Revisions			
Version	**Description**	**Date**	**Person**
1.0	The document was created.	22.10.2023	Elif Beril Sayli Özde Uysal Annie Yang
1.1	The document was updated to include terms relevant for Iteration 1 work products.	04.11.2023	Elif Beril Sayli Özde Uysal Annie Yang
1.2	The document was updated according to Iteration 1 feedback	11.11.2023	Elif Beril Sayli Özde Uysal Annie Yang
1.3	The document was updated to include terms relevant for Iteration 2 work products.	25.11.2023	Elif Beril Sayli Özde Uysal Annie Yang
1.4	The document was updated according to Iteration 2 feedback.	02.12.2023	Elif Beril Sayli Özde Uysal Annie Yang

Samwise Service App
Vision

1. Introduction

Although there are other applications that provide services on the market, they lack transparency and support for the users trying to find relevant services. The services are not properly reviewed and vetted for quality and legitimacy. Moreover, the process for service requesters is unclear and non customizable. As a result, our company is developing a service app that actually matches and provides customers with quality, well-vetted, and reliable services. The vision and purpose of the Samwise Service App are to provide service requesters with exceptional, well-vetted service support in home maintenance and care.

2. Positioning

Welcome to the future of service applications – a platform that not only connects you with reliable service providers but also champions eco-conscious practices. Introducing the Samwise Service App – your go-to platform for dependable services without hidden costs. What sets us apart is our dedication to fairness: we don't deduct any money from our service providers. Instead, we sustain our operations through non-intrusive advertisements and our premium subscription service. This unique approach allows us to support service providers, enabling them to enhance the quality of their services. With us, you get reliable services, service providers get the support they need, and we thrive through ethical means, ensuring a win-win experience for everyone involved.

2.1   Problem Statement

2.1.1 Service Providers

The problem of	• significant platform fees imposed on service providers in existing service applications • eco-conscious service providers facing challenges in reaching their audience
affects	• the quality and accessibility of services provided • the growth of sustainable practices
the impact of which is	• forcing service providers to cut corners or limit the quality of their services to manage the financial burden. • environmental degradation due to non-eco-friendly practices and dissatisfaction among eco-conscious service requesters.
a successful solution would be	• Fair Fee Structure: Implementing a fair fee structure ensures that service providers retain a higher percentage of their earnings. • Transparent Transactions: Providing transparent information about fees and environmental practices ensures that service providers can operate with clarity and integrity. • Eco-Friendly Tagging: Service providers committed to sustainable practices can be tagged as eco-friendly. This recognition helps them stand out in the marketplace, attracting environmentally conscious customers and promoting their eco-friendly initiatives. • Supportive Ecosystem: Creating a supportive environment within the platform fosters a community of like-minded service providers. Collaboration and shared knowledge among eco-friendly businesses can lead to the exchange of sustainable practices, further enhancing their commitment to environmental responsibility.

2.1.2 Service Requester

The problem of	• service requesters receive subpar services • environmental neglect and non-eco-friendly home service practices
affects	• service requesters' satisfaction and trust in service platforms in negative ways • their experience of unreliable and disqualified services • resource wastage and environmental degradation
the impact of which is	• disappointment and reluctance in using service platforms • reduced access to high-quality and environmentally friendly services
a successful solution would be	• Quality Assurance: A robust review system allows service requesters to provide feedback on the services they receive. This feedback mechanism ensures high-quality services, enabling service requesters to make informed decisions based on the experiences of others. • Transparent Transactions: Clear information about fees and environmental practices enables service requesters to make informed choices. They can select

	service providers who meet their service requirements and align with their environmental concerns, fostering a sense of trust and satisfaction. ● Eco-Friendly Tagging: Service requesters can easily identify and choose eco-friendly service providers. This empowers them to support service providers who align with their environmental values, encouraging the adoption of eco-conscious habits and contributing to environmental preservation. ● Supportive Ecosystem: A platform that supports eco-friendly service providers creates a marketplace where service requesters can access reliable, high-quality, and environmentally responsible services. This supportive ecosystem encourages service requesters to engage with the platform confidently, knowing they are contributing to a greener, more sustainable future.

