**Vision and Scope Document**

for

**The Consultant! Website**

SE311 Project deliverable 1

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**1. Business Requirements**

**1.1: Business Background**

- It takes approximately 2-3 weeks to find, contact, and book a face-to-face consultation with a lawyer at a good-reputation law firm for a meeting that doesn’t exceed 15 minutes in total, that then might lead to an extra 3 weeks to a month to book another meeting to finalize the case that the client wants to open up at a respectable court. This process has been estimated to take 2-4 months in total just to consult, book, and open up a case, not to mention the efforts spent by the client to have those meetings face-to-face when they could be held via online meetings.

**1.2: Business Opportunities**

- Every business in recent years has a digital platform to help make their client’s experiences top-notch, which introduces Consultant! to the law firm world. The Consultant! website allows various major law firm companies to join forces by listing their over-the-top lawyers at their companies on our website so that clients can pick their lawyers from a sea of experience law workers, book an online 5-10 minute consultation in less than 15 minutes, which might lead to a second meeting -if the lawyer and client decide to move forward with the case at hand- which will be just as easy to book, and all within just one website.

**1.3 Business Objectives**

BO-1: Direct new customers to be regular users of The Consultant! website for easier use.

BO-2: Speed up court orders by 35% within the first year.

BO-3: Reduce consultation fees by 45% in total, so reducing the cost for the client while he should pay a nominal amount for advice from the lawyer.

**1.4: Product Scope**

- "The Consultant!" website allows its users to find brief consultation visits with lawyers easily. Users should first press a button when they need a consultation visit, and the system will automatically choose the nearest appointment and display all relevant information to the user. As a result, the point of booking occurs in a matter of seconds, allowing the user to find the selected lawyer without having to search for every single lawyer to find a suitable lawyer.

**1.5: Business Risks**

1- There may not be enough lawyers available, and clients may wait a long time.

2- Too few employees might use the system, reducing the return on investment from the system development.

3- Some law firms may not agree to contract with us as a beginner.

**1.6: Vision Statement**

-For those who want to ask lawyers about their problems, can join directly into the system, which takes a few minutes. Unlike the current situation of taking an appointment with lawyers, waiting for their turn to arrive, and paying a lot, our system will not have to go to the office to take advice there, saving them time and effort and paying less.

**1.7:​ Success Metrics**

1- 95% of people book appointments, wait too long, pay too much, and end up not needing to raise a file to the court.

2- We shorten the time for the client instead of waiting months for him to take advice from a lawyer in the least possible time.

**2. Scope and Limitations**

**2.1: Major Features**

1- Sign up to create a personal profile for the services provider and the end user.

2- Book a consultation appointment and pay within five minutes.

3- Edit the appointment to reschedule or cancel.

4- An option to choose a face-to-face consultation.

5- Review the section on the lawyer profile.

**2.2: Scope of Initial and Subsequent Releases**

|  |  |  |  |
| --- | --- | --- | --- |
| Feature | Release 1 | Release 2 | Release 3 |
| Create profile | Lawyer profile with details about the lawyer | User profile with details about the user | Fully implemented |
| Book online consultation | List of the available lawyers with time and date | Consultation payment By Credit card or apple pay | Timer And camera voice must be activated |
| Book face to face appointment | List of the available lawyers with time and date | Implemented if time permits | Fully implemented |
| Review about the lawyers | Create a section for comments and rate from 1-5 | Not implemented | Fully implemented |

**2.3: Limitations and Exclusions**

OE-1: The consultant app must be internet-connected.

OE-2: Consultant applications should be available for iOS and Android mobile environments.

OE-3: All mobile devices should be supported by the consultant application.

**3. Business Context**

**3.1. Stakeholder Profiles**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Stakeholder | Major Value | Attitudes | Major Interests | Constraints |
| Clients | Use the  application | See application as an essential tool | An easier way to get a  consultation | Might be expensive |
| Lawyers | A Proposed  Analytic  Framework | See the application as a way to get more cases for the firm. | Answering the client’s questions in a brief and short time | There might be a lot of questions with little time |
| Law agencies | Provide  Lawyers | Ensure to provide more lawyers for the application | Brings more clients who need law  consultations | Higher budget |
| Government | Give access to Absher | Makes it easier for the lawyer to check the client's cases | Connect the clients and lawyers easily | No resources yet committed to making software changes |
| Investors | Invest money | Invest money on the  application | Get more returns | Limited investments |

**3.2: Project Priorities**

|  |  |  |  |
| --- | --- | --- | --- |
| Dimension | Constraint | Driver | Degree of Freedom |
| Features | All features scheduled for release 1.0 must be fully operational | Can’t go over the stated limit 70-80% of high priority | Features must be included in release 1.0 |
| Quality | 95% of user acceptance tests must pass; all security tests must pass | Not lower than 95% of user acceptance | 90-95% of user acceptance tests must pass for release 1.0, 95-98% for release 1.1 |
| Schedule | Release 1.0 to be available by 10/1, release 1.1 by 12/1 | Can’t go over 12/1 with releasing 1.0 | Release 1 is planned to be available by end of Q1 of next year, and release 2 by end of Q2; an overrun of up to 2 weeks is acceptable without sponsor review |
| Cost | 150-200 | None | A budget overrun of up to 15% is acceptable without a sponsored review |
| Staff | 1pm, 1BA, 3 developers + 2 testers | Maximum team size is 1 PM, 1 BA, 6 developers + 3 testers | A 50% of staff increase is allowed |

**3.3: Deployment Considerations**

- The user must sign up for the application using his email/phone number, users can download the application through the app store or google play. Users can update the application through the app store or google play when the update is out. A 1-2 min video will be sent to teach the customers how to make an appointment for a law consultation with a small fee. Online support will be an option if the user finds any difficulties making an appointment through the application.