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| **Self-Care The App**  Helping get to a better you |  |

**System Requirements Specification**

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Self-Care The App

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**1.0 Introduction**

The following document was created by the students of George Brown College, as part of their capstone requirements. The authors of the system are as follows, with their roles listed further down the document.

* Fortune Creig Phiri
* Ife Paul Ajibola
* Sherwayne Walrond

## **1.1 Purpose**

This document describes was produced to give a detailed description of the Self-Care The App system. The document shall give an in depth analysis of the system, in terms of the user interface, features of the system, along with a summation of the business logic along with more technical details such as database structure and data retrieval. The document shall serve both the needs of the internal and external stakeholders, such as the developer and the end users of the system

## **1.2 Scope**

The table below gives the overview of the system, showing both in scope and out of scope components

|  |  |
| --- | --- |
| In Scope | Out of Scope |
| * Self Care App will be available on major mobile platforms (Android and IOS) | * Self Care App will not be available on non-mobile devices. E.g. PC , IMac |
| * Instant messaging will be available for all users. This will allow users to communicate directly on the platform, instead of using third party means of communication such as text or email. | * Photos Review/Reporting |
| * Application will have GPS integration to allow for users to locate service providers near them. | * Language Translation for users who prefer a language other than English |
| * Regular user profile will be available to users who will mainly use the application to book appointments. |  |
| * Professional user profile will be available to users who wish to sign up as a private contractor. Professional user interface will have the option to create a portfolio and will be more of a business profile. This profile will included the same features as a regular user. |  |
| * Premium users will have the option to order house calls for an extra fee. Premium users will have the same features as a regular user. |  |
| * Rating system that allows any user to rate a professional based on the experience that they had with their appointment. |  |

# **2.0 System Overview**

The following section lists the project perspective and system context in relation to Self-Care the App.

## **2.1 Project Perspective**

Self-Care the App is a new self contained system, which aims to expand of the shortfalls of the current systems in the market, the app is built on highly ambitious goal and vision, where it aims to redefine customer service and Self-Care as it is currently known.

## **2.2 System Context**

The App is meant to give self-care professionals the chance to increase their revenue and awareness of their existence within the market. What separates, this app from the rest in the market, is that its focus is mainly on the professional as an individual as opposed to other apps that group them under businesses and institutions. Self-Care the App seeks to separate the average professional from those that have mastered the trade, giving real honor where it is due.

In terms of the customer, who is the primary user of the system, the app will give them the chance to fully utilize the rating system, which they can use to get in contact with more reputable professionals. The app will also improve the level of competition amongst professionals which may result in more advantageous prices for the customer.

## **2.3 General Constraints**

**System**

The main constraint that the system will face, is based on the fact that the system will only exist on mobile platforms, which poses the inherent need for the application to be lean, while being fully functional and meeting all determined system requirements.

The user will need to have access to reliable mobile internet so as to allow for use of application.

**Design**

As the system will have to cater for both major mobile platforms ( Android and IOS), this will influence design, as the UI will have to be able to meet up with industry standards while still remaining user-friendly. To allow for diverse users the User interface will have to be simple as the developers of the system building the application that the end user has basic understanding of the relevant mobile technologies/.

**Testing**

During the development phase the end user will not be available to test the application, during this stage the end user shall be represented by the developers of the system. To a minimal extent the end user will be available to give feedback when need arises, or during the regular monthly meeting

## **2.4 Assumptions and Dependencies**

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
* MongoDb

**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

**Dependencies**

The following are the internal and external dependencies that will have to be acknowledged and addressed;

Internal Dependencies:

* The Interface (front-end), and cross-platform availability is fully dependant on the team members learning react native.
* The back-end is dependent on team members learning Node.js.
* The front-end (at least a basic version) must be developed before the back-end so that the developers have an idea of how the user will interact with the application.
* Login/signup page, followed by the user profile pages, will be created before any other feature, to insure the basic user experience is met before other features are implemented.
* Payment integration will be implemented once we have a reliable working application.

## **3.0 Functional Requirements**

This section defines the use cases for the different users of the system. From the system administrator, to the self care professionals and to the customers.

