**Handy Helper Web Application**

**Business Requirements Document**

Project: Handy Helper Web Application

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# **1. Project Overview**

This document describes the business/user requirements for the Handy Helper Application that will provide a basis for the following project activities:

* Introducing business/user requirements
* Creating test plans and test specifications
* Identifying stakeholders
* Devising solutions to project tasks
* Produce an application that will enable users to buy high-end designer goods directly from the website
* Determining when the project is complete
* Assessing the degree to which the project succeeded

**1.2 Glossary of Terms**

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Helper | Skilled Users of Handy Helpers who offer their trade skills as a service |
| Customer | Users of Handy Helpers who list jobs and search for Helpers |
| Graphical User Interface(GUI) | This presents the actual interfaces when users log into and browse the website. |
| Target Market | Those users particularly affected by the application. |
| Web Application | An application that exists on the internet and serves users through a web portal. |

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# **2. Document Information**

**2.1 Audience**

|  |  |  |
| --- | --- | --- |
| **Name** | **Business Unit** | **Role** |
| Customers | Customer Management | Web Application Users |
| Helpers | Customer Management | Web Application Users |
| Ads Service | Ad Management | External Service |
| Payment Service Provider | Payment Management | External Service |

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# **3. Business Opportunity**

**3.1 Project Overview and Background**

“Handy Helper” is a platform for users to find and hire Helpers (carpenters, plumbers, mechanics, etc.), or to offer their own services for sale. When a Customer books the service of a Helper, a payment will be made through the platform, and a review can be given after completion of a service. A Helper can search and browse job postings of Customers. Users are able to communicate with each other through the internal chat function.

**3.2 Current State Analysis**

While most people work a regular full-time job, or are hired as a contractor, more and more people are starting to work as freelancers. There do not yet exist many platforms for people to use in order to offer their expertise/services or to find freelancers to hire for service tasks, such as mechanical repair, carpentry or plumbing.

**3.3 Future State Objectives**

The goal of the project “Handy Helper” is to

* Create a platform for people to use to hire a Helper (carpenters, plumbers, mechanics, etc.)
* Create a platform for people list their own services, skills and expertise for sale

The result of completing this project is that it will be easier for freelancers to find work, and easier for clients to find somebody to “get the job done”.

**3.4 Stakeholders**

|  |
| --- |
| **Stakeholders** |
| Consumer Users |
| Helpers |
| Ad Service |
| Payment Service Provider |
| Project Team |
| Project Manager |

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# **4. Business Requirements**

**4.1 Business Scope**

Users of this Handy Helpers will fall into two categories -- Helpers and Customers. Helpers will be able to construct a profile that particularly lists their skills and experience in trade fields, such as carpentry and plumbing, as a showcase of available service to Customers. Customers will be able to search for Helpers via location, trade, experience and fee, as well as communicate directly with skilled applicants. They will also be able to list jobs and label them by specific trade, so as to attract appropriate Helpers. Two users will exchange messages, negotiate a fee, establish a contract and complete a cashless fee exchange upon completion. Handy Helper will function as a web application, made profitable by transaction fees and advertising.

**4.2 Details of Business Requirements**

Note: Handy Helper Application categories are combined for simplicity

4.2.1 Customer Requirements

4.2.1.1 Ability to search Helpers by trade

4.2.1.2 Ability to filter Helpers by location, fee or experience

4.2.1.3 Ability to sort by rating, fee, trade or availability

4.2.1.4 Ability to post a job that details services required

4.2.1.5 Ability to view history of previous bookings

4.2.1.6 Ability to favorite Helpers

4.2.1.7 Ability to cancel a booking

4.2.1.8 Ability to write or view a review and ratings

4.2.2 Helper Requirements

4.2.2.1 Ability to label profile from an array of skills or trades

4.2.2.2 Ability to describe experience and expertise

4.2.2.3 Ability to set an initial fee

4.2.2.4 Ability to set a price, either hourly or by project completion

4.2.2.5 Ability to set availability times

4.2.2.6 Ability to see Customer’s listed jobs

4.2.2.7 Ability to cancel a job

4.2.2.8 Ability to view feedback and star ratings

4.2.3 Account Management

4.2.3.1 Ability to create an account

4.2.3.2 Ability to reset password

4.2.3.3 Ability to sign into / out of account

4.2.3.4 Ability to identify as a Helper or Customer

4.2.3.5 Ability to add professional photos

4.2.3.6 Ability to set location

4.2.3.7 Ability to deactivate an account

4.2.3.8 Ability to manage email preferences

4.2.3.9 Ability to contact customer support

4.2.3.10 Ability to send and manage messages

4.2.4 Advertisement Management

4.2.4.1 Ability to generate ads on application website

4.2.4.2 Ability to generate sponsored posts and listings

# **5. Non-Functional Requirements**

|  |  |
| --- | --- |
| Category | Requirements |
| Usability | The application's GUI interface should feature a simple and intuitive design, with menu options clearly labeled and field functions obvious to any user. |
| Usability | The purpose of any section of the application should be immediately evident to any user. |
| Usability | The application should be easy to navigate and users should be able to immediately access any significant functionality that they may need within a few clicks, ideally in one click. |
| Performance | The response time of the application should not be impacted by latency that will significantly impact the evident availability of application features or information |
| Performance | The application should be available for users 24 hours a day, every day of the year. |
| Performance | The application should not make excessive demands on customer's computer or device memory capabilities |
| Performance | The application should support several users using simultaneously. |
| Security | The application will be protected from hackers and intrusion by various security measures |
| Security | Encryption for customer's personal data that is maintained on the web application's server |
| External System | Application will be able to interface successfully with credit card payment services, and other online resources |

# **6. External Data Feeds**

1. 6.1 Payment Gateway:
2. Enables Helpers to charge services to their provided credit card.
3. 6.2 Advertising System:
4. Provides tailored ads according to contexts.
5. 6.3 Review System
   1. Provides Customers ability to rate Helpers’ services

# **7. Business Risks**

1. Due to the low barriers to entry all web applications face a high level of competition. If the business idea is appealing then the new competitor will arrive to compete in the target market instantly. And there is also a regulatory risk involved. A lot of people are drawn to freelancing because of the flexible schedule and roles. In recent times the freelancing industry has faced scrutiny because it enables companies to classify workers as contractors rather than employees who would be entitled to certain benefits and wage protections. The policy changes could make it more difficult for companies to designate their workers as contractors, which could make the freelance model less appealing from an employer perspective. On the technical side of the business risk, the web application may have server crashes and some delay to the service usually when there is a high volume of traffic. Regular updates to the site ensure that the application runs in the desired way.