

The Snap Shop

Snap SHOP or Snap SHOT? There are exactly 4 references to each name.

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Group 2

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Executive Summary

This document outlines our software solution to Endeavour Studio's request for proposals. Our software solution that we have named the Snap Shop aspires to connect customers to a cooperative of photographers quickly and easily.

This system will allow photographers to maintain accounts with a sample portfolio of their work, their business contact information and a current availability schedule. Customers will be able to search for photographers by their cost, specialty, availability and location **(Customers appear to be able to search by details that the photographers are not uploading) Clarify what information will correspond to an account and where it will be stored.** They will also be able to post available jobs to a job board that the photographers can search by similar parameters. Photographers will be able to send private albums of completed jobs to their customers which they can access for their account and post reviews of the work. The administrators have a minimal impact on the system. They will create new accounts for photographers who join the cooperative and moderate the content.

We outline the user interaction with the webpage of the software, how we will manage the various types of accounts. The outline of how the albums and job board will be displayed. We also specify the structure for our accounts: how to edit, update or create new ones. We discuss how we will manage multiple jobs and their matching schedules within our calendar. We also layout the search structure for various features of the software and what parameters and categories can be searched.

We see this software improving the efficiency of the cooperative. It will improve visibility of the cooperative as a whole as well as individuals. The review system will render the interactions more accountable and give customers a greater level of trust. The administrators will have the tools to overview and moderate the content to ensure a fair competition and good image for all the members of the cooperative.

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Outline

The Snap Shop is a software solution allowing a cooperative group of photographers to organize amongst themselves. A project bid won by Lazy Consultants Ltd. from Endeavour Photography is to create a web based software solution for its photographers cooperative. They wish to make a more simple to use system to connect customers to their photographers. The company envisions this site being used to link individual photographers together along with their customers, rather than being used as a business platform over viewing the day to day operations. The system should allow photographers to update their pertinent information for their customers and their schedule. The customers need an effective system to search for photographers or a job board to allow photographers to make offers. The system administrators need to be able to create and moderate photographers accounts and moderate the job board. These three different user types will have different experiences with this system.

Starting with the photographer, this user type has access to most of the features of the system. They need to be able to maintain a personal profile. The photographer should be able to add a profile photo and a sample portfolio for potential customers to view. Their business information should also be added, such as area of expertise (weddings, portraits, etc.), current availability, and contact information. Only members of the coop are allowed to get accounts, they will be created by administrators. After that, they should be able to log on and make any changes they require or update their profile. The job board also needs to be search enabled for the photographers with a variety of filters such as location, day, and type of shoot. After a shoot the photographer needs a system to upload and send a private album of the finished jobs to the customer, and reflect completed payments.

The next user is the customer, they need a method to search the photographers profiles. Filters should include location, type of shoot, price, and day. The customer then needs to be able to view the profile of the photographers, and browse the sample portfolios. After contacting and negotiating a shoot with a photographer, the resulting album should be sent to the customer's account. The customer account should be able to view their outstanding posts on the job board, and access their private albums. After a shoot the customer should also be able to post a review of the photographer.

The last user is the administrators, they do not need access to many features, **(The admins need the most access.....)** but are more for moderating the photographers profile and job board. They moderate the profiles and portfolios to avoid obscene or offensive content. As well as perform similar actions for the job board. The administrators also need to be able to create new accounts for photographers who join the coop. They can also review the status of outstanding jobs.

The system should be accessible from most web browser and should not have very high performance requirement. The main database will exist on a standard server and should have a reasonable run time comparable with other websites. The search should be done via a text search engine or a category list. We should support the major current browsers such as Chrome, Firefox, Internet Explorer, Opera, and Safari. The system should work effectively for any user with a standard 1 Mbps Internet connection. **As a side note, thanks for putting in the work to support IE.**

This system should allow all three of our main users to perform find, book, and track photography jobs. The photographers would be able to maintain a public profile and portfolio along with their business

contact information. To search and view a job board as well as maintain a work availability schedule. The customers should be able to view photographers profiles, create accounts that can post jobs to the board, review photographers and view private albums of their past jobs. The administrators need to be able to create new photographer accounts for new members of the cooperative. They need the ability to moderate the content of the site such as portfolios and the job board. They should also have some access to view outstanding payments for dispute resolution. The system itself needs to be accessible, a web based solution that can run without issue on the popular browsers. With all these features, the cooperative should enjoy an effective search capability of their photographers and allow their customers a simple interface to access their work and to book new shoots.

