Vision Statement and Software Requirements Specification

September 18, 2019

1 Introduction

1.1 Overview

This document defines the requirement for the Online Service Provider system that is being developed for the Software Development Course. The purpose of the document is to represent the system requirements in a readable way so that users and stakeholders can understand them.

This document does not address *project* issues such as schedule, cost, development methods, development phases and deliverables. Those are addressed in a separate project document.

The world today keeps people so caught up in work that there is barely time for simple, yet necessary tasks, like ordering household services. Choosing the right service provider amidst the huge variety of price, quality and reliability can become an arduous job. Online Service Provider makes it possible to order services on the go, and get them delivered right at your doorstep, whenever and however you want them delivered. Users will get to choose the right services for them, ensure the reliability of the services they order, and ensure they are getting them at the right value. The website will also act as a platform for service providers to present their services to a huge audience, and assess their products with reviews from their customers. The system will provide a seamless experience for both customers and service providers alike.

1.2 Goals and Objectives

The main goals of Online Service Provider are:

- To provide a platform for users to search for services and order them to be delivered at their addresses at their desired times.

- To provide users with the ability of rating service providers, so that other users of the system can judge the reliability of services that they order.

- To provide the ability of service providers to accept or reject orders based on their convenience.

- The system should not require any extra effort on the part of the customer or the service provider. It should make both ordering services by the customer, and providing services by the provider an easier task than it would have been without the system.

1.3 Scope

Features for customers using the Online Service Provider will include the following:

- A simple UI, with menus and buttons which are easily understood.

- A search feature that shows results based on keywords entered by users.

- A filtered search feature, where users can input the category of services they are looking for, their price range and the range of ratings among which they want their services to be. This narrows down the search results for users.

- A feature to chat with service providers to negotiate the price of a service.

- The ability to set the delivery address on a map, so that deliveries can be made accurately. Different delivery addresses can be set for different orders.

- The ability to set the delivery time of the service.

- The ability to rate service providers upon receiving services from them. The overall rating of a provider will be displayed publicly to all users, making it easier for them to judge a provider.

- The ability to provide public feedback about service providers. This also helps users to choose between service providers.

- A recommendation system that suggests services based to a particular user based on their choices and demands. '

- A feature that promotes trending services to all users.

- The ability to edit personal information, including name, email address etc.

Features for providers registered under the Online Service Provider will include:

- A simple UI, with menus and buttons which are easily understood.

- An easy method of registering into our system, where they have to provide necessary information, along with documents of their authenticity.

- The ability to add and edit services and products. This includes changing the names, descriptions, prices, and photos of services.

- A simple inbox system to go through the orders that they receive. They can go through the details of an order - delivery address and time, along with ratings of customers - and decide to either accept or reject an order.

- The ability to negotiate with customers before finalizing an order.

- The ability to rate customers upon delivering services.

- The ability to edit personal information, including name, email address etc.

1.4 Definitions

System The software system/website that has been described in this document.

Project The activities that will lead to the development of the system described in this document

Services Services are the products that users will either order from the system, or put into the system for sale.

Customers Users who will use the system to order services.

Service providers Users who will register into the system to put us services for sale.

2 General Design Constraints

2.1 Product Environment

The Online Service Provider will be deployed as a website that can be accessed from any device. The front-end of the system will interface with a database management system, kept in a secure server, that has been designed specifically for this system.

2.2 User Characteristics

The intended users of the system are as follows:

Customers Users who will use the system to browse through services and order them. They will be able to learn to use the system simply by observing the user interface. Any person who registers as a user will be able to use the system.

Service Providers Users who will verify and authenticate themselves to be service providers, and will use the system to sell their products to customers. They will have to follow the rules enforced on them by the admins. They can also learn to use the system by observing the UI.

3 Nonfunctional Requirements

3.1 Operational Requirements

The system will require a good internet connection to connect to the server.

3.2 Security Requirements

Account security will be provided to all users by ensuring a secure login into the website.

3.3 Reliability requirements

This applies to service providers trying to register into the system. They will have to provide legal documents as certificates of their authenticity. After physical verification of these documents, the providers can access the system.

3.4 Legal requirements

The legal documents of one provider must not be visible to any other users.

3.5 Documentation and training

The users of the system will not require any training to learn to use the system, as the UI is intuitive enough. However, documentation of the different use cases will be provided to users.

3.6 Extrenal Interface

3.6.1 User Interface

The user interface will be simple and intuitive. Transitions between pages will be smooth, and will be brought about by labeled, straightforward buttons. The website will be very simple to use, and it is expected that 95 percent of users will be able to use the system without training.

3.6.2 Software Interface

The system will connect with a database system kept in a server. The database system connects and stores interactions between customers and providers.