

Sri Lanka Institution of Information Technology



Assignment 1
MLB_05.02_01

Online Pet Care System

Software processing Model -IT1060

BSc (Hons) in Information Technology

PROJECT ID	MLB_05.02_01
CASE STUDY NAME	Online Pet Care System
CAMPUS / CENTER	Malabe

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We hereby certify,

- ✓ The attached is our own work and no further changes will be made.
 - ✓ We have contributed in this assignment to the best of our ability.
- And we understand,
- ✓ We may be subject to student discipline processes in the event of an act of academic misconduct by us including an act of plagiarism or cheating.

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Introduction

With the socio-economic challenges of the novel coronavirus pandemic, an online pet care system will be a helping hand to all the individuals who have little four legged friends and are brisking up with the new Technology

The customer can be either a registered or a non-registered customer to access our services and visit our pet care system.

We will be providing our valuable customers with OPD treatments to their little four-legged animals & vaccination, surgeries, Grooming, Dental Care, Pet boarding & Hospitalization, Pet taxi & Mobile Veterinary service, Laboratory families, Digital X-ray, and scanning.

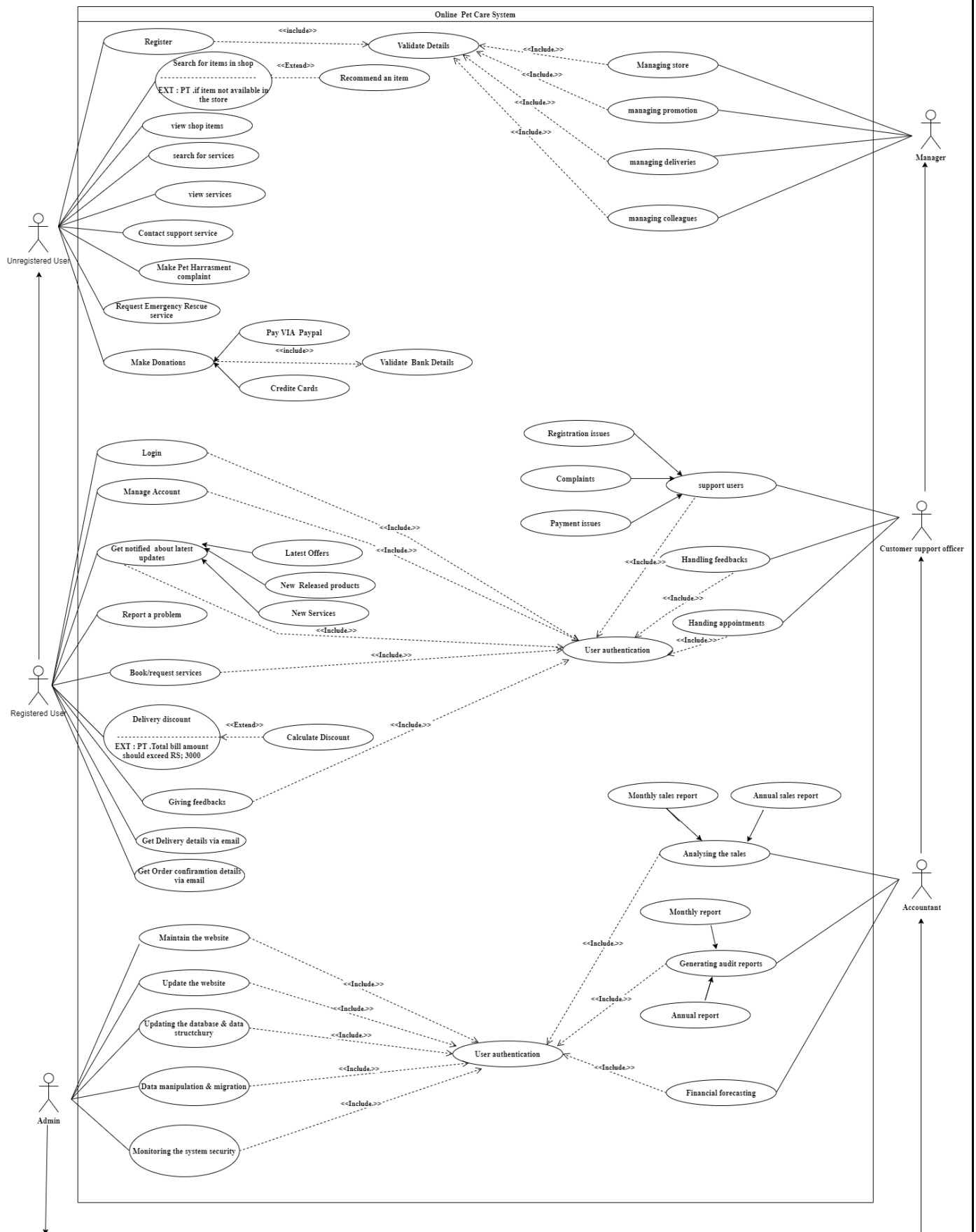
In addition, we provide quality products for your little friends and accept donations to help the stray animals, online payments, request for help and provide feedback.