1.0 User Interaction

1.1 General

1.1.1 Main page

The main page will have a simple layout. It will consist of only a place to sign in/create an account and two large buttons, one to browse photographers and one to browse jobs. Signing in will take you to your account page, clicking the browse photographers page will bring you to a page that features photographers and albums with the ability to do searches, and clicking the browse jobs page will bring you to a list of jobs that can be searched. **Buttons should be contextual, i.e. a customer login couldn't click browse jobs.**

1.1.2 Account Banner

When someone is logged in there will be a small banner overlaid at the top of all screens except when you are viewing your own account page. The banner contains some of your basic account information like a profile photos, the account name, as well as links to go to your account, to go to your calendar page, your jobs list page, your account preferences page, as well as a sign out button. **This needs clarification about functionality when different types of users are logged in.**

1.1.3 Profile Pages

Profile pages will contain a navigational bar along the left side that has links to other parts linked to the account such as the calendar page, their jobs list, and the account preferences page. The body of the profile page will be based around photos/videos and albums. The default setup will consist of a slideshow in the center of the screen composed of random photos from the albums in the account. **Trying to decide whether to dispute the "random" part of this. Showing the most recent photos, or the photos selected for exhibition by the photographer, would be preferable. It doesn't say explicitly, but we're assuming that photos from private albums won't be included in the slideshow.** The albums will be listed below the slideshow in a grid arrangement with their name, date of creation, and number of photos listed. Selecting an album will create a popup that has thumbnails of all the images in the album in a horizontal strip below a large representation of the currently selected image. **There is some ambiguity about which account is logged in <- exactly. only the customer who hired the photographer should have access to albums associated with them.**

1.2 Customer

1.2.1 Hiring a Photographer

A customer can send a job request to a photographer from either the photographers profile page or from a list of photographers created from a search. When sending a job request the customer will be prompted to provide information about the job such as the location, date, expected length of the event, and any special requirements or comments the customer may want to add. The date range selected must be free or the customers job request will be

denied. This is largely irrelevant because when you perform a search it shouldn't return busy photographers. After a job is successfully sent it is up to the photographer to either accept or decline the offer.

1.2.2 Managing Multiple Jobs

The system will allow a customer to easily manage multiple jobs through an easy to use interface. Accepted jobs will be slotted into a personal calendar that will be integrated into the system. This will allow customers to quickly find the details of an accepted job by date. Shouldn't customers already have the details of a job if they created it? Accepted jobs that are shown on the calendar will link to the main event page that shows more details about the selected job such as event type, time, location and description. Additionally, accepted jobs will be displayed on a separate page that contains a list of all accepted jobs for the customer. The jobs displayed in this list will only contain an overview of the details of this job such as location, date and event type, but each item in the list will also link to the detailed event page. With the combination of being able to view different jobs from both the calendar and the event list pages, a customer will easily be able to keep track of and manage each job.

1) What is a "Main Event Page"?- it sounds like a bit much. What is needed is an appointment details page, that will contain a link to the album of photos taken and all the information specified upon booking

2) Customers are also not likely to have repeated bookings in such a frequency/time span that a calendar is required; a list of appointments past and future is all we need (transaction history)

3) It is not clear who the personal calendar is for. It is always spoken about as being for the customer, but it only provides information that the customer put into it and the acknowledgement that the job has been accepted.

I think this implies that the job gets accepted without the customer knowing about it. The customer always decides whether or not to accept a photographer's bid.

1.2.3 Cancelling a Job Offer

Customers can cancel a job at any time by looking at the detailed description of the job which is accessible through either the calendar or the list of current jobs. The customer will be prompted to verify whether they wish to proceed. When a job is cancelled the photographer will be notified by email and the job will be removed from his calendar. If the cancelled job was on the job board but not accepted yet then the posting will just be removed.

What about within a certain time frame? For example, can't cancel within 48 hours (or less) before without penalty.

1.2.4 Posting a Job to the Board

A customer can post a job to the job board from their account page or when they are viewing the job board page. When creating a job the customer should provide information about the job such as location, date, length of event, and any special requests. The job request should show up on the customer's account page as well as being placed on their calendar as being pending. A customer should be allowed to have multiple job requests that occur during the same time range so conflicts should be allowed.

