**System & Admin:**

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| **ID** | **Requirement** | **Type** | **Priority** | **Use Case** |
| 1 | The system must have two groups of users: admins and customers | Functional | Core | All |
| 2 | Users must be able to login with a username and password. | Functional | Core | Login |
| 3 | Admins must be identified with a unique admin ID and role | Functional(D) | Core | Login |
| 4 | Admins must have access to an Admin Interface. | Functional | Core | Admin |
| 5 | Sub-Roles of Admins (Site Engineers, Legal Representatives etc) must have access to a subset of the Admin Interface, depending on role. | Functional | Optional | Admin |
| 6 | Unauthorised users must not have access to an Admin Interface | Functional | Core | All |
| 8 | The system must create tickets from customer complaint information. | Functional | Core | Report User |
| 9 | Site Engineers (Sub-role of Admin) must be able to view system logs. | Functional | Core | View System Logs |
| 10 | The system should provide abstract views of system logs | Functional | Optional | View System Logs |
| 11 | Admins must be able to grant privileges to users. | Functional | Optional | Grant Privileges |
| 12 | Admins must be able to revoke privileges to users. | Functional | Optional | Revoke Privileges |
| 13 | Legal Representatives (Sub-role of Admin) must be able to apply penalties to users. | Functional | Core | Apply Penalty to Users |
| 14 | Legal Representatives (Sub-role of Admin) must be able to view communications between pet owners and service providers | Functional | Core | View Communications between Customers |
| 15 | Admins must be able to initiate user account deletion | Functional | Core | Initiate Account Deletion |
| 16 | Admins must be able to reactivate accounts before deletion | Functional | Core | Reactivate Account |
| 17 | Admins must be able to modify user details (Ex, passwords incase they forget) | Functional | Optional | Modify User Details |
| 18 | Admins must be able to delete Job Postings | Functional | Core | Remove Job |
| 19 | Admins must be able to delete reviews | Functional | Core | Delete Reviews |
| 20 | Admins must be able to access and provide user data (GDPR) | Functional | Core | Access and Provide Data |
| 21 | Admins must have back-end access to the System, including the Database. | Functional | Core | Admin |
| 22 | Admin actions/activity should be logged and accessible to all Admins | Functional | Optional | Access Admin Logs |
| 23 | Admins should be able to view their current permissions | Functional | Optional | View Account Details |

**IT technician (Sub-role of Admin):**

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| **ID** | **Requirement** | **Type** | **Priority** | **Use Case** |
| 24 | IT technicians must be able to access the website's backend system for troubleshooting purposes. | Functional | Core | Troubleshoot |
| 25 | IT technicians must be able to access all customer complaint tickets | Functional | Core | Access Customer Complaint Ticket |

**Customer:**

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| **ID** | **Requirement** | **Type** | **Priority** | **Use Case** |
| 26 | Customers must be assigned a unique identifier at the time of their account creation | Functional | Core | Sign up |
| 27 | Customers must be able to create an account with personal information (name, email, address, password, ..) | Functional (D) | Core | Sign up |
| 28 | Customers must be able to log in using their account details | Functional | Core | Login |
| 29 | Customers must be able to log out | Functional | Core | Log out |
| 30 | Customers must be able to delete their account | Functional | Core | Delete Account |
| 31 | Customers must be able to reset their login details | Functional | Core | Reset Login Details |
| 32 | Customers must be able to verify their identity by providing necessary documents | Functional (D) | Core | Verify Account |
| 33 | Customers must be able to give reviews (at the end of the employment period) | Functional (D) | Core | Add Review Post-Job |
| 34 | Customers must be able to send messages to other users | Functional (D) | Core | Start Conversation |
| 35 | Customers must be able to report users regarding any incidents or misconduct from other users | Functional (D) | Core | Report User |
| 36 | Customers must be able to provide documents / pictures regarding their report of an incident / other user | Functional (D) | Core | Add Review Post-Job |
| 37 | Customers must have the ability to contact customer support | Functional | Core | Contact Customer Support |
|  | View Reviews |  |  |  |

**Pet owners:**

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| **ID** | **Requirement** | **Type** | **Priority** | **Use Case** |
| 38 | Pet owners must be able to post jobs | Functional (D) | Core | Post Job |
| 39 | Pet owners must be able to edit jobs posted by them | Functional | Core | Edit Job |
| 40 | Pet owners must be able to delete jobs posted by them | Functional | Core | Remove Job |
| 41 | Pet owners must be able to view ~~from~~ the pet-minders who have shown interest in any of the jobs they have posted | Functional | Core | View Interested Minders |
| 42 | Pet owners must be able to choose from the pet-minders who have shown interest in any of the jobs they have posted | Functional | Core | Choose Interested Minder |
| 43 | Pet owners must pay for the service at the time of posting the job in the form of a deposit. | Functional | Core | Make Payment |
| 44 | Pet owners must be able to track their pet in real-time during walks | Functional | Core | Track Employed Minder |
| 45 | Pet owners must be able to search pet minders | Functional | Core | Search For Minders |
| 46 | Pet owners must be able to filter pet minders found | Functional | Core | Filter Minders |

**Service providers:**

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| **ID** | **Requirement** | **Type** | **Priority** | **Use Case** |
| 47 | Service providers must be able to search for jobs | Functional | Core | Search Jobs |
| 48 | Service providers must be able to search for specific jobs (by name / other identifiers) | Functional | Optional | Search Specific Jobs |
| 49 | Service providers must be able to filter their search results (based on availability, location, ratings, price and such) | Functional | Core | Filter Jobs |
| 50 | Service providers must be able to view jobs | Functional | Core | View Jobs |
| 51 | Service providers must be able to save jobs | Functional | Core | Save Jobs |
| 52 | Service providers must be able to show interest for a job | Functional | Core | Show Interest |
| 53 | Service providers must be able to confirm interest for a job | Functional | Core | Confirm Interest |
| 54 | Service providers must have access to 24/7 support from a qualified veterinarian doctor/nurse in case of emergencies | Functional | Core | Contact Veterinarian |
| 55 | Service providers must be able to cancel bookings up to 48 hours prior to the start time without incurring penalties | Functional | Core | Cancel Job |
| 56 | Service providers could receive alerts / notifications for feeding times, medication schedules, and other pet care needs | Functional | Optional | Service Provider |

Alerts done with the observer pattern???