Sri Lanka Institute of Information Technology

Assignment 1

Y1S2/23/MTR/Gr02

Online Dry Cleaning and Laundry Services.

Internet and Web Technologies – IT1100

B.Sc. (Hons) in Information Technology

Group Details

Group Number: Y1S2/23/MTR/Gr02

Project Title: Online Dry Cleaning and Laundry Services.

	Student ID	Student Name	Email	Contact Number
1	IT22253958	W.P.R. Nethmina	IT22253958@my.sliit.lk	703318808
2	IT22296078	Sarithmal K.D	IT22296078@my.sliit.lk	788724258
3	IT22226532	D.V.D Hashan	IT22226532@my.sliit.lk	741750500
4	IT22635952	Abeywickrama A.S.	IT22635952@my.sliit.lk	779195607
5	IT22244352	Hewahalpage	IT22244352@my.sliit.lk	760702357
6	It22371522	G.H.P Iroshan	It22371522@my.sliit.lk	719366028

1 Introduction

In an ever-busy world where time is of the essence, the Laundry and Dry-Cleaning System emerges as a reliable solution to meet the pressing needs of individuals and households. This comprehensive system is designed to streamline and enhance the laundry and dry-cleaning experience for all stakeholders involved. With five key actors at the forefront, including Unregistered Customers, Registered Customers, Managers, Administrators, Banks, Dry Cleaners, and Marketing Managers, this system represents a harmonious blend of technology and efficiency.

Unregistered Customers are the initial point of entry, representing those who seek laundry and dry-cleaning services without a prior account. Through this system, they gain easy access to top-notch services, transforming a mundane chore into a hassle-free experience.

Registered Customers benefit from a personalized and user-friendly platform, where they can create accounts, track orders, and access exclusive promotions. This segment enjoys convenience and loyalty rewards while entrusting their laundry needs to the system.

Managers play a pivotal role in maintaining the seamless operation of the system. They oversee the day-to-day processes, ensuring quality control, timely deliveries, and exceptional customer service. Managers are the linchpin of this laundry and dry-cleaning ecosystem.

Administrators hold the keys to system management, overseeing user accounts, handling disputes, and maintaining the overall integrity of the platform. Their role ensures that all aspects of the system run smoothly and securely.

Banks play a crucial role in facilitating transactions, ensuring a secure and convenient payment process for customers. This partnership with financial institutions guarantees a seamless financial experience within the system.

Dry Cleaners are the backbone of this system, providing the necessary laundry and dry-cleaning services with utmost care and expertise. Their commitment to quality and efficiency is integral to the success of this ecosystem.

Marketing Managers drive growth and expansion, devising strategies to attract new customers and retain existing ones. Through targeted campaigns and promotions, they ensure that the system thrives in a competitive market.

Together, these actors form the Laundry and Dry-Cleaning System—a comprehensive solution that not only simplifies the laundry process but also adds value to the lives of its users. With user-friendliness, efficiency, and customer satisfaction at its core, this system aims to revolutionize the way we approach laundry and dry cleaning in our fast-paced world. Welcome to a new era of convenience and quality in laundry services.

2 Personas

- 1st Persona - Unregistered User - Register to the System

Alex Andrea

"Looking for Good Laundry Service. Sign Up for Good Benefits!"

Age: 20

Work: Computer Analysts

Family: Married

Location: New York, USA

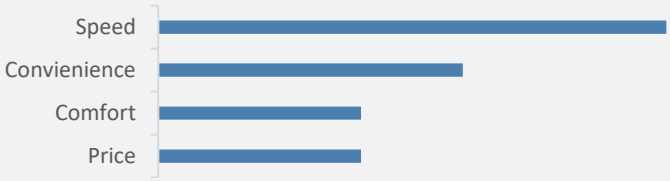
Goals

- Register to the Laundry website.
- Fulfil their Laundry Requirements.
- To experience Discounts and new Promotions

Technical Ability

Has a general knowledge about how the system works and interactions. If any problem arises know how to contact System admin.

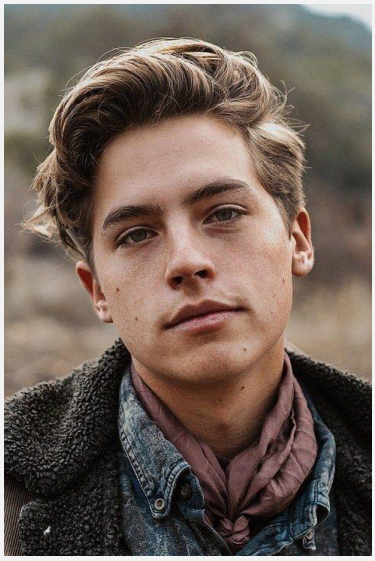
Motivations



Motivation is to learn more about registration and easy, efficient dry cleaning and laundry service.

- 2nd Persona - Registered User – User login to the web site

Joe Norris



"Looking for Good Laundry Service. Sign In for Good Benefits!"

Age: 23

Work: Businessman

Family: Single

Location: Los Angeles, USA

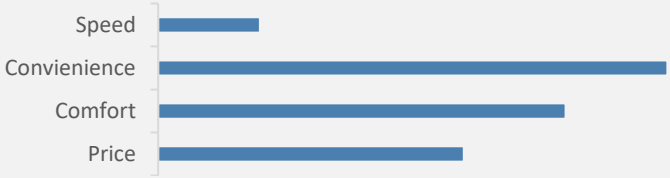
Goals

- To get cleaned and Stainless clothes.
- Fulfil the Service at the desired time and with minimum cost.

Technical Ability

Has a general technical knowledge about accessing websites and operate mobile devises.

Motivations



Motivation is to get a quality Dry cleaning and laundry service from the Institute.

- 3rd Persona - Manager – Manage Employees and Overall Process

John Fernando

"Looking for Good Laundry Service to manage and develop!"

Age: 53

Work: Manager

Family: Married

Location: London, UK

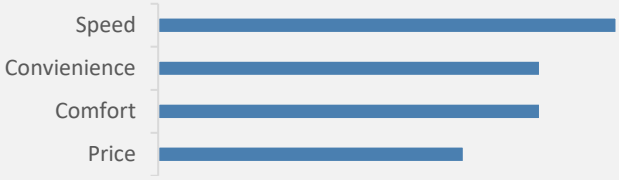
Goals

- processing all customer orders Accurately and on time.
- Provide Services without Interruptions.
- Pay Salaries on time.

Technical Ability

Has a good knowledge about controlling web site and making changes.

Motivations



Motivations are to offer committed Service for business by fulfilling every requirement for customers with their cleaned garments with proper condition and for employees with their safe working space.

- 4th Persona - Dry Cleaner – Cleaning and drying clothes

Nipun Silva

"Looking for Good Laundry Service to work hard.

Age: 22

Work: Technician

Family: Married

Location: Colombo, Sri Lanka

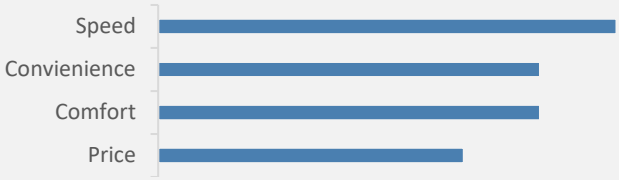
Goals

- Valuing professionalism and providing opportunities for professional development.
- To receive a safe work environment.
- Work in a recognized company.

Technical Ability

Operating dry cleaning and laundry equipment, Customer service skills, Stain removal techniques.

Motivations



Motivations are to find a dry cleaner job that offers stability, growth, opportunities, and a competitive salary.

- 5th Persona - Administrator – Manage Database and User Accounts

Jessica Rodriguez

"**Want to manage operations with the web application in efficient manner.**"

Age: 32

Work: Software Engineer

Family: Single

Location: Sydney, Australia.

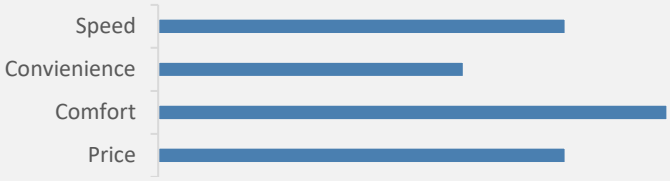
Goals

- To maintain databases and manage user properly.
- Generate reports according to the services.

Technical Ability

- Well Experienced System Admin

Motivations



Motivations are to complete task within a simple process, have a user-friendly GUI, manage databases with simple steps.

- 6th Persona - Dry Cleaner – Get the Salary

Rizky Muhammad

"Looking for Good Laundry Service to work hard.

