**Software Engineering**

1. **Requirements Gathering**
   * Domain Engineering
     1. Informative Document
        1. Name, Place and Date
        2. Partners **[Felix/Angel]**
           1. **Potential Clients**

Service Providers

Civilians who want an easier way to find services

Small businesses

* + - * 1. **Product Companies**

Companies who wishes to advertise their product used by small businesses to complete a task.

* + - 1. Current Situation [**Chaliana/Hector]**
         1. *Service providers* do not have a completely personal mean of communication to **connect** with new customers and **collect feedback** on their service which they can share to further **promote** their service.

To **connect** with a potential customer, the Service Provider must **promote** their service through:

Word of mouth, by talking to people, potentially creating a web of concurrent customers, limited to the reach of those people

Posting ads in public forums (newspaper, website, etc.)

To **collect feedback** on their service from a customer, the Service Provider relies on:

Word of mouth, the customer may or may not share this feedback to other people; potentially creating a web of concurrent customers through **positive feedback** or losing customers due to **negative feedback.** The spread of feedback in this way is slow.Additionally,the customer may share the feedback with the service provider, then the service provider would have to decide what to do with said feedback.

* + - * 1. *Service customers* do not have a completely personal mean of communication to **browse** for service providers and acquire their service; to **review** their **professional profile** and service.

To **browse** for a potential service provider, the customer must search through:

Word of mouth, by talking to people if they can provide the required service, or if they know someone who can, potentially finding someone as people inquire

Searching for ads in public forums (newspapers, website, etc.)

Posting **service request** in public forums (newspapers, website, etc.)

To **review** a service provider’s service, the customer must rely on:

Word of mouth, by talking to people, customers may share their experience with others. Customers may give feedback directly to the service provider.

Post a review in a public forum

To **review** a service provider's **professional** **profile** before acquiring their service, the customer judges whether the service provider “meets” their desired standards (i.e. works “fast”, quality of equipment, quality of service, **presentability**, etc.) These standards are set by the customer and vary per individual. For such reviews the customer must rely on:

Word of mouth, by talking to other people, whom may have received the service or heard from someone who has; or directly speaking with the Service provider.

Looking at the person’s ads on public forums

* + - 1. Needs and Ideas **[Chaliana/Hector]**
         1. There is a need for a platform that can provide the following for the Service Provider:

A means of collecting feedback that is made public to potential customers

A means of creating and maintaining a public professional profile

A means that broadens the reach of the service provider’s professional profile to other potential customers

A means that enables personal communication from Service Provider to Service Customer

* + - * 1. There is a need for a platform that can provide the following for the Service Customer:

A means of browsing a broader pool of potential Service Providers (not limited to physical proximity, or word of mouth)

A means of reviewing a Service Provider’s professional profile

A means of publicly providing feedback to the Service provider

A means that enables personal communication from Service Customer to Service Provider

* + - * 1. The idea is to provide a public platform that encapsulates the process of browsing for service providers, reviewing their professional profile, contacting them, and reviewing their service.
      1. Concepts and Facilities **[Chaliana/Hector]**
         1. Service
         2. Service Quality
         3. Service Provider
         4. Service Customer
         5. Feedback
         6. Positive Feedback
         7. Negative Feedback
         8. Browsing
         9. Professional Profile
         10. Presentability
         11. Service Request
         12. Review Service
         13. Review Professional Profile
         14. Collect Feedback
      2. Scope and Span **[Felix/Angel]**
         1. **Scope:** The problem, in general, is to understand how people build *trust* with others when it comes to acquiring a service, what drives them to choose a specific service over another, and what is service quality. It is also important to mention that we might also be interested in looking deeper in the domain of *service marketing,* particularly what strategies are used to attract people into acquiring a service. Trust is defined as the assured reliance on the character, ability, strength, or truth of someone or something; one in which confidence is placed. [1]
         2. **Span:** More specifically, regarding the problem of transactions, we refer to the reliability of using the internet to make transactions and if it is worth taking such risk to receive a service in return. The importance in understanding the psychology in people when it comes to making transactions and identifying if a desired service may be trustworthy is crucial in the sense that we want the service that is going to be provided to be perceived as one where the people will have the peace of mind and the guarantee that they are paying for something that is really worthwhile, so that they can be sure that they are going to receive such service and will not be scammed as it could happen elsewhere. Hence, we may be interested in the social part of psychology and in the trust part as well. The social part plays an important role because based on the experience of other people on using a service, the word of mouth may have enough power to have an effect in other people to use or not to use a service, depending on their experience. Consequently, this may trigger the effect in trustworthiness. It is also important to mention that if a popular service is more mentioned than a service that is relatively new, then logically speaking, in social terms it can have enough power to opaque a smaller service that is trying to grow. So, if there are similar services, then an effort will have to be made so that the service we want to provide can stand out over others. This is where the marketing part comes from, since we want to present the service in such a way that people can be convinced that this is really the service that they are precisely looking for so that they can fulfill some task that they want. However, we must also consider the economic part, therefore, the marketing strategies that are going to be used for the services to be provided that are going to be offered must be adjusted to our budget.
      3. Assumptions and Dependencies **[Jean/Fernando]**
         1. Assumptions:

Both the service provider and the customer have a working device (android/ios) with access to the internet.