Further, the customers can make complaints and donations to protect our adorable animals.

Assumptions

- We assumed that this system would be more useful for the users to find out best services and quality products they have seeking for
- Once the service reservation is confirmed by the system, an automated invoice will be generated by the system, and it will be sent to the user by email. When a user visits the shop to get the service, they must show the e-mail that the system forwarded to them via email and must be shown to the receptionist.
- If they have any issues with registration, service booking, or shop orders, they can contact the support service and seek technical support.

USE CASE DIAGRAM



Use Case Scenarios

IT21299902(ZAKEY.M.S.M. A)

01)

Section worked on:

- contributed to draw the use case diagram and designed the use case scenario for the registered customer accessing the services and registered user updates his/her profile details. (OPC001 and OPC002)

Special Contributions:

- I did research on how the online pet care system works and the user case scenario for a registered customer.
- drew the finalized user case diagram.
- supported to draw the sketch of the use case diagram.
- created the user case scenario template.

Challenges faced:

- First, I'm not a pet lover. So, I didn't know anything about the pet or how it should be treated and cared for. So, I had to do lots of research to find out more about what should be included in the pet care system, especially in the online pet care system.
- Due to the current crisis, we couldn't even use online platforms to do the work. So, we had some trouble with sharing information and documents.

Number	OPC001
Name	Access Services
Summary	Registered User get the services.
Priority	3
Pre-conditions	Should be a registered user.
Post-conditions	The user should receive an invoice with the necessary details.

Primary Actor	Registered User	
Trigger	Users need to get a service.	
Main Scenario	Step	Action
	1	Display home page
	2	Login to the system
	3	Enter username and password to the system.
	4	Display login successful if the username and password successfully validated.
	5	Re-Direct to home page
	6	Click on "SERVICES "tab.
	7	User Select the service type that he/she want. <ul style="list-style-type: none"> • Adopt A pet • Pet clinic • Emergency Rescue • Pet harassment complaints
	8	Fill the necessary details that have being asked to enter
	9	Users select the payment method
	10	Enter the required payment details
	11	System validates the payment information
	12	System calculates the total amount to be paid and display the finalized service order placement report.
	13	Users confirm the payment
	14	System displays confirmed details and accept the payment
	15	Display the successful service order placement
	16	Receive the confirmation Via E - mail.
Extensions	Step	Branching Action
	3a.	If user details validation failed display the error and redirect to the login page again.
	8a	User doesn't fill the required fields. System highlights the blank fields in red and displays a message saying "Please fill in the required fields"
	11a.	If there are any mistakes in the entered details system will show the error and ask to re-enter the details.

