

# Scope of Work

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## Client Information

### Client Details

Name of Client	Address	Telephone Number	Fax
Cruise Control, LLC	Withheld	Withheld	Withheld

### Contact Person Details

Name of Contact Person	Role of Contact Person	Email
Withheld	Business Owner	Withheld@cruisecontrol.com

## Project Information

Name of Project	Web Development and Software Management Platform
Project Location	Houston, Texas
Project Scope	Cruise Control is a small service company requesting to develop a web application that will be integrated with a third-party software management application. The proposal presents a cost-effective approach, provide a scalable feature for its customers and a platform for its clients to launch as host for the company. The system implemented should be designed as a web application integrated with an external management and processing system.
Business Case	Cruise Control Company is a small offline electric scooter rental service. The company is currently focused on streamlining its services and establishing a cost-effective approach to generate profit. The current system in place does not include any applications or external systems. Rather, the system prohibits the company from maximizing its potential partnerships with local host. In return, the current business model and financial structure is being marginalized because of it.
Project Requirements	The web application will be provide required to provide information of services for users, and present users the ability to register as host. The software platform will be integrated with the website and will assist the admin with fleet management, provide access code activation as well as cancellation, provide statistics, alerts, geolocation services for security purposes and permit an advanced ticketing system for maintenance services.

### Deliverables

	Report Documentation	Analysis Technique	Design Technique	Actors	Date
Scope of Work Document	Business Specification			Business Analyst	7/01/21
Current State Diagram	Functional Specification			Project Manager	7/02/21
Product Evaluation	Desired Evaluation Report	Scoring Technique		Business Analyst	7/04/21
Cost Benefit Analysis	Impact Analysis			Business Analyst	7/14/21
Use Case Diagram	Functional Specification			Business Analyst	7/15/21
Future State Diagram	Functional Specification			Business Analyst	7/17/21
Function Requirements Document	Functional Specification			Business Analyst	7/28/21
System Interface Map (FD)	Functional Specification			Business Analyst	7/30/21

Integration Test Plan (TD)	*TBD		Component and Unit Test Cases	*Technical Lead	TBD
User Acceptance Test Plan (TD)	*TBD	System Test Cases		*Business Analyst	TBD

## Product Acceptance Criteria

### Behavior

- A user is able to register as a host and/or download the application required to access platform.
- A user is able to process payment through web application or software management platform.
- Users are able to navigate through website.
- A user is able to contact website admin through contact form.
- A client is able to complete a maintenance request.

### Business Rules

- The user shall receive an automated message reminding user to properly lock up service product.

### Process Flow

- Once a host applicant is accepted, his/her information is added to its accounts payable system.
- Once a maintenance request has been added to the system, maintenance is performed.
- Once a host applicant is accepted, his/her information should be added to software management system.

### Events

- Once a client submits his/her host application form, the Owner is notified.
- A host shall receive a message denying his/her application submission.
- A host shall receive a message accepting his/her application submission including the following steps provided by the company.
- Every month, all accounts payable checks are made available and sent to the host.
- The user shall receive an automated message verifying his/her submission as a potential host.
- A user is able to receive access to product services through web application or management platform.

### Validations

- Once a maintenance request has been added to the system, the owner will verify dates and times.

### Usability

- All agreements and form are made available to sign as an electronic signature.
- Web application interface should be simple, clean, and easy to navigate.
- Access to third party software management system should be easy to link and download application.

### Look and Feel

- The website is compliant with the brand and style.

### Implementation

- The website will pass review and integration testing process from the Technical Lead.

### Performance

- The website will have a page load time of less than 0.5 seconds with 300 concurrent users.

### Controls

- The software management system will be able to send out automated messages reminding user to properly lock up service product 3 hours before expired time.

### Operations

- The website will be able to push information to the software management platform through an API
- The business account application will share host information with the software management system through an API.

## Project Constraints

### Business

- Limitations of cost for website.
- Limitations of cost for third-party software management platform.
- High maintenance cost.

- The quality of services requires additional employment.

#### Technical

- Limited resources available for technical assistance and testing.
- The optimal choice of software management platform provides limited services.

#### Project Assumptions

##### Business

- There are no major regulations or licenses required to perform such services.
- There are no limitations placed on such services within high-rise apartments.

##### Technical

- Project will find a technical lead to assist with project deliverables.
- The cost of the software management system is cost effective to the business.
- The web developer is equipped with the skills required by the project.
- Payment Processing is best done through software management rather than external vendor such as pay-pal.
- Software management platform should be compatible with hardware.

#### Fund Limitation

- Will the technical lead provide ongoing support of project with minimal responsibility and cost \$0?
- Web development, including software integration cost: \$2500.
- Software management system cost: \$250/month.

#### Approval Requirement

	Business Owner	Project Manager	Business Analyst	Technical Lead	Web Developer
Name	Austin Cleveland			Deandre	Paige Ann
Contact Information	Withheld			Withheld	Withheld
Project Role	Client	Vendor		Consultant	Contract
Project Responsibility	Business Case	Business Solution	Business Documentation	Integration API and Testing	Web Development