The payment process will be handled by the customers and service providers.

* + - * 1. Dependencies:

The customer/service provider cannot access the application unless they are signed into their profile.

The customer cannot provide a rating/review of a service provider unless a job has been requested and processed.

The service provider cannot provide a rating/review of a customer unless a job has been requested and processed.

* + - 1. Implicit/ Derivative Goals **[Jean/Fernando]**
         1. Provide a better pathway of communication between service providers and customers.

The current communication system for service providers relies on posting ads or word of mouth recommendations and the visibility and reach of said system is unreliable and inefficient for smaller individuals with less available resources.

In the case of customers, they rely on searching flyers around town, asking neighbors and other methods that are time consuming and again, inefficient.

* + - * 1. Enable service providers to promote their service while providing a complete description of their work and capabilities.

There’s only so much information you can provide when giving a recommendation to a friend about a service you were provided, and it does not necessarily showcase all the work that said person can do. And thus a complete description of their work and capabilities is desired when searching for a service provider.

* + - * 1. Provide customers the information and feedback of the service provider for the tasks they want done.

Feedback can be used for improving as a service provider but also for choosing what service provider you want as a customer since you can see the experience other people had and how the work was done.

* + - * 1. Speed up the time taken, by customers, looking for a service provider that matches their needs.

Reduces the time wasted asking around to friends and acquaintances and looking for flyers relevant to the job you want done.

* + - 1. Synopsis **[Felix/Angel]**
         * The project is to develop and research a domain model for a system to be implemented where the local service providers will be able to advertise the services that they provide and where the customers will be able to approach those services with peace of mind, such as the scope and span indicated above.
         * Thus, the domain model is expected to cover phenomena such as:

**Service Providers:** People who offer their services to solve certain tasks for a fee. (Plumber, gardener, car washer, painter, etc.)

**Service Customer:** People who receive a service so that a desired task can be completed by someone else.

**Feedback:** A crucial aspect necessary where a certain behavior can be analyzed for the reference of future tasks that are going to be provided to the customers.

**Presentability:** Visual appearance that appears to be attractive to the customers. Necessary to maintain a good reputation as services providers.

* + - 1. Standards Compliance
      2. Contracts
      3. Teams
         1. Management
         2. Developers
         3. Client Staff
         4. Consultants
    1. Descriptive Document
       1. Stakeholders
       2. The Domain Acquisition Process
          1. Studies
          2. Interviews
          3. Questionnaires
          4. Indexed Description Units
       3. Terminology
       4. Business Processes
       5. Facets:
          1. Intrinsics
          2. Support Technologies
          3. Management and Organization
          4. Rules and Regulations
          5. Scripts
          6. Human Behavior
       6. Consolidated Description
    2. Analytic Document
       1. Domain Analysis and Concept Formation
          1. Inconsistencies
          2. Conflicts
          3. Incompleteness
          4. Resolutions
       2. Domain Validation
          1. Stakeholder walkthroughs
          2. Resolution
       3. Domain Verification
          1. Model Checkings
          2. Theorems and Proofs
          3. Test Cases and Tests
       4. Domain Theory
  + Requirements Engineering
    1. Informative Document
       1. Name, Place and Date
       2. Partners
       3. Current Situation
       4. Needs and Ideas
       5. Concepts and Facilities
       6. Scope and Span
       7. Assumptions and Dependencies
       8. Implicit and Derivative Goals
       9. Synopsis
       10. Standards Compliance
       11. Contracts, with Design Brief
       12. Teams
           1. Management
           2. Developers
           3. Client Staff
           4. Consultants
    2. Prescriptive Document
       1. Stakeholders
       2. Acquisition Process
          1. Studies
          2. Interviews
          3. Questionnaires
          4. Indexed Description Units
       3. Rough Sketches
       4. Terminology
       5. Facets
          1. Business Process Re-engineering
    3. Analytic Document

1. **Software Design**
2. **Programming**
3. **References**

[1] “Trust.” *Merriam-Webster*, Merriam-Webster, [www.merriam-webster.com/dictionary/trust](http://www.merriam-webster.com/dictionary/trust)

[2] Vaux Halliday, S. (2004), "How “placed trust” works in a service encounter", Journal of Services Marketing, Vol. 18 No. 1, pp. 45-59. https://doi.org/10.1108/08876040410520708