02)

Number	OPC002	
Name	User	
Summary	Registered users update his/her profile details	
Priority	5	
Pre-conditions	The user should be a registered user and logged into the system.	
Post-conditions	The user successfully updates the profile information's	
Primary Actor	Registered user	
Trigger		
Main Scenario	Step	Action
	1	Display home page
	2	Login to the System
	3	Enter username and password
	4	Display the login successful
	5	Re-direct to homepage
	6	Click on the "My account" tab
	7	User changes the details that he/she want to be changed
	8	Click on "Change" button
	9	System validates the details
	10	Show the message "details update successful"
Extensions	Step	Branching Action
	4a	If validation fail system shows an error message and redirect to login again.
	9a	If entered details doesn't match with the required field show the error message and ask to re-enter the detail.

IT21299452 (DILAHARA W.M.A)

Section Worked on:

- contributed to drawing the use case diagram and drafted the use case scenario for an unregistered user creating an account. (OPC003)

Special Contributions

- I collected further information about the pet care system and checked and acknowledged the errors in the use cases.
- I drew the sketch of the use case diagram.

Challenges faced:

- This topic was totally new to me. So, I had to study more about the pet care system to get a better understanding.

Number	OPC003	
Name	Create Account	
Summary	User creates new user account	
Priority	4	
Pre-conditions	User is on the homepage or any other page off the online pet care service website.	
Post-conditions	A new user account is created	
Primary Actor	Unregistered user	
Trigger	User has decided to sign up for a new account	
Main Scenario	Step	Action
	1	User clicks on 'Sign Up' button on webpage
	2	System redirects user to registration page
	3	User enters following information as required on the registration page <ul style="list-style-type: none">• First Name• Last Name• Email Address• Phone Number• Address

		<ul style="list-style-type: none"> • City • State • Zip Code • Pet Name • Breed • Color • Height • Weight • New Password • Confirm Password
	4	User accepts terms and conditions
	5	User clicks on "Create Account" button
	6	<p>User is redirected to a new page where the following message is displayed.</p> <p>"Thank you for joining us. A confirmation email has been sent to the email address you provided. Please click on the link in the email to activate your account"</p>
	7	System sends confirmation email to user's email address.
	8	User opens confirmation email and clicks on the activation link
	9	<p>User is redirected to new page. The following message is displayed.</p> <p>"Congratulations! Your account has been activated successfully."</p>
Extensions	Step	Branching Action
	3a	User doesn't fill in required fields. System highlights the blank fields in red and displays the following message. "Please fill in the required fields to continue registration."
	3b	User enters incorrect email address. System displays the following message. "This email address is invalid. Please enter a valid email address."
	3c	User enters password of incorrect length. System displays the following message. "The password you entered is too short/long. Please enter a password between 8-12 characters."
	4a	User doesn't accept terms and conditions. System displays the following message. "Please accept the terms and conditions to continue registration."
	8a	User has not received the email. User must go back to the website and click on "Didn't receive email yet? Click here to resend email."

IT21301018(PADUKKA P.V.G.G)

Section worked on:

- supported to draw the use case diagram and design the use case scenario for a registered user to report a problem user. (OPC004)

Special Contributions

- I completed the use case scenario of giving feedback to a registered customer.
- provided ideas to draw the use case diagram, helped to finalize the project report, and double checked the final document.

Challenges faced:

- I had to do some more research on the topic to get a better idea.

The clubs and committees I am engaged in had some ongoing projects during the project week. so I had to balance both of them and make time for both.

Number	OPC004	
Name	Give a Feedback	
Summary	Registered user provides feedback.	
Priority	5	
Pre-conditions	The user should be a registered user and logged into the system.	
Post-conditions	The user has given the feedback.	
Primary Actor	Registered User	
Trigger	Users need to provide feedbacks.	
Main Scenario	Step	Action
	1	Display Homepage.
	2	Login to the system.
	3	Enter login credentials.
	4	Validation of details.
	5	Display the login successful message.