### **3.1 Functional Requirement or Feature**

These are listed in the next section as part of the use cases

## **3.2 Use Cases**

The use cases are created based on the assumptions of the developers of the system of the three main users of the system, which are the ,self-care professionals , customers and system admin

### 

### **3.2.1 Professional**



**3.2.1.1** Professional use case:Create account



**Brief Description**

The Professional user can submit pictures of their work, brief description along with a personal biography

* Before the user can submit and create their portfolio, they need to be authenticated which requires them to have an active internet connection.
* Html forms will be used to send data to the database.
* The system will generate feedback confirming that it has received the data

**3.2.1.2** Professional use case: Create Account



**Brief Description**

Professional registers to application using Facebook, Gmail or email.

* If information acceptable then account is created.
* The system will provide feedback of the creation of account
* In the case of email, the user will have to verify account ownership before they are able to use the account

**3.2.1.3** Professional use case: Advertise Service



**Brief Description**

Professional is able to advertise his/ her service for a premium price.

* This give the professional a chance to still make an income during slow periods

**3.2.2 Customer use cases**



**Search for nearby professionals**



**Brief Description**

The customer will be able to search for professionals within a chosen radius relative to their current location

* The customer will need to enable to location services to allow for maximum utilization of the system
* The Customer will also need to be authenticated before they can have access to any services on the system.
* The customer will need to provide the type of services they require along with the distance willing to travel for service.
* The system then generates a UI with a list of service providers in the area.

**3.2.2.2** Customer use case: Create Account



**Brief Description**

Customer registers to application using Facebook, Gmail or email.

* If information acceptable then account is created.
* The system will provide feedback of the creation of account
* In the case of email, the user will have to verify account ownership before they are able to use the account

**3.2.2.3** Customer use case: Login to Account



**Brief Description**

Customer Logs in to application using Facebook, Gmail or email.

* If credentials correct enters system.
* Else sent error message and given option to reset password

**3.2.2.4** Customer use case: Rate professional



**Brief Description**

Customer can rate a professional after making an appointment and receiving service

* Input is passed to system using html form.
* Output ; feedback from system . Based on circumstances admin may also respond

**3.2.3** Administrator use cases



**3.2.3.1** Administrator Use case : Review Complaint



**Brief Description**

The Administrator has the authority to remove any posts or accounts deemed inappropriate in terms of Self-Care The App’s code of conduct

* Administrator is notified when a post is tagged.
* Administrator reviews the post in terms of the code of conduct
* Administrator approves the post
* Alternative post is removed and account owner cautioned
* Administrator suspends perpetual offender or those who have committed gross violation of Terms of conduct

**3.2.3.2** Administrator Use case : Login



**Brief Description**

Administrator logs in to system and is directed to a different dashboard with more privileges

Admin account manually added to database.

Logs in through different URL

**3.2.3.3** Administrator Use case : Delete account



**Brief Description**

Administrator deletes accounts that violate the apps policies

**3.3 Data Modelling and Analysis**

· **Activity Diagrams**

**Professional Portfolio creation and update**



- Above diagram is based on the assumption that the professional user has been

authenticated by the system.

**Customer :search for nearby user**



The above diagram is based on the premise that the customer has been

authenticated by the system.

· **Sequence Diagrams**

**UML Class Diagram**

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**3.4 Process Modelling**

· Data Flow Diagram

## 

## **4.0 Non-Functional Requirements**

**Performance**

The system administrator should be able to respond to any complaint within 48hrs.

**Reliability**

The system should have down time of less than 10 hours in a month during initial stages

**Availability**

Application should be available for download on both Android and IOS markets.

**Maintainability / Scalability**

The system should be built in a way that it can grow beyond its initial size.

**Security**

As a security measure the administrators will only be added to system by manually inserting them to the database

The Administrators will also be accessing the system through a different url (login page)

## **5.0 Logical Database Requirements**

A NoSql database will be used to cater for the persistent storage needs of the system. MongoDb will be the database management system used. The fact that MongoDb is javascript is javascript based, will allow for the developers to fully utilize Javascript and its inherent speeds, as it will be used at all levels. Ie, client-layer , business-layer and database-layer.

While MongoDb has the advantage of speed, data integrity will be compromised as there are no relational links nor foreign-keys. The data integrity will have to be achieved at the business layer level.

## **6.0 Other Requirements**

N/A

**7.0 Approval**

The signatures below indicate their approval of the contents of this document.

|  |  |  |  |
| --- | --- | --- | --- |
| Project Role | Name | Signature | Date |
| Lead Backend | Paul Ajibola | P.Ajibola | 11/05/2018 |
| Project Manager | Fortune Creig Phiri | F.C Phiri | 11/05/2018 |
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