Age: 28

Work: Dry Cleaner

Family: Single

Location: Colomo, Sri Lanka

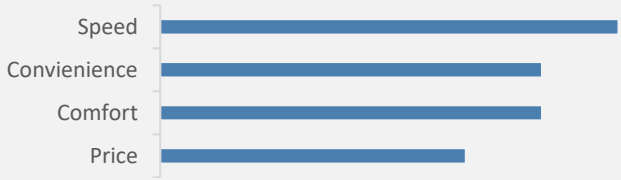
Goals

- Maintain a proper Customer Satisfaction
- To receive more bonuses.

Technical Ability

Ability to operate dry cleaning and laundry machinery.

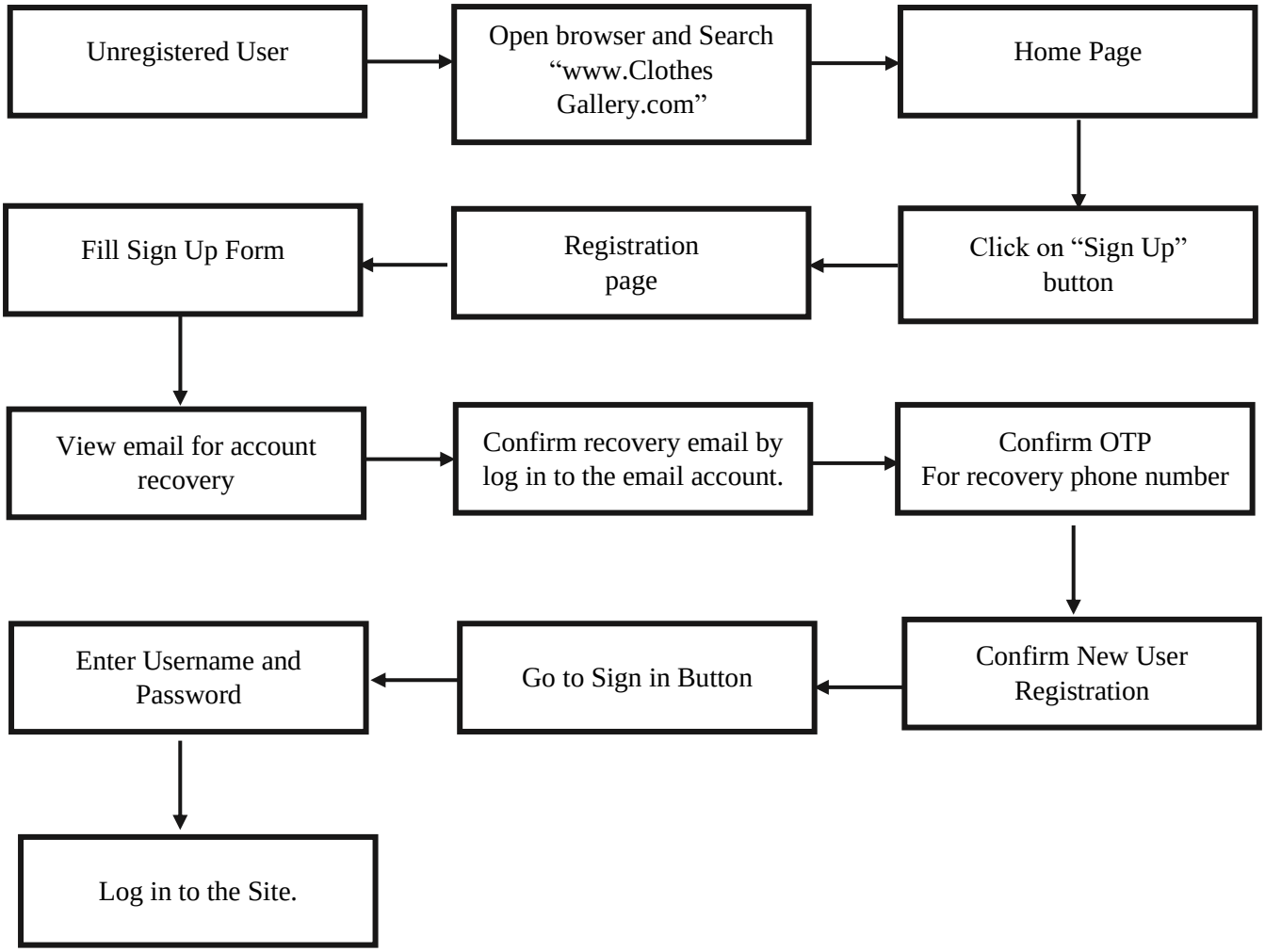
Motivations



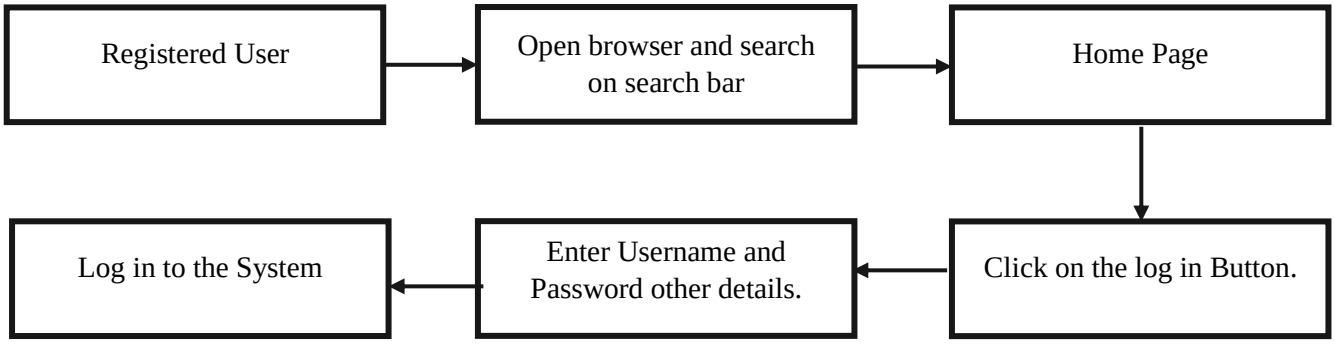
Motivation is to provide a good service to the customers and ensure the cleanliness and safety of the laundry.

3 User Journeys

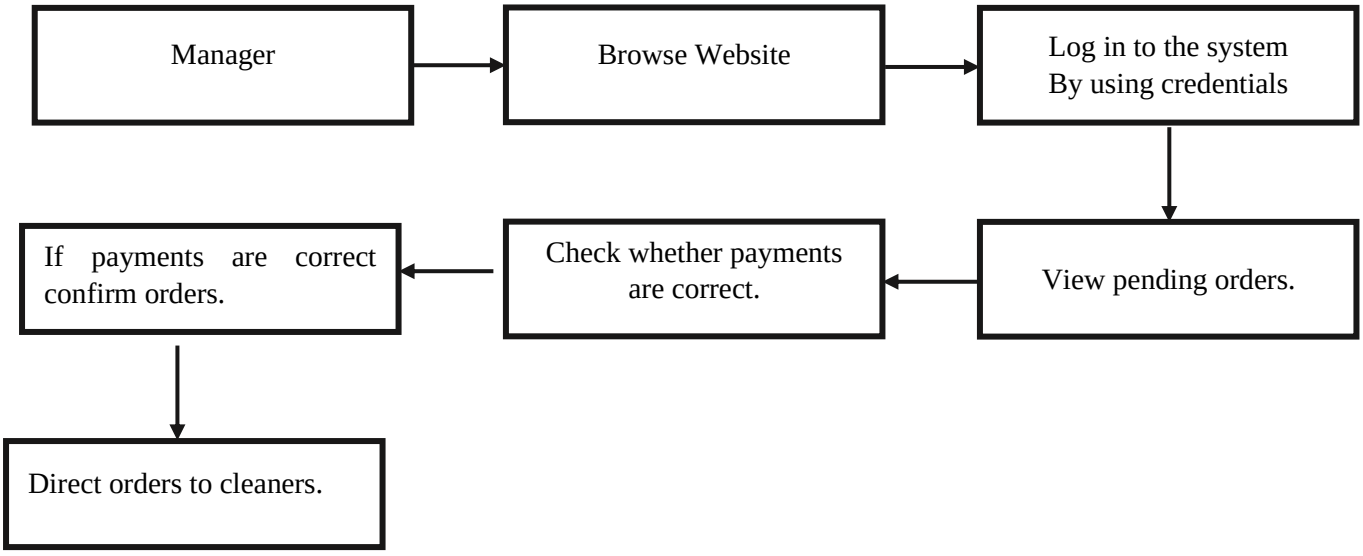
- Persona - Register for the system.
- User Journey-Register and Login



