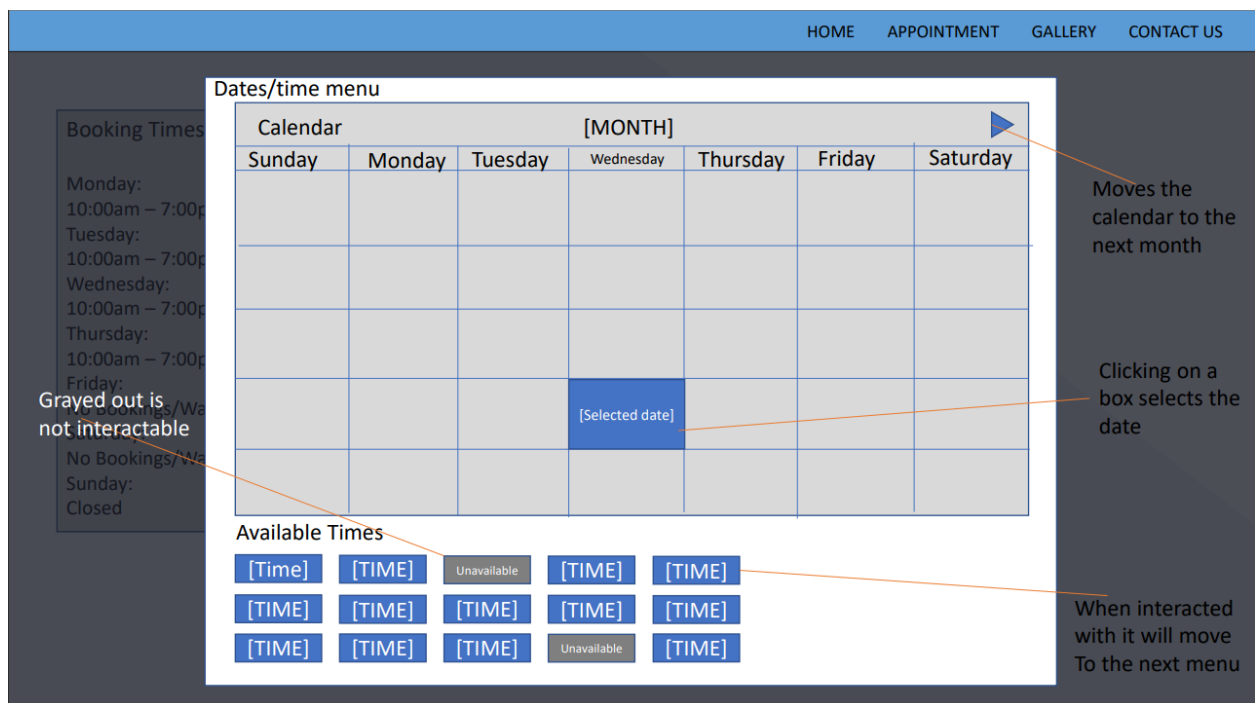


Figure 1.3 Date and Time menu. After choosing a technician, a menu will open which will prompt the user to choose a date and a time.

The screenshot shows a web interface for appointment scheduling. At the top is a navigation bar with links: HOME, APPOINTMENT, GALLERY, and CONTACT US. On the left is a sidebar titled 'Booking Times' listing days and times: Monday (10:00am - 7:00pm), Tuesday (10:00am - 7:00pm), Wednesday (10:00am - 7:00pm), Thursday (10:00am - 7:00pm), Friday (No Bookings/Waiting), Saturday (No Bookings/Waiting), Sunday (Closed). The main content area is titled 'Appointment details menu' and contains the following elements:

- Appointment details**: A box containing '[DATE] : [TIME]' and 'TECHNICIAN: [TECH NAME]'. An annotation points to this box stating: 'Displays the appointment details'.
- Please enter your details**: A section with two input fields: 'Phone Number (Required)' and 'Name (Required)'. An annotation points to these fields stating: 'Interactable required fields or otherwise they can't confirm the appointment'.
- Confirm Appointment**: A red button.
- Back to Calendar**: A blue button. An annotation points to this button stating: 'Moves to the back to the dates/time menu'.

Figure 1.4 Appointment details and contact information screen. After choosing a date and time, Users will be prompt to leaves a phone number and a name which then they have the option to either confirm the appointment or go back to the calendar to edit their choices.

5.2 Preliminary Operational Scenarios

Customer/ Potential Customers - Customers will be able to navigate through the website depending on the option they pick. The main option, appointment scheduling, they will have to navigate to the appointment screen, then they will pick a technician, then choose a date then a time. Afterwards they will have to input their phone number and name then confirm the appointment.

Technicians - Technicians will be able to view appointments and the respective customer's details to contact them about the appointment. They will be able to edit the appointments and queue to add and remove people as business goes on.

6. Other Preliminary Life-Cycle Concepts

6.1 Preliminary Acquisition Concept

When the project is complete with the product owner's acceptance, the ownership of the product will be handed over to the product owner.

6.2. Preliminary Deployment Concept

Deployment will be tested as employees will test the system and trials will be conducted to test if everything is working as it should be. Deployment to the customers will start by advertising the new way to book an appointment.

6.3 Preliminary Support Concept

Maintenance will be required for the website as it needs to be updated and fixed. Hiring an individual to maintain it will be necessary.

Technicians will be trained when the product is complete.

6.4 Preliminary Retirement Concept

Retirement of the system will happen when either a new product that will replace it is in place or when it just can't be supported anymore. The business will slowly phase out the website by shutting down the scheduling system.

7. Project Constraints

- The project may take months to complete, so a flexible deadline is given by the product owner. The product owner should be able to view and ask for demos/previews of the current state of the project.
- The product should fulfill the product owner's needs which would be the theme/design of the website and the scheduling system working fully.

8. Appendix

8.1 Acronyms and Abbreviations