**CSE 5325 – Software Project Management**

**Project Scope and Feasibility Analysis**

**Spring 2024 - Assignment #1**

**Project description**

**Project: Serve Request System (SRS):**

A small service company has employed your team to design and implement a website and a corresponding Mobile (Android/iOS) application to help users initiate “service requests” for their home or small business. This will help users (i.e. customers that require service) to be put in contact with service providers. They will make money by collecting commissions from each service request fulfilled by the service provider. The categories of services (displayed graphically by an icon) can be expanded to cover more service areas in the future. Initially, the listed services should be supported.

They would like to have their website & mobile app up and operational by May 1, 2024. In addition to the minimum set of requirements listed below, they are open to any recommendation in functionality and look & feel of both the website and the Android application.

Project Duration: 3 months (Start date: Feb. 1, 2024; Delivery: May 1, 2024)

Minimum required functionality: The project must minimally include the following requirements. The client welcomes any additional functionality:

1. Customer Registration & Login: Customers (i.e., Service Requesters) can optionally register and log in to the system. They can also order and place a Service Request (SR) without registration and login. If they choose to register and log in, they could get points, review Service Providers' quality of Service, get discounts and receive helpful tips and updates. To register, they must provide their full name, email, and phone number.
2. Vendor Registration: Register to become an approved vendor for one or more service categories (i.e., Service Provider). You must provide contact info including phone, address, and e-mail. You can optionally provide sample rates (e.g. how much to fix something, or per hour of labor). You must also agree to pay an agreed portion of the money received (e.g., 20%) as a fee to the app owner.
3. Setup: Setup control fields such as: Sounds **on**/off, receive communication **yes**/no, and use points toward a service yes/**no**. Feel free to include other parameters. Bold charters will be the default.
4. Service Categories: The following service areas should be presented on the website and the Android App. For each category of service area below (i.e. similar to Uber for rides):
   * Appliances
   * Electrical
   * Plumbing
   * Home Cleaning
   * Tutoring
   * Packaging and Moving
   * Computer Repair
   * Home Repair and Painting
   * Pest Control
5. Place Service Request (by Customers): Select a Service category and place an order soliciting bids by the service providers. Finalize your selection after reviewing all bids.
6. Cancellation and Change: Allow customers to cancel or change service dates. You can specify in the setup that you lose points if you cancel within the last x (e.g., 24) hours.
7. Accept Service Request (by service provider)): Provide bids for Requested services to customers.
8. Payments: Handle money paid by the customers and received by the service provider. You, the owner of the app, will receive a commission (e.g., 20%) of the service fee.
9. Review and Rating (by customers): Use Stars (one to five stars) to rate the service received and allow (optionally) to enter a short comment to help future users.
10. Order History: Display the history of service requested for a given customer.
11. Search: Ability to search by “Service type”, “Service Provider availability date”, “Search by Rating”, and “Search by Price”.
12. Map: Ability to show the location of the vendor and distance/directions to the customer’s location.

Assumptions:

* Assume all users over the age of 18
* Ignore any TAX issues
* Ignore any vacation and social and health insurance costs
* Ignore Post project maintenance issues
* Ignore any contract negotiation and legal concerns. Keep in mind, in real life; this is one of the most important aspects of the project. Try to maintain full control over the source code whenever possible.
* Service providers' licenses and backgrounds have been checked.