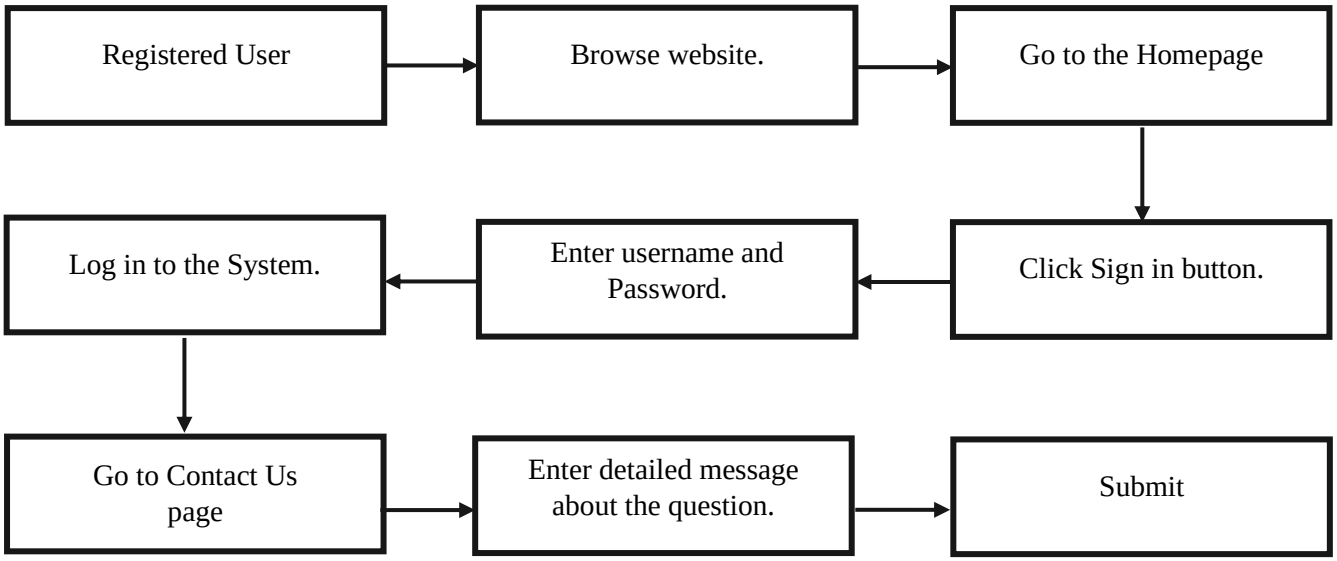
- Persona - Login to the web site
- User Journey - User login



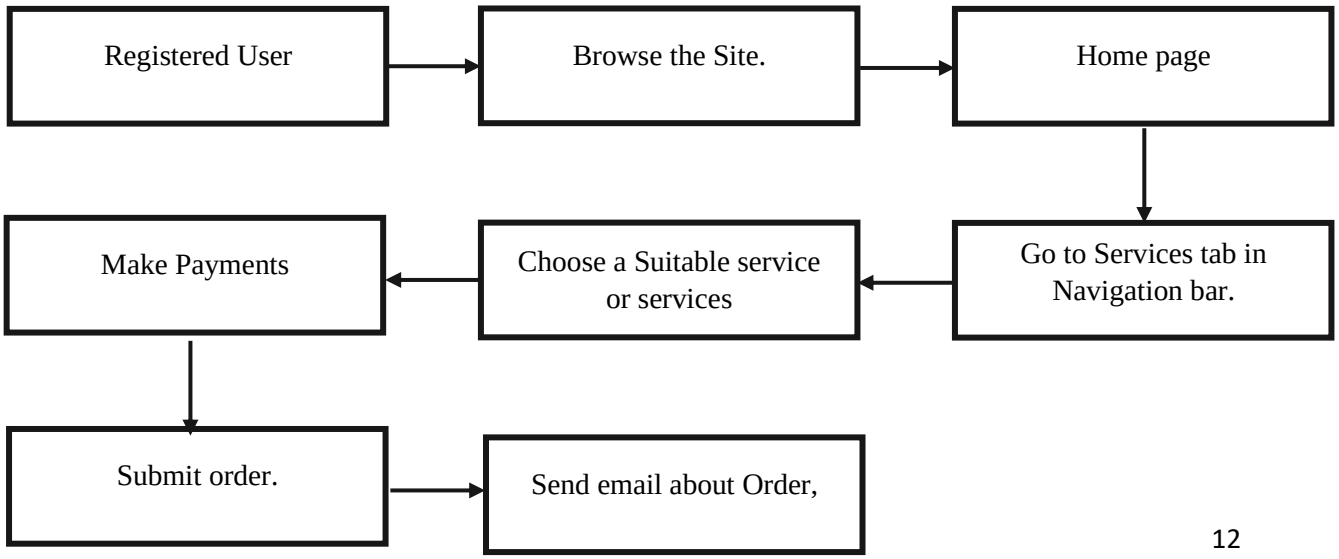
- Persona – Management
- User Journey – Manage Customer Orders



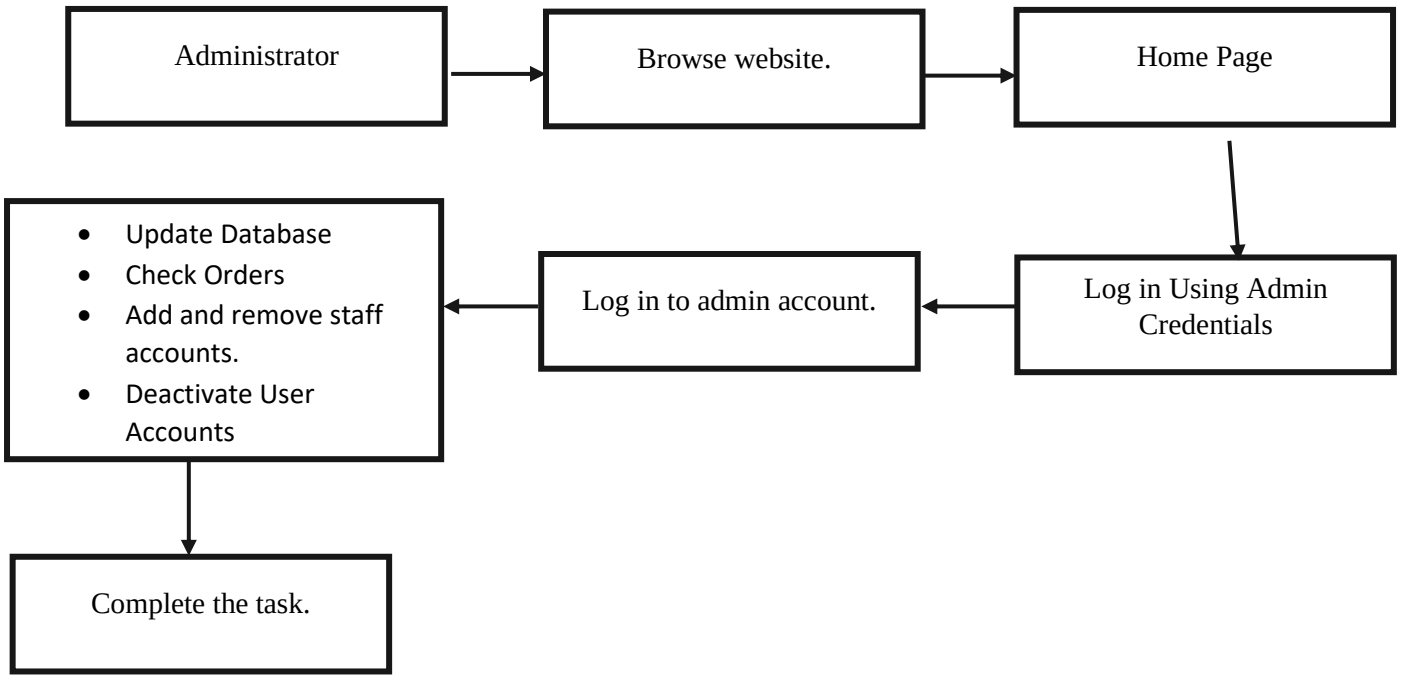
- Persona – Contact Support
- User Journey – Contact Us



