

# Pet Adoption Portal – Business Requirements Document (BRD)

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## 1. Introduction

The purpose of this Business Requirements Document (BRD) is to outline the high-level business needs, objectives, and requirements for developing a digital Pet Adoption Portal. This portal aims to simplify and centralize the processes of pet adoption, fostering, and donations for the NGO. It will serve as a user-friendly platform to manage pet profiles, streamline communication with adopters and fosters, and enable transparent donor tracking.

## 2. Business Objectives

- Increase pet adoption by 20% within six months of platform launch.
- Promote virtual adoption (Planned for Future Phase) and fostering options to expand outreach.
- Track and report donations, sponsorships, and foster arrangements efficiently.
- Reduce manual workload for NGO staff by automating core processes.

## 3. Background

The current pet adoption, donation, and foster management process at the NGO is handled manually using Excel sheets and WhatsApp. Pet profiles, adopter information, donation records, and foster details are maintained in scattered files and message threads, leading to data duplication, inconsistent updates, and a lack of centralized visibility.

This manual approach has created several challenges:

- Difficulty in tracking the status of adoptions and foster placements.
- No unified platform to monitor donor contributions or generate reports.
- Time-consuming follow-ups with adopters and fosters due to lack of automated notifications.
- Inability to provide real-time updates to stakeholders.

To address these inefficiencies and scale operations effectively, a digital solution is required. The proposed adoption portal will automate workflows, consolidate data, and offer a centralized platform for adopters, fosters, donors, and admin staff - enhancing transparency, efficiency, and user experience.

## 4. Stakeholders

Role	Name/Type	Description
NGO Admin	Internal	Manages backend operations and approvals
Adopter	External	Individual seeking to adopt a pet
Foster Parent	External	Volunteer offering temporary care
Donor	External	Individual or organization donating funds

## 5. Business Requirements

ID	Requirement Description	Priority
BR-01	Users shall be able to search and filter pets by key attributes	High
BR-02	Users shall be able to submit an adoption application	High
BR-03	Users shall be able to apply to foster pets	High
BR-04	Donors shall be able to make one-time or recurring donations	High
BR-05	Admins shall be able to manage pet profiles and user data	High

## **6. Assumptions & Constraints**

- NGO staff may require basic training to use the platform effectively.
- Budget for development and marketing is limited.
- Platform must be mobile-friendly due to the user base accessing it via smartphones.

## **7. Success Criteria**

- 20% increase in adoption rates within the first six months.
- At least 10% of adoptions/fosters processed via virtual interactions.
- Reduction in manual errors by 80% due to structured data entry.
- Generation of monthly reports through automated dashboards.

## **8. Risks**

- Resistance to change from staff used to manual processes.
- Limited technical infrastructure may delay deployment.
- Data migration from existing Excel sheets may cause inconsistencies if not handled properly.

## Appendix: Visual References / Link

Figure 1: Adoption Form Screenshot

New Adoption

\* = Required Information

Information

\* Adoption ID

Pet Name

Breed

Adopter Name

Pet ID

Age

Adoption Status

Contact Info

\* Adoption Date

Total Donation

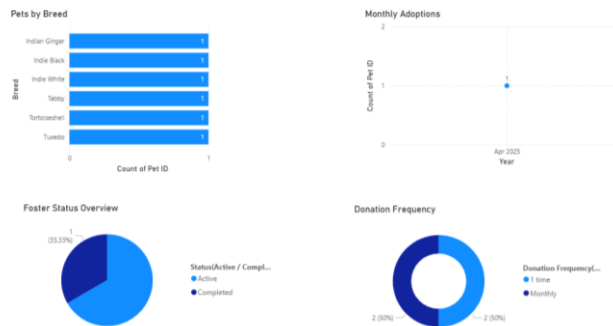
Pet

Donation

Cancel Save & New Save

Description: The form collects adopter and pet details.

Figure 2: Power BI Dashboard – Overview



Description: Shows key metrics for monthly adoptions, donation frequency, foster activities over time and pet details.

Link: Figma Mockup - Home Page

[Pet Adoption Portal - Home Page](#)