***FAST SERV***

***FOR; YOUR CARS BEST FRIEND***

1. Project Background and Description

FAST SERV is a car garage located at the heart of the city Nairobi.

Wants to create an online site where members of the car service garage can track their cars wellbeing’s and functions and update them on when it is time for the mandatory car service. Can also allow them to book slots for their cars when a repair is needed.

Nonmembers can register to become members through referral links from the existing members. Members can then apply for discounts for repairs and order spare parts for their automobiles on the same site and delivery is done instantly.

1. Project scope

## In-scope

The FAST SERV online platform will include user registration with robust security measures, offering both member and non-member access. Members will have access to personalized dashboards to track car health, schedule appointments, and apply for repair discounts. Car health tracking and service booking functionalities will be integrated, along with a referral program for user engagement. Discounts on repairs and instant spare parts ordering with secure payments will be available. The platform will send automated notifications and may have a mobile app option. Customer support, strong security, and data protection are paramount. Regular updates, marketing efforts, analytics, and legal compliance will ensure a comprehensive and user-friendly experience.

## Risks

The FAST SERV online platform carries inherent risks, notably in security with the potential for data breaches and cyberattacks, putting user data and financial information at risk. Compliance with data protection regulations is crucial to avoid legal consequences. Operational risks, such as server downtime and technical issues, could affect platform reliability. Additionally, market competition presents a challenge in attracting and retaining users. To navigate these risks successfully, comprehensive security measures, stringent data protection protocols, robust operations management, and effective user retention strategies must be in place from the outset of the platform's launch.

To achieve the mentioned, project implements a 3-tier, responsive approach.

* Smart phones
* Small devices (iPad)
* Laptops, desktops

Functionalities to be implemented at high level include.

* New member registration
* Maintenance of existing members
* Management of member status
* Deregistration process
* Facilitate payments of service by members and non-members
* Alert members of the dates of car service

1. High level requirements

The system is web-based application. any device with internet access can be able to access.

The new system must include the following.

* Ability to allow both members and nonmembers to access the application without downloading any software.
* Ability to interface with the existing data warehouse application.

1. Affected business process or systems.

* Member registration
* Registration approval process
* Service payment

1. Implementation plan

Project will kick off with implementation of stubs necessary to enable development of the prototype.

UI prototype will be developed. This stage will ensure that all required functionalities have been factored and user experience is excellent.

Emails and SMS alerts are integrated as parts of module development.