Itushcars System

July 19, 2023

## Project Description

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ITUSHCARS is a project for a carhiring company in Nairobi Kenya. ITUSHCARS want to increase it market reach therefore there is need for a website to help advertise and manage the business.

## Problem Addressed

ITUHCARS website will help to:

* To increase the business credibility. A website is an opportunity to make a great first impression and give people comfort that the business is real.
* The website will help to Showcase the business to prospective customers.
* The website will increase chance of getting more leads.
* The website will help save time and improve customer service because it will contain basic information about the business.

## Project Scope

In order to achieve the above named, the project will implement a responsive website that will be accessible over the internet through: -

* Smart phones
* Small devices (ipad and ipad-like devices).
* Laptops, desktops and large system

The functionalities that will be implemented at a high level are: -

### Membership Module

Membership module will include: -

* New members’ registration process and records keeping.
* Maintenance of existing membership records.
* Management of members requests

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | | MEMBER OPERATION | | REQ. | PROVIDED | | ACCESS | |
| 1 | | Register member | | FORM | YES | | Management | |
| 2 | | Create member online access | | NA | NA | | Management | |
| 3 | | Book Car | | process |  | | User | |
|  | |  | |  |  | |  | |
| # | MANAGEMENT OPERATION | | REQ. | | | PROVIDED | | ACCESS |
| 1 | Provision admin user | | NA | | | NA | | System |
| 2 | Approve booking requests | | List | | | NO | | admin-user |
| 3 | Add Cars | | process | | | yes | | admin-user |

|  |  |  |  |
| --- | --- | --- | --- |
| # | ROLE | ACCESS | COMMENTS |
| 1 | ADMIN-USER | ALL | Can do everything |
| 2 | User | User pages | Booking a car |

### Booking Module

The Company offers cars to its members. The booking module will include: -

* Car booking process
* Book request approval process

|  |  |  |  |
| --- | --- | --- | --- |
| # | OPERATION | PROVIDED | COMMENTS |
| 1 | Booking car request | YES |  |
| 2 | Book approval workflow | NO |  |
| 3 | Book request rejection workflow | NO |  |

### Car adding Module

The purpose of the this module is to allow admin to add available cars

|  |  |  |
| --- | --- | --- |
| # | OPERATION | COMMENTS |
| 1 | Add car |  |
| 2 | Remove car |  |

## Risks

1. **Data Breaches**: Customer personal information, such as names, addresses, and payment details, may be compromised in data breaches, leading to identity theft or financial loss.
2. **Unauthorized Access**: Weak authentication systems can result in unauthorized access to user accounts and sensitive data, including reservation details and payment information.
3. **Phishing Attacks**: Cybercriminals may impersonate the car hire service to deceive users into revealing their personal or financial information.
4. **Malware and Ransomware**: Malicious software can infect the website, disrupting operations or encrypting data, demanding a ransom for decryption.
5. **Website Downtime**: Technical issues, traffic spikes, or cyberattacks can cause website downtime, resulting in lost business and customer frustration.
6. **Reputation Damage**: Negative reviews, complaints, or publicized incidents can harm the car hire service's reputation and lead to decreased customer trust.