- Persona – Online request for Order
- User Journey – Online request for Order

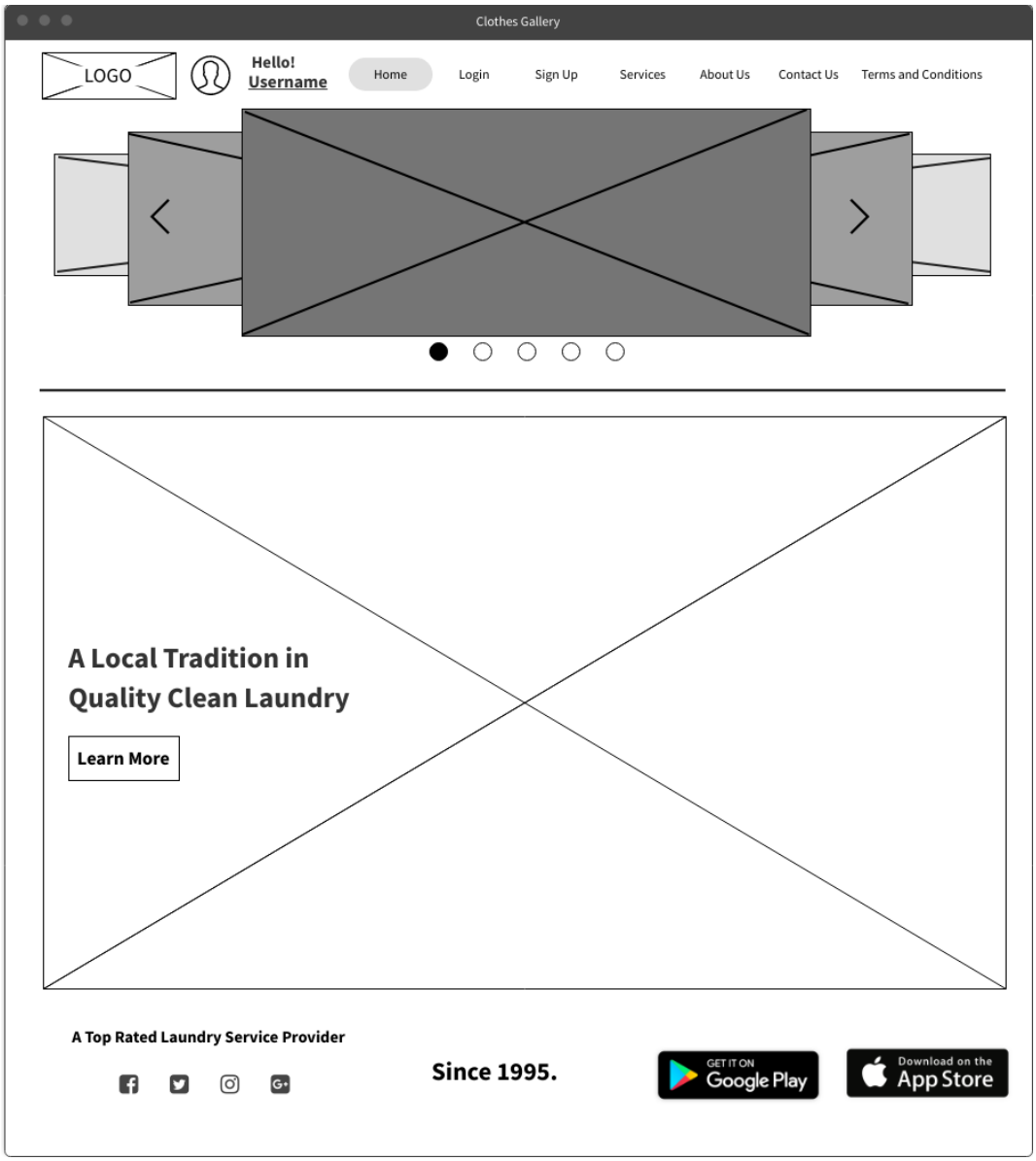


- Persona – Manage Database and User Accounts
- User Journey – Manage Database and User Accounts

