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|  | SELF CARE |
| Project Vision Document | |
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| 1 SEPT 2018 | |

**Revision History**

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# Introduction

This is a 12-page document created by a Self-Care project team, in the early days of a project to clearly outline and direct the project development cycle. The document is meant to highlight the vision of the developers and all other stakeholders.

This document is similar to other formats which define the high-level goals of a project, which include Project Charter, Project Scope Statement, Project Objectives Statement, and Statement of Work. The Vision outline provides the strongest treatment of the projects’ customers and the benefits to be brought to them as the basis for the high-level goals and scope of the project.

## Purpose

The purpose of the project vision document is to provide an understanding of what is required to make this project successful, by keeping the goals of the project at the forefront of all the development stages.

## Scope

Self-Care, is a mobile application developed by a capstone team, at George Brown College. The app aims to be the leader in connecting professional in the self-care industry with prospective clients. The app will link the parties based on location and interest.

### **In Scope**

Self-Care app will run on both android and IOS devices, and will be available for download on both platforms.

### **Out of Scope**

As use of the application requires basic to intermediate technical skills, the developers at this point in time as much as they will keep functionality fairly basic, the application will not cater for individuals without the requisite skill level nor hardware capabilities.

## Definitions, Acronyms, and Abbreviations

N/A

## References

|  |  |  |
| --- | --- | --- |
| Reference File Name | Version | Description |
| N/A |  |  |
|  |  |  |

# Positioning

## Business Opportunity

Self-Care seek comes to life at a stage where the world we live in is dominated by technology, in one form or another. The application seeks to bridge the gap that presently exist, between the professionals and their prospective clients and ultimately redefining customer service as we know it. Self-Care is here to grow with the professional, as the app is about individuals not about businesses nor institutions, but is rooted in promoting and appreciating the individuals who are the backbone of these esteemed organizations.

On the flip side the app will give the customers a chance to possible get better value for money service. As they will now have access to ratings and promotions that will be run on the app

## Problem Statement

Currently users have to travel long distances for services, whereas in most cases there is an equally qualified professional relatively close to them. The major problem is that in most cases the professionals are not adequately marketed thus their existence is unknown by the potential client.

|  |  |
| --- | --- |
| The Problem of | * Currently the consumers are unaware of the service providers in close proximity to them, so in most cases tend to travel long distances to get the required service * Customers lack the reference point when it comes to verifying the skill level of the “professional” they will be going. * consumers are not getting the best value for money, as the current market conditions don’t allow for any competition among the professionals |
| affects | * Customers * Professionals (barbers, massage therapists, etc..) |
| the impact of which is | This will allow entrepreneurs to make a name for themselves in addition to customers being able to fit an appointment in their busy day-to-day schedules at their convenience. |
| a successful solution would be | * A more competitive environment * Reduced wait times * Competitive pricing * High customer loyalty |

**Table 1 Problem Statement**

## Product Position Statement

< A product position statement communicates the intent of the application and the importance of the project to all concerned personnel >

|  |  |
| --- | --- |
| For | Customers and Professionals |
| Who | Looking to market themselves and/or looking to avoid the hassle of booking an appointment/waiting in line the traditional way. |
| The Self-Care App | is an appointment booking application for people in the personal grooming industry. |
| That | * Saves time for the customer by allowing them to book and appointment at their convenience, and gives them peace of mind knowing that they are in the hands of a professional of which they trust. * Self-Care brings the professionals closer to their clients than they were previously able to, taking customer service to greater horizons * Gives professionals an opportunity to market themselves through their online portfolio and rating system and earn money for their work. |
| Unlike | Current booking systems that mainly exist in elite businesses, Self-care is centered around the professional as an individual. Where the cost of creating an account is relatively cheap if not none. |
| Our product | Bridges the gap between the professionals and prospective clients in close proximity letting them get in contact with someone capable and available at that time. |