1.2.5 Private Sections

Customers can have private sections of their accounts that can only be viewed by themselves, people who have been added to a special access list, and administrators. The special access list will consist of either other customers or photographers. They can be added and removed from the access list through the preferences page of their account.

What is in this private section? This needs clarification

1.2.6 Account Deletion

Accounts can be deleted from the preferences page of their profile. When an account is deleted everything that is connected to the account will be lost, including any photos or access rights to private photographer albums. A customer will be prompted to confirm whether they are sure that they want to delete their account while listing all of the consequences of doing so. If the account is deleted all jobs that are in progress or pending will be deleted and all jobs on the board will be removed.

1.3 Photographer

Section about Photographers account creation would be nice. It can be seen in the administrator section that the administrator account creates photographer accounts where i think our original intention was that photographers create there own accounts but do not have access to the site until an administrator has confirmed it and the information within.

1.3.1 Job Management

The system will allow a photographer to easily manage multiple jobs through an easy to use interface. Accepted jobs will be slotted into a personal calendar that will be integrated into the system. This will allow photographers to quickly find the details of an accepted job by date. Accepted jobs that are shown on the calendar will link to the main event page that shows more details about the selected job such as event type, time, location and description. Additionally, accepted jobs will be displayed on a separate page that contains a list of all accepted jobs for the photographer. The jobs displayed in this list will only contain an overview of the details of this job such as location, date and event type, but each item in the list will also link to the detailed event page. With the combination of being able to view different jobs from both the calendar and the event list pages, a photographer will easily be able to keep track of and manage each job.

Pending jobs should also be listed in the photographers account. This is referenced elsewhere, but not specified in this section.

This looks very similar to a part in the photographers section, but the key thing is that customer and photographer views and paradigms around scheduled bookings is completely different; photographers have lots of bookings and will likely loose track of them and their information whereas a customer will only have a few bookings (or just one) and are less likely to forget the reason for it or need to see it on a calendar with other bookings.

1.3.2 Job Offer Notifications

If a customer requests a specific photographer to take a job for them, then the photographer will receive a notification on their profile page as well as on their calendar. When a photographer logs in to their account, an entry in the job requests section will appear. As well as listing an overview of the job type, location and date, this entry will have several options available; view job details, accept, and decline. Selecting the view job details option will direct the photographer to the main event page (should be called booking details page) where a full description of the event will be available. The accept option will update the event details page to denote that the job has been taken and is no longer available to other photographers. Additionally, accepting a job will place the job on the photographers list of accepted jobs and on their calendar. The notification will stay on the photographer's profile until it is accepted, declined or another photographer takes the job.

When requesting a specific photographer, the job should not be available to other photographers.

1.3.3 Creating a Private Album

A photographer will be able to create a private album so that only certain users can view and

download its contents. From the photographer's main profile page, there should be a link to a separate page that allows a photographer to create an album. This will bring up an album creation page. The album creation page will request information about the album such as the title of the album, and a brief description of the contents of the album. This page will also allow the photographer to designate the album to be private or public. If private is chosen then the system will only make the album available to specific users. The photographer will choose which users to share it with by entering their user names into a list. The page will also provide a list of user names for any clients that the photographer has had a job with previously. Not all user names will be provided for security and privacy reasons. The system will still allow sharing with users that the photographer has not interacted with previously, but the photographer must manually contact the user and ask for their user name to be able to share an album with them. When a private album is shared with another user, the user will receive a notification on their main profile page and the album will be available for them to view from the list of albums available to them.

1.3.4 Creating a Public Album

A photographer will be able to create a public album for anybody to be able to view including anonymous users of the site. This allows photographers to show off samples of their work to increase their business. To create a public album, a photographer will select the create an album link on their main profile page. This will open the album creation page. After entering the details of the album and selecting which files to upload from their computer, a photographer can set the privacy level to public (instead of private which makes the album only available to certain users). Designating an album as public will allow any users that are browsing the photographer's profile to view the content of this album.

A photographer can only create a single private album, and this is the album used for the photographers portfolio.

1.3.5 Checking Remaining Space

Since there is a size limitation, a photographer must be aware of the remaining space allocated to them. This information is important because a photographer might need to delete an old album in order to clean up some space to make room for a new album that must be shared with his customer from a recent job. The remaining space will be displayed in two places; on the photographers main profile page and on the page that handles creating a new album. On the photographer's profile page, the text "remaining space: xMB" will be displayed in a discrete area of the page. On the album creation page, this text will also be displayed but in a more prominent and visible area of the screen since this information will be most important for a photographer to know before uploading new content.