2.2   Product Position Statement

2.2.1 Service Providers

For	Service providers looking for a transparent, eco-friendly, and fair service platform.
Who	desire a reliable, high-quality platform while fostering a sustainable and ethical marketplace.
The Samwise Service App	is a groundbreaking digital service platform
That	revolutionizes the service industry by prioritizing trust, sustainability, and reliability
Unlike	other competitive alternatives that impose hefty fees on service providers, compromising quality and trustworthiness in the process,
Our product	ensures a seamless experience for service seekers, offering benefits such as: Transparent Transactions: We do not cut fees from service providers, fostering trust and reliability among them. Quality Assurance: Through our effective review system, we guarantee the highest standards of service. This will increase the revenue of the service providers who will be trusted as the providers of qualified services. Company Culture: Our organization is deeply committed to environmental consciousness, supporting local economic development by refraining from cutting into service providers' earnings. We also promote eco-friendly practices through our "Environmentally Friendly Service Provider" tag, connecting environmentally conscious service providers and requestors, thereby contributing to a greener planet. The Samwise Service App communicates its intent to create a trustworthy, eco-conscious, and ethical service ecosystem, ensuring a win-win scenario for all involved parties.

2.2.2 Service Requester

For	service requesters looking for a transparent, eco-friendly, and fair service platform
Who	desire reliable, high-quality services while fostering a sustainable and ethical marketplace

The Samwise Service App	is a groundbreaking digital service platform
That	revolutionizes the service industry by prioritizing trust, sustainability, and customer satisfaction
Unlike	other competitive alternatives that do not have high customer satisfaction
Our product	ensures a seamless experience for service seekers, offering benefits such as: Quality Assurance: Through our effective review system, we guarantee the highest standards of service, providing peace of mind to service requestors. Bargaining and Scheduling: Premium subscribers enjoy exclusive benefits, including the ability to bargain for services, enhancing the platform's value for subscribers. Company Culture: We promote eco-friendly practices through our "Environmentally Friendly Service Provider" tag, connecting environmentally conscious service providers and requestors, thereby contributing to a greener planet. The Samwise Service App communicates its intent to create a trustworthy, eco-conscious, and ethical service ecosystem, ensuring a win-win scenario for all involved parties.

3.   Stakeholder Descriptions

3.1   Stakeholder Summary

Name	Description	Responsibilities
Project Team	The project team consists of Ozde, Elif, and Annie. The project team is responsible for writing, testing, and maintaining the software code.	-Implements software features -Resolves technical challenges -Ensures code quality and maintainability
Professor Altan and the IS 502 Coursemates	Professor Altan and the IS 502 Coursemates are part of the Advisory Board.	-Reviews and provides feedback on the project work products
Turkey's Kişisel Verileri Koruma Kanunu (KVKK) ("Data Protection Law")	KVKK is the Turkish governing body over data use and protection.	-Provides data guidelines and laws. -Ensures legal use of data in Turkey.
General Data Protection Regulation (GDPR)	GDPR is the European Union's regulatory body for data and information privacy.	-Provides data guidelines and laws. -Protects data and information privacy.
Service provider	A Service provider is one type of end user of the product system.	-Ensures that there will be a market demand for the product's features. -Provides feedback on product features.
Service requestor	A Service requestor is one type of end user of the system.	-Ensures that there will be a market demand for the product's features. -Provides feedback on product features.
Armut Hizmet	Armut Hizmet is a current	-Ensures their intellectual property (IP) is not

Name	Description	Responsibilities
	competitor in the same niche.	violated.
Social payment and financial institutions	Social payments, and financial institutions are payment services.	-Ensure payments are made to the designated Service provider account.
Testing Team	The Testing Team is responsible for testing the software to identify and report defects.	-Creates and executes test plans -Reports bugs -Verifies bug fixes
Quality Assurance (QA) Team	The QA Team ensures overall product and delivery quality.	-Review work products -Ensures the software meets quality standards
Support and Maintenance Team	The Support and Maintenance Teams are responsible for post-launch support, bug fixes, and ongoing maintenance.	-Addresses user-reported issues -Deploys updates -Ensures the software's continued functionality

3.2   User Environment

The product is a web-based application that requires the internet in order to access. The product will support the major browsers (Mozilla Firefox, Google Chrome, Opera, Microsoft Edge, and Apple Safari). Additionally, Samwise will support the English language. There are two types of end users: 1) Service providers and 2) Service requestors. The amount of time involved in completing the task varies on the frequency of the services provided and requested.

Tasks using the Software	Number of people/stakeholders involved in completing the task	Task Cycle Duration
Service provider needs to manage the service he/she provides.	1. Service provider: Create, edit, delete service. 2. Project team: Approves service submission.	Managing a service may take 5 minutes. Approving the service may take up to 24 hours.
Service provider needs to manage his or her Time Slot.	1. Service provider: Creates, edits, deletes, and organizes Time Slot.	Managing a reservation may take up to 24 hours.
Service requesters need to manage reservations to book services from the service providers.	1. Service requester: Creates, edits, deletes reservation.	Managing a reservation may take up to 5 minutes.
An End user needs to authenticate his/her identity to sign into his/her account.	1. End user: Authenticates identity.	Authenticating an account may take up to 5 minutes.
A chat support service provides answers and solutions to end user inquiries.	1. Chat support service: provides answers and solutions. 2. End user: asks questions or makes requests.	Chat support service responses may take up to 1 minute.