**Table 2 Product Position Statement**

# Stakeholder and User Descriptions

## Stakeholder Summary

< There are a number of stakeholders with an interest in the development and not all of them are end users. Describe and list the project stakeholders>

|  |  |  |
| --- | --- | --- |
| Stakeholder Name | Represents | Role |
| Software Engineers (3 members) | The Creators of Self-Care | The Software engineers are responsible for the overall development of the application. They will set the goals and direction for the project. Plan, manage, and divide work amongst each other. |
|  |  |  |
|  |  |  |

**Table 3 Stakeholder Summary**

## User Summary

< Present a summary list of all identified users of the system >

|  |  |  |  |
| --- | --- | --- | --- |
| User Name | Description | Responsibilities | Stakeholder |
| Client | End user | The Client uses the application to book appointments with the professional of their choosing. They can use the rating system, and geolocation to help with their selection, as well as direct messaging to contact professionals. | Self |
| Professionals | End user | The professional uses the application to market themselves by posting pictures of the work they’ve done through their portfolio and build their own client base. | Self |
|  |  |  |  |

**Table 4 User Summary**

# Stakeholder Requirements

|  |  |  |
| --- | --- | --- |
| ID | Requirement | Stakeholder |
| SR\_01 | Simple interface that is easy to navigate. This includes: A profile, search for professional by location, search for professionals by cost, search for professionals by rating direct messaging, rating, a referral system, and premium membership that allows the user to book house calls. | Regular User |
| SR\_02 | Simple interface that is easy to navigate. This includes the same requirements as a regular user in addition to: A portfolio, option to advertise special promotions | Professional User |
| SR\_03 | App runs smoothly - Quick loading times, minimal bugs and fast updates. | Software Engineers |
| SR\_04 | App runs on Android and IOS mobile devices | Business stakeholder 1 |
| SR\_05 | App runs on Android and IOS mobile devices | Business stakeholder 2 |

**Table 5 Stakeholder Requirements**

# System Features

|  |  |  |
| --- | --- | --- |
| ID | Feature | Stakeholder Requirement ID |
| SF\_01 | Login/signup | SR\_01, SR\_02 |
| SF\_02 | Portfolio (representation of skill level) | SR\_02 |
| SF\_03 | Search - Based on Location, rating, or cost | SR\_01 |
| SF\_04 | Star rating system | SR\_01, SR\_02 |
| SF\_05 | Direct messaging | SR\_01, SR\_02 |
| SF\_06 | Premium Users - House Calls | SR\_01, SR\_02 |

**Table 6 System Features**

# Assumptions

**This project makes the following assumptions;**

**Human Resources**

* All key project members will be available and will possess the necessary skills and knowledge to complete the project

**Language and Translation**

* As the language of use in the application is English. It is assumed that all users and interested parties have a firm grasp of the English language.
* All documentation at all levels of the product development lifecycle will be produced in the English language

**Methodology**

* Self-Care development and testing processes will be completed using agile development methodology.

**Property Rights**

* Property rights to Self-Care will be retained by the developers as named in the relevant parts of this document.

**Technology**

* The application will be created with the following technologies;
* Node.js - for the backend development
* React-Native
* Mongo DB

**End-users**

* The end-users will possess the basic mobile technological skills, as the application will operate fully on mobile platforms
* it is presumed that both clients and professionals have access to reliable mobile internet access which is essential for optimal usage of the application
* During the product development stage the end users will be represented by the developers of Self-Care

# Constraints

* Self-Care understands that users may not be updating the app timely, which may mean bugs may not be addressed in a timely manner
* The developers acknowledge that they may not target all ages and demographics. As it is noted that most application users are with teenage and the young adult categories.
* As IOS is not as popular as Android the developers observe the fact that the application may not be as big on both platforms.
* As the application is heavily dependent on reliable internet service for optimal service, the Self Care developers acknowledge that the success of the venture is highly dependent on internet prices remaining relatively low.