1.3.6 Album Removal

In order to decrease disk space use or clean out old content, a photographer should be able to delete albums that he previously created. Albums can only be deleted by photographers if the album was created by that same photographer (or if an administrator deletes it). When viewing their main profile page, a photographer will be able to delete an album by selecting a remove option that is associated with each album. If this remove option is selected, a confirmation dialog will open to notify the photographer that deleting an album cannot be undone. The dialog will have two options: delete album and cancel. Choosing the cancel option will close the dialog and have no effect on the system. Choosing the delete option will close the dialog and remove the content of the album from the system. After the album is deleted, there will be no way to recover its contents; it is up to the photographer to create a backup of any important content on storage that is external to the system.

1.4 Administrator

1.4.1 Add a Photographer Account

The only way a photographer account can be added to the system is through an administrator. This is one of the most important jobs of the administrator, therefore it must be a quick and intuitive task. The main profile page of an administrator will contain an *add photographer account* option. Selecting this option will bring the administrator to the *add photographer account* page. This page will be very similar to the page that customers use to create an account for themselves (prompting for a user name, password, email address etc.). However, this page will create a photographer account instead of a customer account. After the account details have been submitted to the system, logging in to the system with these details will provide access to a photographer account. **Photographers must also be able to apply for accounts.**

1.4.2 Photo Deletion

An administrator must be able to delete any photo, from a public or even private album. When an administrator is viewing an album, there should be a delete option associated with each picture. When the delete option is selected, no confirmation dialog will appear in order to speed up the process in case many photos must be deleted. It is the photographer's responsibility to keep personal backups of any content that is important and therefore administrators are not responsible for any loss of data.

1.4.3 Job Posting Deletion

Job postings can be deleted by the customer that created the job posting or by a system administrator. For both users, the delete option will be in the same place; on the specific event details page. On this page, there will be a *delete job* option that will open a confirmation dialog when selected. If a user (an administrator or the customer that posted the job) chooses to delete a posting, there will be no backup of the data that the posting contained. It is the responsibility of the user to ensure that no data is lost.

The site should also have a question box asking the person if they want to back up.

1.4.4 Account Deletion

Any photographer or customer account can be deleted by an administrator. This may be necessary in order to constrain users who abuse the system. The administrator's main profile page will contain a delete account option. When selected, the administrator will be prompted for the user name of the account that should be deleted. Administrators can either type the user name or they can select a single name from a list of all accounts. Administrators can delete a customer account, a photographer account or their own account. Administrators cannot delete other administrator accounts. If a customer account is deleted, all associated job postings must be deleted - any reviews that the user has made must remain in the system. If a photographer account is deleted, all associated albums must be removed and all jobs accepted by the photographer must revert to open for other photographers **(unless the date has passed).**

1.5 Example Interactions

1.5.1 Customer Job posting

Customer: Navigates to the Snap Shop home page.

System: Displays the welcome screen.

Customer: Enters valid user name and password into the log-in fields.

System: Verifies credentials and loads customer's profile page.

Customer: Clicks on the *add a job* button.

System: Displays the *add job* page which asks for job information.
Customer: Enters valid information into required fields and clicks the submit button.
System: Adds the new job to the job board.

1.5.2 Photographer Job Acceptance

Photographer: Navigates to the Snap Shop home page.
System: Displays a welcome screen.
Photographer: Enters valid user name and password into log-in fields.
System: Verifies credentials and loads photographer's profile page.
System: Displays a new notification for a job request.
Photographer: Clicks the job notification to view the job description.
System: Displays the job details page.
Photographer: Clicks on the accept job button after reviewing the job description.
System: Updates state of job to accepted.

2.0 Management Plan

2.1 Major Classes

The Snap Shot project is broken into eight main classes working together to create a functional system, these classes include:

- User Interface
- Administrator Interface
- Photographer Profile
- Photographer Review
- Photographer Search
- Job Board
- Photo Album Class
- Database Access

2.1.1 User Interface

The user interface is the main **method?** of interacting with the system for all photographers and customers. The user interface contains everything required for the user to interact with job postings and view photo albums.

The user interface class has associations with:

- Job Board Class
- Photographer Search Class
- Photo Album Class
- Photographer Review Class

2.1.2 Administrator Interface

The interface is the main way of interacting with the system for administrators. Users of this interface will have unrestricted access to all other classes and will be able to Modify any jobs on the job board, modify or delete **and** photo albums and be able to manage the profiles of all the photographers.

