4. Requirements Analysis

4.1 Introduction

This section looks into end users’ desires and the client’s requirements. It discusses how both requirements were collected and prioritised. It examines business use cases and non-functional requirements.

The software product consists of a mobile app and an API. The requirements specification of the both are also discussed in this section.

4.2 Determining Requirements

4.2.1 The End Users

The end users are the Coachees, whom are located in UK, USA, Asia, Australia and South America. A survey was created, in collaboration with the client, using Survey Monkey. The survey sought to determine the following (Check Appendix F to see full details of the survey questions):

1. Types of mobile phones and/or tablets owned
2. Mobile device likely to used to install the app i.e. smartphone and/or tablet
3. Three functions that are most useful to them
4. Importance of the native look and feel of the app
5. Importance of the responsiveness of the app

The analysis of the responses can be found below

**Question 1:** Which mobile phone do you own? (e.g. Samsung Note 3 or iPhone 5S)

Result: 80% of the respondents owned iPhones (iPhone 4, iPhone 4S, iPhone 5, iPhone 5S, iPhone 6 and iPhone 6S). The other respondents owned Samsung Galaxy S4, Samsung Galaxy Edge, Samsung Note 4, LG G3 and AT&T.

Analysis: The major ownership of iPhones is most likely because majority of the respondents are located in USA. It was difficult to get a more representative response. Ideally the mobile app should target the iOS platform but I don’t have an iPhone so I will target the Android platform with the aim of targeting the iOS platform next.

**Question 2:** If you own a tablet, which do you own? (e.g. Apple iPad Air 2 or Microsoft Surface 3)

Result: Similarly 80% of the respondents owned an iPad whilst the remaining owned a Samsung Android tablet. Only a tiny minority owned a Windows tablet.

Analysis: The major ownership of iPads is most likely because majority of the respondents are located in USA. Some end users plan to use both smartphones and tablets, whilst some end users don’t work with their tablets or iPads. Smartphones remain the targeted mobile device.

**Question 3:** Check Appendix G to see the results

Analysis: Majority of respondents will likely download the app to their smartphones. Smartphones remain the targeted mobile device.

**Question 4:** Check Appendix H to see the results

Analysis: The three major functions desired by the end users are abilities to manage coaching sessions; download and read coaching materials; and find coaches’ contact details. These three major functions should have a high priority and should be released in version 1 of the app.

**Question 5:** Check Appendix I to see the results

Analysis: 44% of respondents say the look and feel of the app is fairly important, 28% say it’s very important and 22.67% don’t mind if the app has a native look and feel. A hybrid app with some native UI components will suffice.

**Question 6:** Check Appendix J to see the results

Analysis: 65% of respondents say the responsiveness of the app is very important. It’s therefore important that the app is responsive.

4.2.2 The Clients

The client handed me some acceptance tests (see Appendix K), which will form the basis of the acceptance criteria. The mobile app is expected to pass these test cases for it to be deemed successful.