An End user needs to search and filter services and Service providers.	1. End user: Searches and filters services and Service providers.	Searching/filtering services and Service providers may take up to 1 minute.
A Service requester may need to make a proposal for a discount on the service price. (This is a Premium feature).	1. Service requester: Creates a discount proposal for a service.	Creating a proposal may take up to 5 minutes.
A Service requester may need to respond to a discount proposal.	1.Service requester: Accepts/rejects/changes proposal.	Responding to the proposal may take up to 5 minutes.
A Service requester needs to make a payment.	1. Service requestor: Manages payment info. 2. Financial institution/ social payment: Processes payment.	Depends on the payment method.
Service providers need to receive payment.	1.Service provider: Receives payment. 2. Financial institution/ social payment: Direct payment.	Depends on the payment method.
Service requesters need to review the service and the service provider.	1. Service requester: Creates a review. 2. Project team: Reviews (approve/deny) the review.	Creating a review may take up to 5 minutes. Approving a review may take up to 24 hours.

4.   Product Overview

4.1   Needs and Features

Need	Priority	Features	Planned Release
Service provider needs to create, edit and delete the service he/she provides.	1	-Creating service -Editing service -Deleting service	First Release
Service provider needs to manage his or her Time Slot.	1	-Organizing Time Slot -Creating Time Slot -Editing Time Slot -Deleting Time Slot	First Release
Service requesters need to create, edit and delete reservations to book places from the service providers.	1	-Creating a scheduled appointment	First Release
Users of the system need to create their user accounts.	1	-Creating user accounts	First Release
Authentication of the users should be made for security issues.	2	-Authentication	First Release

Chat support service should be provided for the users who need help.	3	-Chatbot service	First Release
Filtering options should be available for the users to make searches according to their needs.	2	-Filtering Services -Searching Services	First Release
Service requesters may need to make a proposal for a discount on the service price. (This is a Premium feature).	3	-Making a proposal for discount -Accept the proposal -Change the discount amount of the proposal -Reject the proposal	Second Release
Service requesters need to make payment.	1	-Entering payment info -Confirming payment info -Authentication with a password	Second Release
Service providers need to receive payment.	1	-Receiving payment	Second Release
Requesters need to review the service and the service provider.	2	-Creating a review -Giving a review point -Viewing other reviews	Second Release

5.   Other Product Requirements

Requirement	Priority	Planned Release
The app will achieve a minimum average user satisfaction rating of 4.5 out of 5 in user interface during usability tests conducted with a sample of target users.	High	First Release
The app's user interface loading times will be consistently under 3 seconds with a sample of 100 users.	High	First Release
Online user manuals will be available on the app's website.	High	First Release
The application will maintain an uptime rate of at least 99.9%, as measured with continuous monitoring and historical data.	High	First Release
The app will run on a variety of web browsers, including Opera, Google Chrome, Mozilla Firefox, Microsoft Edge and Safari with compatibility testing and regular updates conducted for each browser.	High	First Release
The app will run on iOS and Android mobile devices with at least 95% functionality parity between platforms, as measured by a comprehensive functionality checklist and user feedback.	High	First Release
The system shall perform automated backups of user data on a daily basis, with a backup retention policy of at least 30 days in order to prevent data loss.	Medium	Second Release

The chatbot response times will not exceed 5 seconds for 95% of user interactions, as measured by real-time performance monitoring.	High	First Release
The app's minimum system requirements will specify a reliable internet connection with a minimum download speed of 10 Mbps and a minimum upload speed of 2 Mbps.	High	First Release
The app will maintain compatibility with the chosen third-party payment platforms, with updates applied within 30 days of any platform changes or discontinuations.	Medium	Second Release
The app's data collection and processing practices will adhere to the GDPR, with regular compliance audits and user consent tracking.	Medium	Second Release
Data encryption will be enforced using industry-standard encryption protocols for all data transmission and storage, with annual security audits to prevent unauthorized access.	Medium	Second Release
The app's infrastructure will utilize cloud services for scalability, with the ability to automatically scale resources up or down based on traffic volume.	Medium	Second Release
Load balancing will be implemented to ensure that no single server's CPU utilization exceeds 70%, as measured by real-time server monitoring.	Medium	Second Release
Database systems will be designed to handle a 50% increase in user data within six months without a performance loss, as determined by load testing.	Medium	Second Release
Regular performance testing and monitoring identify scalability bottlenecks, performance issues and bugs.	Medium	Second Release