The administrator Interface class has associations with the following classes:

- Job Board Class
- Photographer Profile Class

- Photo Album Class
- Photographer Review Class

2.1.3 Photographer Profile

The photographer profile class will include all the information about the photographer that he or she would like to be available to the public. The photographer rating will be required to be present on every photographer profile. The public attributes of the photographer's profile include but are not limited to:

- Name
- Contact information
- Location
- Available dates
- Area of specialization if any

The photographer profile class will have associations with the following classes:

- Photo Album Class
- Photographer Review Class
- Photographer Search Class

2.1.4 Photographer Review

The photographer review class is a class that is associated with every photographers profile. This class contains the collection of reviews that the photographer has accumulated through prior customers. This class has the following associations:

- Photographer Profile
- Photographer Search
- Database Access Class

2.1.5 Photographer Search

Clients will be able to search for a photographer through the web interface by specifying the following criteria:

- Dates the photographer is available
- Location of the photographer
- The types of events the photographer shoots
- Photographer's name
- Photographer's rates
- Photographer's average rating

The search query will access the database and cross-reference the photographers profile based on the criteria provided by the user. In the returned list of search results, higher priority will be given to photographers who are available and closest to the location specified. If no search criteria is specified the search algorithm will return all photographers. Each returned result will contain a thumbnail linking to the photographers profile, their name, and a short description about the photographer.

Search Photographer will have the following class associations:

- Photographer Profile Class
- Photo Album Class
- Database Access Class

2.1.6 Job Board

Approved customer profiles will be able to create, edit, and remove their own jobs on a customer job board. Jobs posted on the job board will include the following criteria:

- Location of event
- Date of the event
- Type of event
- Hours required
- Payment offers
- Contact information

Jobs will have a unique ID that will be stored within the database. Creating a job will store all data specified in the database. Users will be able to filter the jobs based on the above criteria and access specific details by clicking on a job. The Job Board will display all jobs, in descending order of date created, contain a the type of job, a short description of the job, as well as the date and location of the event. **Can also filter these, as you said earlier.**

The job board will have the following class associations:

- Photographer Profile Class
- Photo Album Class
- Database Access Class

2.1.7 Photo Album

The photo album will consist of two different sub classes, private and public. Private albums will have strict access rights, allowing only specific users access. Public albums will be viewable by everyone. The Photo Album will allocate storage on the local server for photographers to upload public and private photos. Each photographer will be given up to 100MBs of storage for photos.

The Photo Album will have the following class associations:

- User Profiles Class
- Database Access Class

2.1.8 Database Access Class

All pages will have access to data stored within the database. The database will store User Profiles details, public and private photo albums, and jobs created through the job board. Only admins will have direct access to all entries within the database, although users will be able to indirectly view search results, and create their own entries within the database through the website. **Admins will have access to all entries: does this mean direct access, as in viewing actual tables and rows, or rather that admins have permission to view all entries through indirect means like the search? I don't think we'll need to look at the actual database; it'll just be confusing, and we shouldn't be messing around with it directly anyway.**

Class associations:

- All classes

3.0 Minimal Implementation

The basic requirement of the Snap Shot system **is** to provide a web based system for photographers to advertise their work availability towards potential customers. A priority feature that needs to be included is including accounts for both customers and photographers, in which photographers can make a profile for advertising themselves and their work. Another feature that needs to be included is a search feature where potential customers can search using a variety of fields for a photographer that they want to hire for public or private work. The search should retrieve results from the database which should include a sample thumbnail from a photo album of the photographer's public work, the photographers name and a short description of their profile. A final necessary feature that needs to be included is the job board, where customers can post jobs that the photographers can search through if they are looking for employment. Within two months we should have a product capable of the previous features, and if time allows for it, we will also include a photographer review system, although this is of lesser priority. **Like the priorities.**

4.0 Conclusion

The Snap Shot seeks to provide a solution presented in Endeavour Studios Request for Proposal, by creating a common place for photographers and customers to interact. Photographers will have a means to showcase their work, browse other photographers, and maintain their own personal schedule for customer bookings. Customers will have the ability to view photographer albums and schedules, access their own private albums and create job postings on the job board. All users will be able to instantly access The Snap Shot from all locations with Internet access, using any major supported web browser.

5.0 Team Structure

Name	Contact	Title
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