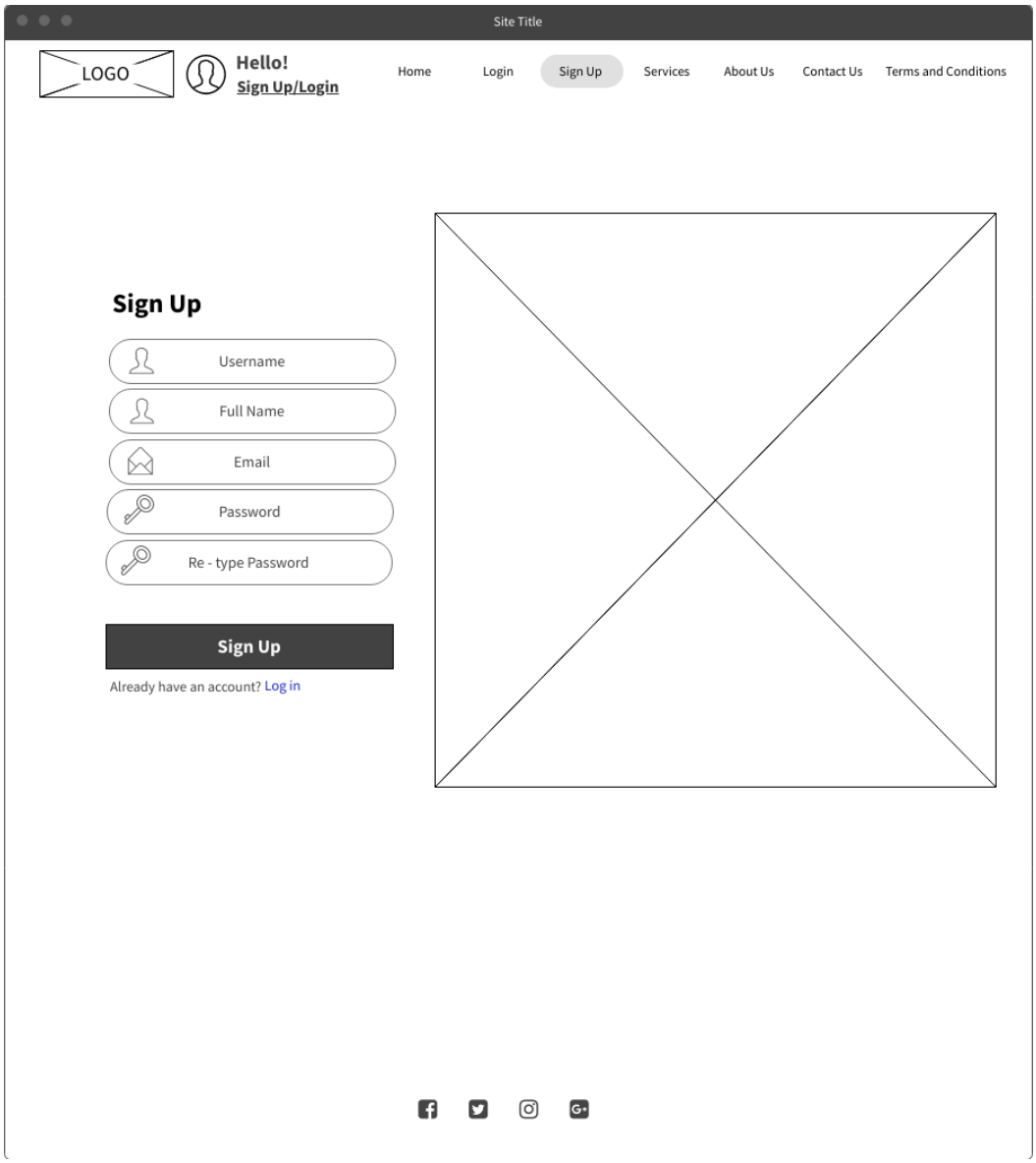


4 Wire Frames

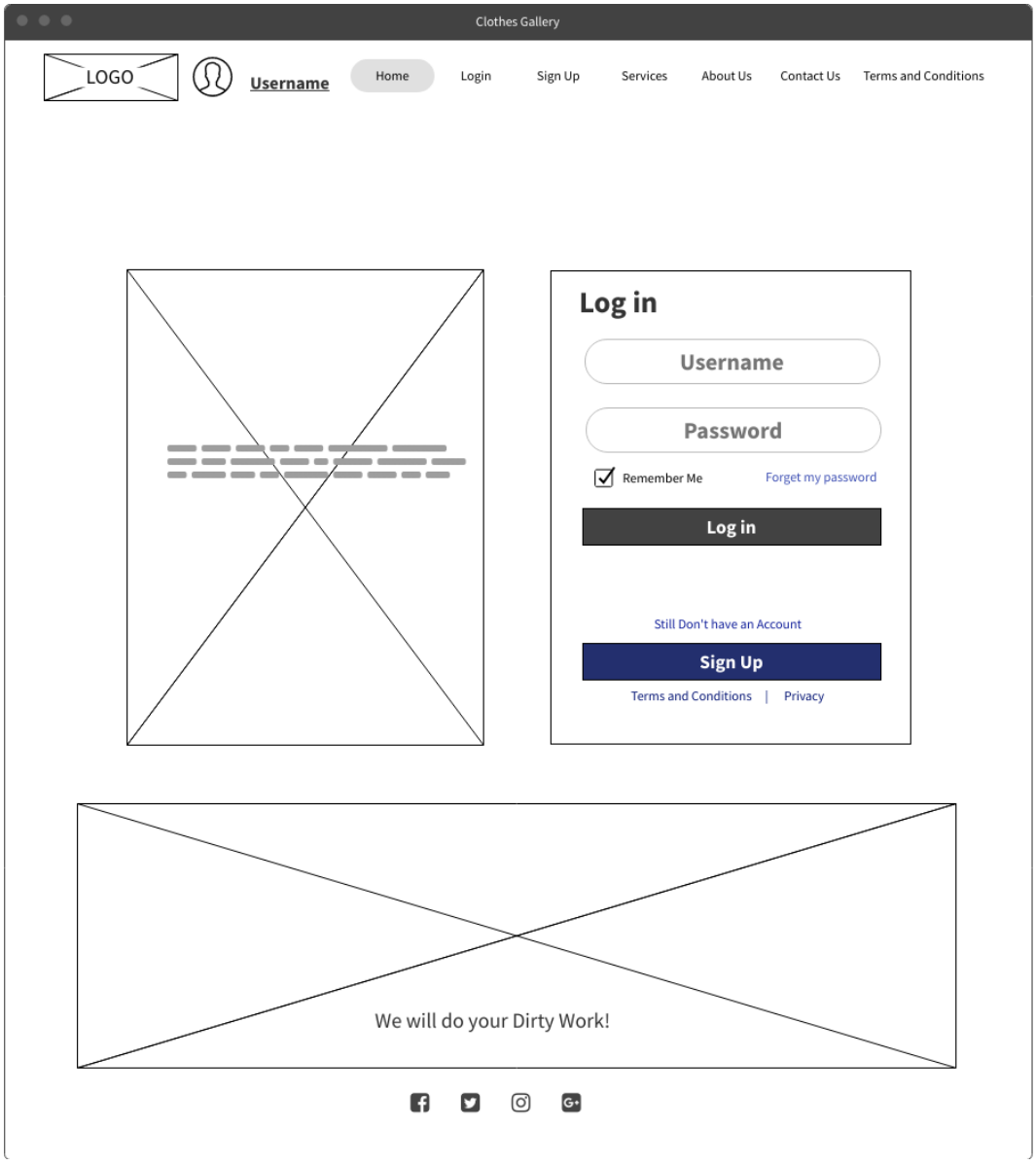
- Home Page



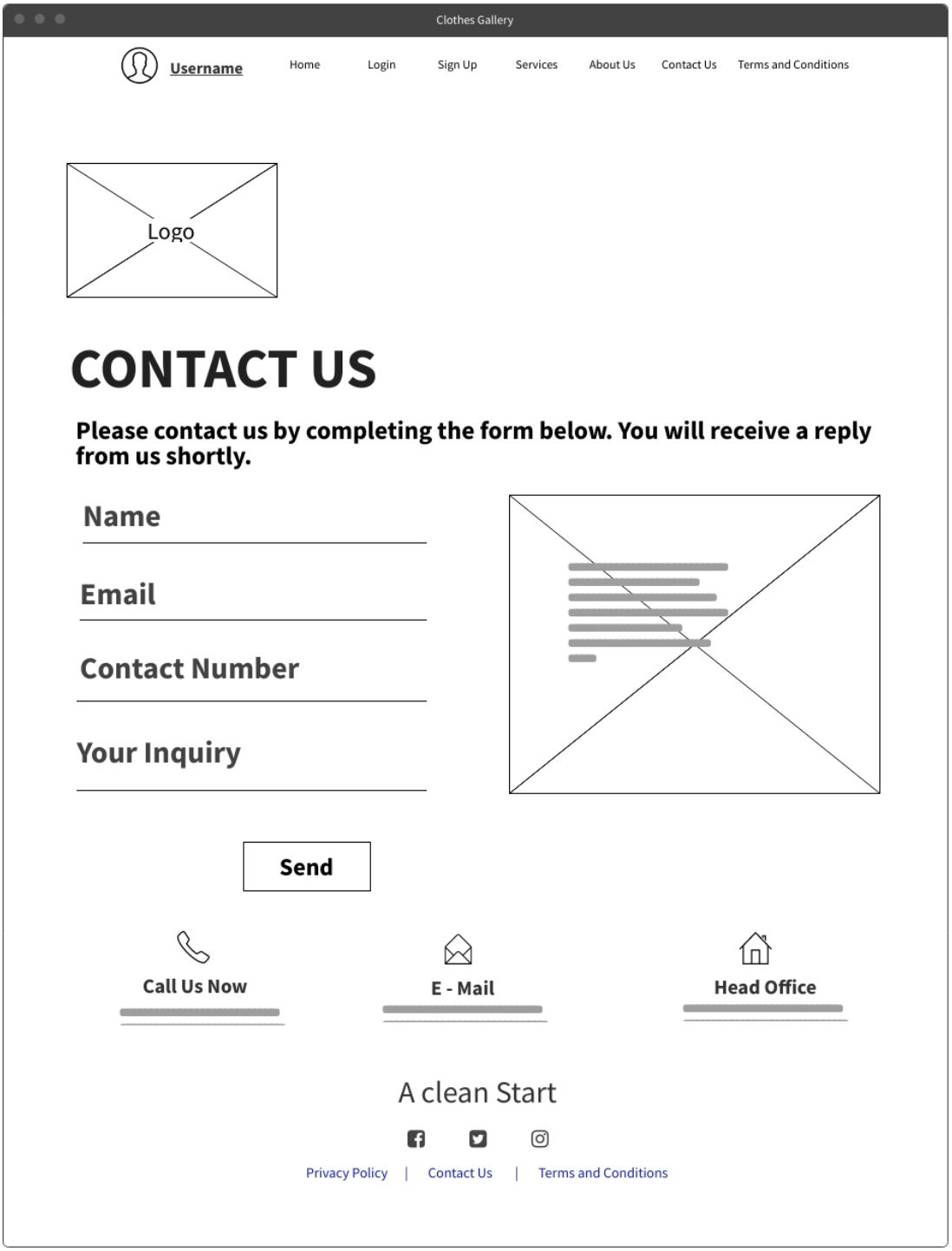
- Registration Page



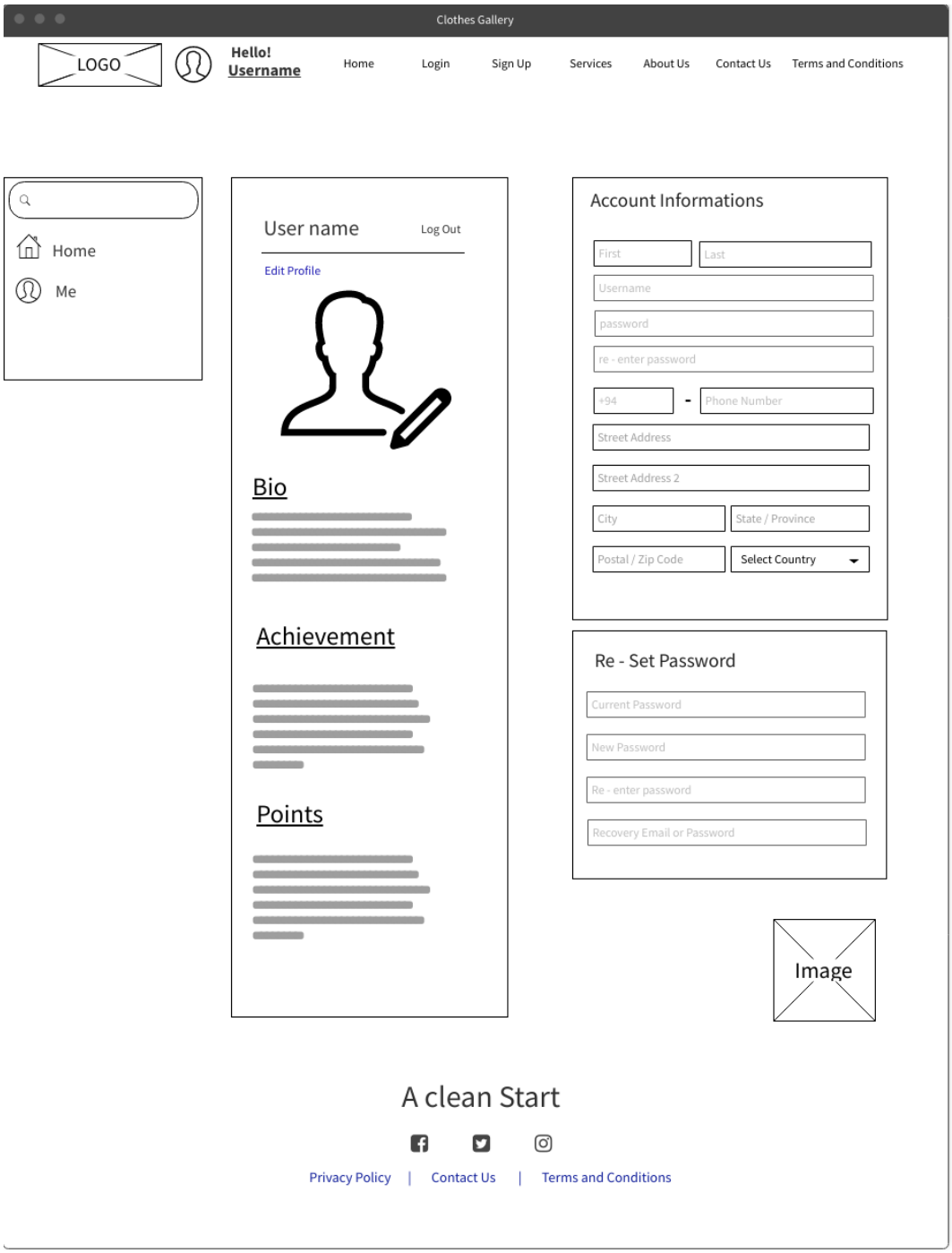
- Login Page


Clothes Gallery
LOGO
Username
Home
Login
Sign Up
Services
About Us
Contact Us
Terms and Conditions
Log in
Username
Password
Remember Me
Forget my password
Log in
Still Don't have an Account
Sign Up
Terms and Conditions | Privacy
We will do your Dirty Work!