	6	Re-direct to Homepage.
	7	Click “Give Us A Feedback “from the Navigation bar
	8	The feedback page is displayed.
	9	User enters his details.
	10	User provides the feedback.
	11	Prompts user to submit the feedback form.
	12	Displays a thank you message
	13	A copy of the feedback is sent to the user’s email
Extensions	Step	Branching Action
	4a	If validation fails system shows an error message and directs to login again.
	6a	Error in redirecting to the home page and directs to refresh.
	8a	Error in redirecting to the feedback page and directs to refresh.
	11a	The feedback not getting submitted.

IT21302480 (DILSHAN O.A.P)

Section worked on :

- supported to draw the use case diagram and design the use case scenario for a registered user to report a problem. (OPC005)

Special Contributions

- I completed the use case scenario of reporting a problem for a registered customer.
- provided ideas to draw the use case diagram and double check the final document.

Challenges faced:

I have faced many challenges, such as getting the correct idea and finding the best information on use cases at the beginning.

Number	OPC005	
Name	Report a problem	
Summary	User has a problem about our service or items.	
Priority	5	
Pre-conditions	User logging to the system	
Post-conditions	Users get the confirmation mail about the submitting problem	
Primary Actor	Registered User	
Trigger	User needs to report a problem	
Main Scenario	Step	Action
	1	Display home page
	2	Login to the system
	3	System validates the details
	4	Display login successful
	5	Re direct to the homepage
	6	User clicks on "Report Us" button on home page

	7	Select the complaint type and fill all the necessary details
	8	Press "Submit" button.
	9	Display "problem reported successfully"
	10	User gets the dummy copy of his/her complaint via email.
	11	Also get the confirmation message "An assistant will be contact you regarding this issue"
Extensions	Step	Branching Action
	3a	If user enter incorrect login credentials, then system prompt to enter correct login credentials again.
	7a	If he/she enter an incorrect data system will notify the user and ask to enter the correct detail again
	10a	If he/she didn't get the mail, he/she can click the "re send the mail" button. then system will force the mail to users email immediately.

IT21801704(DE SILVA L.M.C)

Section Worked on:

- Contributed to draw use case diagram and designed use case scenario for the registered customer Purchasing an item for the store.

Special Contributions:

- Supported to draw the sketch of the use case diagram.
- Did some research on online pet case system and further study on use case diagrams and scenarios.

Challenges Faced:

- The main problem that I faced was to get a better idea about the use case diagrams.
- Due to the power cuts and things I had to manage my time also.

Number	OPC006	
Name	Purchase from store.	
Summary	Users purchase an item from store	
Priority	4	
Pre-conditions	Should be a registered user	
Post-conditions	The user will receive an invoice with the necessary details.	
Primary Actor	Registered User	
Trigger	User has decided to purchase an item in store	
Main Scenario	Step	Action
	1	Display home page
	2	Login to the system
	3	Enter username and password to the system
	4	Display login successful.
	5	Re-direct top home page
	6	User Clicks on “Pet Shop” button on web page
	7	System gives these categories in drop box for user to choose. <ul style="list-style-type: none">Pet MedicinePet Accessories

		<ul style="list-style-type: none"> • Pet Foods • Guidebooks
	8	Users select the 'pet accessories' from the drop-down box
	9	System redirects to pet accessory page
	10	User search the item he/she want using search bar
	11	Systems shows that the item user search in search bar
	12	Users select the item and clicks 'Buy Now' button on web page
	13	System redirects to 'Buy Now' page
	14	System shows order details <ul style="list-style-type: none"> • Shipping Address • Item Price • Shipping Cost • User Details
	15	User Clicks 'Pay Now' button on web page
	16	User redirects to 'Pay Now' page
	17	Users add card details and confirm the order.
	18	Receive confirmation via E-mail.
Extensions	Step	Branching Action
	4a	If the details are incorrect system aske to re enter the details.
	10a	User Search the item in search bar but that item is not available in pet shop. System display following this message "Result Is Not Found" or suggest an item.
	17a	If User enters wrong card details. System display following this message "The card details are incorrect" and ask to re enter details.