**Project Proposal**

**Home Maintenance Service Web Application**

**Course:** CSE 327.4 (Software Engineering)

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**Faculty:** ABH3

**Group Members:**

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**Introduction:**

This is an Integrated Facility Service web application aiming to not only connect the technicians and the customers but also to remove all the hassles regarding maintenance jobs for both the customers and the technicians.

Right now, the online maintenance service is famous among the people with mid-to-high income threshold, as they also tend to have less time to call for and supervise a maintenance job.

The goal of this project is to connect customers with reliable & verified service professionals like- Pro Cleaners, Electricians, Plumbers, Carpenters, Painters, Electronics Repairing Services and more, instantly.

**Problems:**

No easy access to:

* Handymen
* Carpenters
* Plumbers
* Electricians
* House Painters
* House Cleaners
* Glaziers
* Pest Control
* Movers

**Solution:**

Bring a platform to connect users to all of these service providers in a quick and easy fashion.

**Identifying Stakeholders**

Stakeholder refers to any person or group who can affect or is affected by the system directly or indirectly. Stakeholders include end-users who interact with the system and everyone else in an organization that may be affected by its installation.

1. Service providers
2. Customers
3. Company / admin / management

**Questionnaire**

Questionnaire to company:

1. Who are the users?
2. What are the benefits?
3. What is the purpose and objectives of the project?
4. Do you want to add extra functionalities like expanding to support business clients?
5. What functions are required?
6. Can it be collaborated with social media?
7. Is it possible to rate the handiwork after completion?

Questionnaire to Customers:

1. Would you use this service?
2. What services would you like there to be?
3. Would you like to rate the handiwork after completion?
4. How would you like to contact us?
5. How would you like to pay for the services?
6. Would you like the option to be available to order multiple services at once?
7. Would you like to see reviews/photos of our previous works?
8. Would you like to see the probable costs of the services before ordering?

Questionnaire to Service Providers:

1. Would you like to work for a professional organization that guarantees a fixed salary instead of looking for work every day?
2. What services are you willing to help us provide?

**User Stories**

**From Owner:**

1. “I, Mr. Fahim, as an owner, want a website where I can connect my service professionals to customers easily.”

2. “I, Mr. Nahil, as an owner, want a more interactive relationship with our customers through the website.”

3. “I, Mr. Farid, as an owner, want a simple website so that customers can use it easily.”

4. “I, Mr Farid, as an owner, want the website to be simple so that customers are drawn to it.”

**From Customers:**

1. “I, Mr. Sakib, as a user, want a website where I can find electricians and handymen whenever I want.”

2. “I, Mr. Talha, as a user, want the website to be easy to use.”

3. “I, Mr. Tausif, as a user, want the website to connect me with the same service professionals.”

4. “I, Mr. Ehsan, as a user, want the website to have an online payment system.”

5. “I, Mr. Sakib, as a user, would like to be able to order different services at once.”

6. “I, Mr. Samiul, as a user, want the website to be secure and the company should vet their professionals thoroughly.”

7. “I, Mrs. Samiha, as a user, want the website to have a review function.”

8. “I, Mrs. Aniqa, as a user, want the website to have search options so that I can find what I am looking for quickly.”

9. “I, Mr. Nafis , as a user, want the option to be able to set times for when the service professionals to arrive.”

**From Service Professionals:**

1. “I, Mr. Rasel, as a service professional, want the website to distribute work fairly.”

2. “I, Mr. Abdul, as a service professional, want the website to be simple to allow for more customers.”

**User Task Breakdown:**

1. Make attractive user interface.

2. Make easy to use interface.

3. Login page for users.

4. Create database.

5. Have a review function.

6. Have a search option.

7. Allow multiple services to be ordered.

8. Allow scheduling of appointments.

**Functional Requirements:**

1. Interactive website interface
2. Images and names of services provided
3. Prices of the different services provided
4. Search option
5. Company Information displayed
6. Order Page
7. Login Page

**Non-Functional Requirements:**

1. Links to social media given
2. Navigation to different pages such as ‘About Us’ page and ‘Address’ page
3. Adding the option of login to create their own profile
4. Order history
5. Login using Gmail (later other sites such as Facebook)

**Requirements Prioritization:**

1. Login page
2. Interactive interface
3. Names and pictures of services provided
4. Order page
5. Prices of services provided
6. Information (about us, why us etc.)

**Weekly Project Plan:**

**Week 1:** Finish learning required tools to create the project (Node.js/CSS etc.).

**Week 2:** Design the database, create classes and construct an entity relationship diagram.

**Week 3:** Create the login/logout system and user profiles.

**Week 4:** Design Front End and create Landing page of site.

**Week 5:** Create the Order Page for our system.

**Week 6:** Design different connecting pages.

**Week 7:** Finishing touches and submission.

**Work Distribution:**

Mostly done by Pair Programming.

Front End mostly handled by Mohit Uddin Ahmed

Back End mostly handled by Samiul Hossain

**Languages used**: Node.js and CSS

GitHub link: <https://github.com/Samiul-Hossain/maintenance-platform>