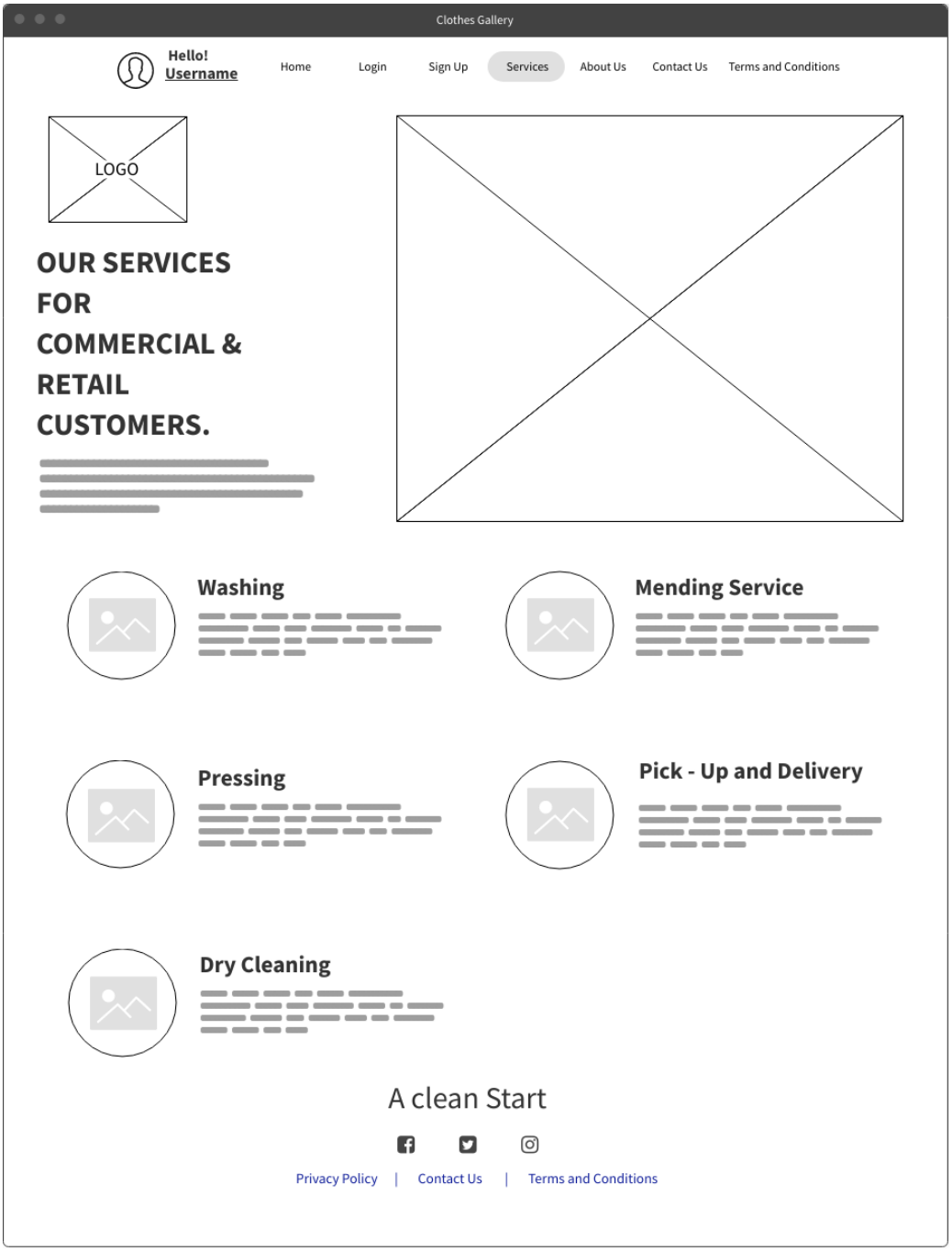
- Contact Us Page



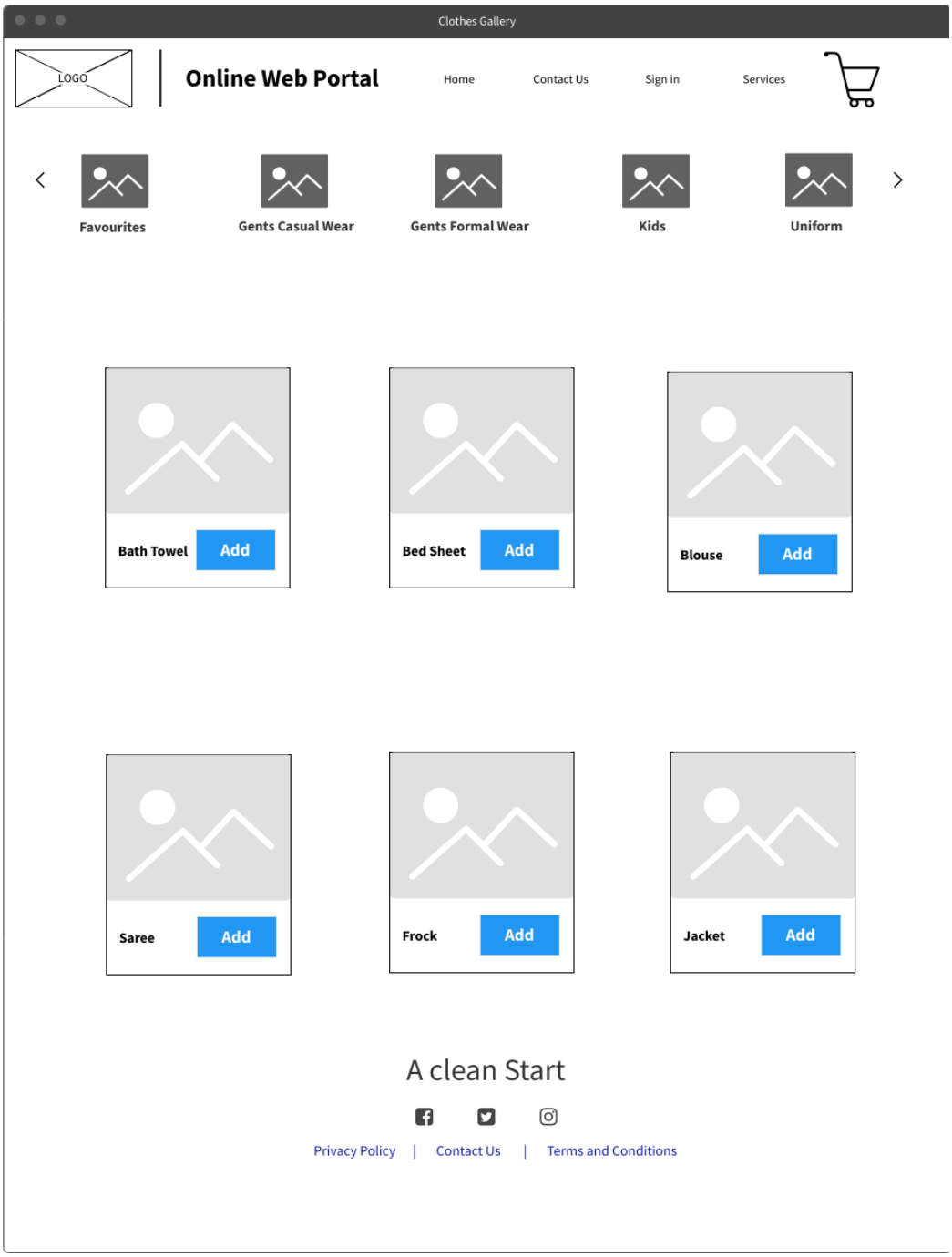
- User Account Page



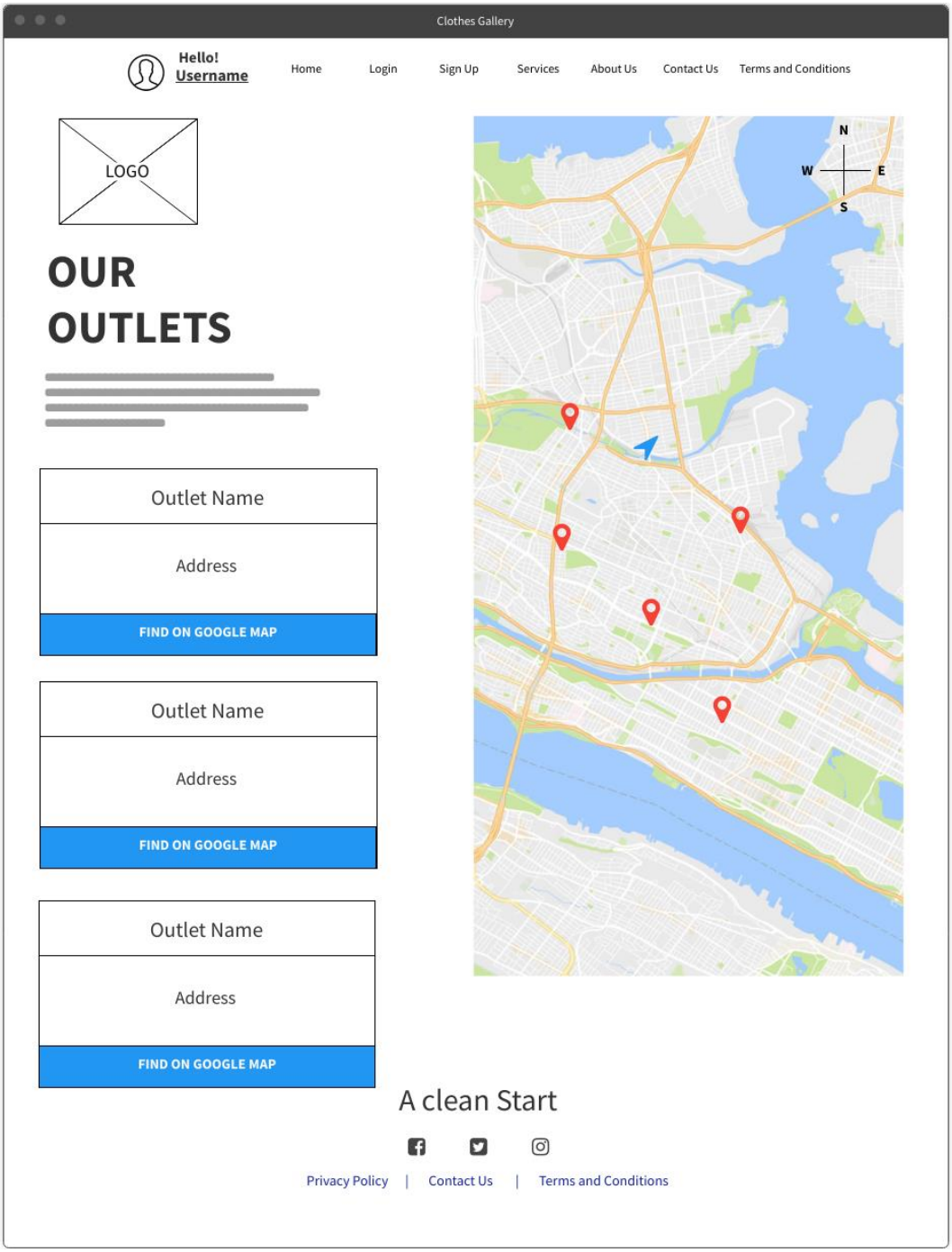
- Our Services Page



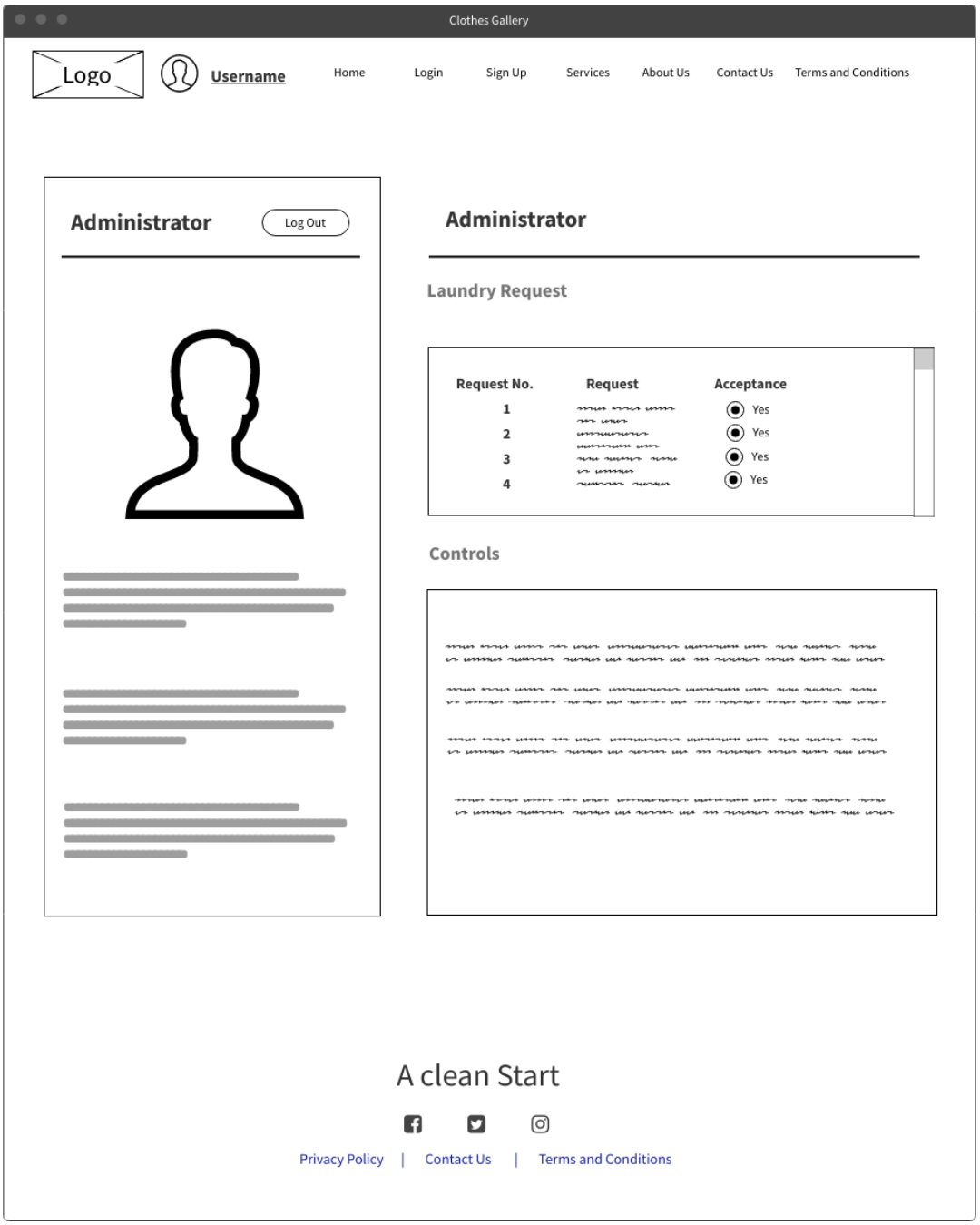
- Home Delivery Page



- Our Outlets Page

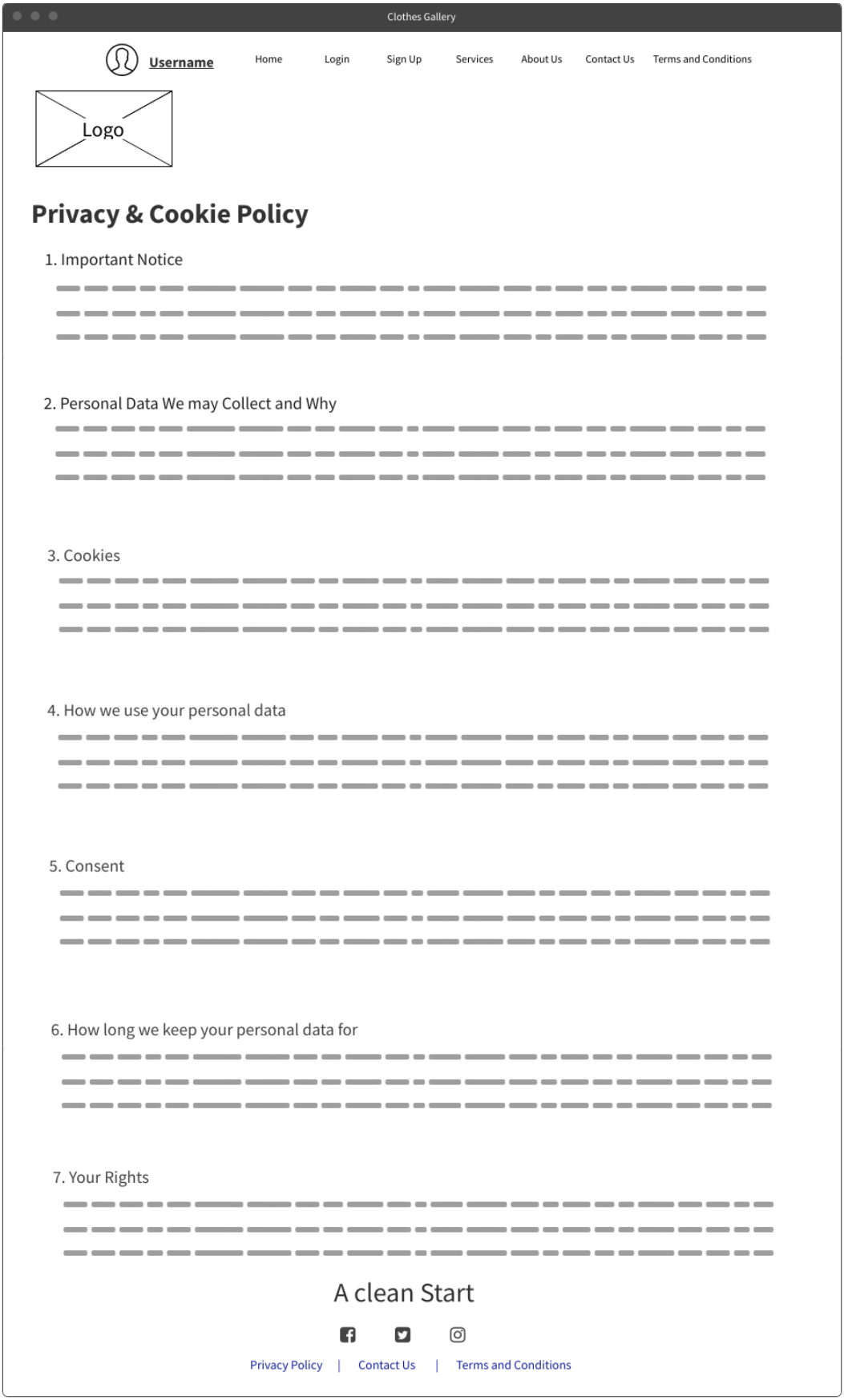


- Administrator Page

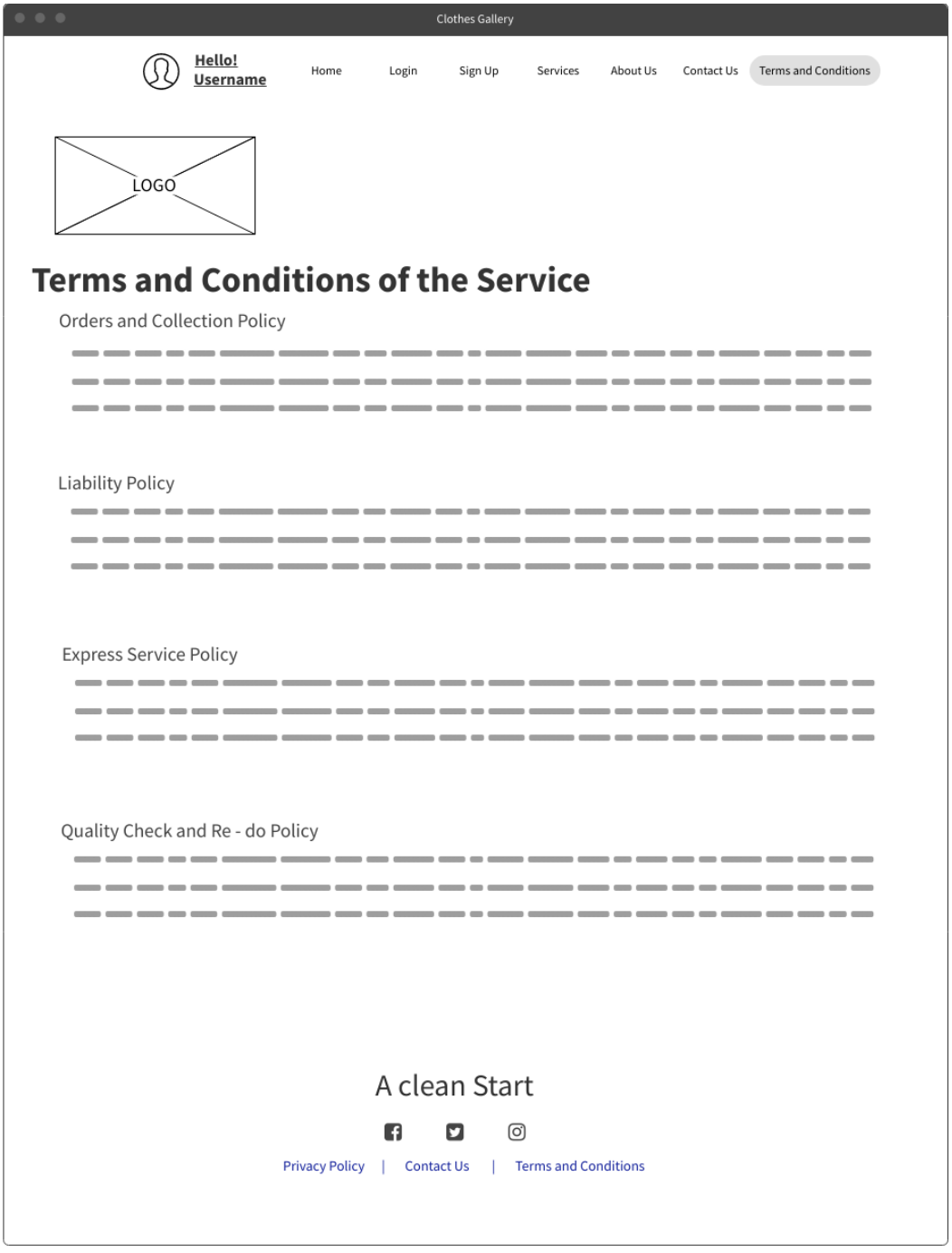


- About Us Page

- Privacy Policy Page



- Terms and Conditions Page



5 Individual Contribution

	Student ID	Student Name	Individual Contribution
1	IT22253958	W.P.R. Nethmina	• Persona: Unregistered User. • User Journey: Register and Login. • Wireframe: Homepage, Login Page.
2	IT22296078	Sarithmal K.D	• Persona: Administrator. • User Journey: User Login. • Wireframe: Sign in page, Contact us Page
3	IT22226532	D.V.D Hashan	• Persona: Dry Cleaner • User Journey: Manage Customer Orders. • Wireframe: User Account Page, Our Services page
4	IT22635952	Abeywickrama A.S.	• Persona: Registered User. • User Journey: Contact Us. • Wireframe: Home Delivery page, Outlet Page
5	IT22244352	Hewahalpage	• Persona: Manager. • User Journey: Online Request for order. • Wireframe: Administrator page, About Us page
6	IT22371522	G.H.P Iroshan	• Persona: Dry Cleaner • User Journey: Manage Database & User Accounts. • Wireframe: Privacy Policy Page, Terms and Conditions Page