**Pet-a-Dog**

**Business Requirements Document**

Project: Pet-a-Dog

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**TABLE OF CONTENTS**

**1. Project Overview........................................................................................................................2**

**2. Document Information..............................................................................................................3**

**3. Business Opportunity................................................................................................................3**

**4. Business Requirements..............................................................................................................5**

**5. Non-Functional Requirements..................................................................................................6**

**6. External Data Feeds...................................................................................................................7**

**7. Business Risks............................................................................................................................7**

# **1. Project Overview**

This document describes the business/user requirements for the Pet-a-Dog 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 book sitters and learn about tips and tricks for petting dog
* Determining when the project is complete
* Assessing the degree to which the project succeeded

# **2. Document Information**

**2.1 Audience**

|  |  |  |
| --- | --- | --- |
| **Name** | **Business Unit** | **Role** |
| Guest Customers | Customer Support Management | Web Application Users |
| Subscribed Customers | Customer Support Management /Subscription Account Management | Web Application Users |
| Pet care Professionals | Special Service Management | Partner/Supplier |
| Advertisement Agencies | Advertisement Management /Finance Management | Partner/Supplier |

# **3. Business Opportunity**

**3.1 Project Overview and Background**

Our goal is to create a Web Application that will allow users to get information and provide guidance about pet care, events and be able to book Pet care services at their own convenience. Our customers would be able to book various services which includes a trained professional who would take care of your pet and if required would also take your pet to the local spa or a veterinary hospital for a checkup or a treatment, at your desired location at a time slot you have selected. Once the users have booked a service and have made the payment online, users will be provided with an email confirmation along with the contact and other details of the pet care professional who is going to take care of the pet and they would be able track and get live updates on the application notifying with the location of the professional ensuring additional security and information about the professional who is visiting the location selected by the user. The application will provide users with a clutter free easy to use interface that will display nearby events, pet grooming guide and related pet products tips and also information about pet care health and an option to book the same pet care professional for future services. Users will be able to write reviews about the pet care professional they had hired. Users can see how many pet care professionals are available nearby and what are the services they are offering at present along with the charges. Users through our application can also if required can schedule an in person interview with the pet care professional they wish to hire.

**3.2 Current State Analysis**

With today's technology it has become very easy to gain access to different services with just a click of a button, pet owners who had to find time in their busy schedule to take care of their pets health and groom them which is very essential for the well being of their pets and the people living in the house had to do a lot of research and spend a lot of time with respect to the same otherwise they would not be able to provide them with proper care which would results in lot of deaths of the pets otherwise finding a pet care expert to take care who would also be a very tedious task. Our application would streamline this process and help the pet owners save a lot of time as they could just book required services through our application, which would save them time, money and give them peace of mind. Examples of these types of websites include Rover.com, care.com. Pet a dog will provide consumers with a similar service utilizing an attractive and intuitive interface. The project will be written in JavaScript and would be built on React Js, Node JS framework and will use a relational database produced by SQL. The planning process for the application is currently underway, and the development of the project will span two semesters at Pace University.

**3.3 Future State Objectives**

The objective is to create a web application that will be able to compete in the crowded marketplace of Pet Services websites. The website will offer a wide variety of Pet care options and related necessary information and will allow users to plan and book a pet care services within seconds. Users will also gain value from the website as they would be up to date with the latest information about pets and also due to the creation of a detailed listing all of the pet services that they have booked.

**3.4 Stakeholders**

|  |
| --- |
| **Stakeholders** |
| Advertising Manager |
| Finance Manager |
| Customer Support Manager |
| Subscription Account Manager |
| Special Service Manager |
| Project Team |
| Project Manager |

# **4. Business Requirements**

**4.1 Business Scope**

The users of the applications will be able to get up to date information and related tips about pets and pet care, users will be able to look for available pet care professionals in the city, their charges and services provided by them and hire them for different pet care services as required for their pets. Users will also be able to track the pet care professional and get their contact information upon successful booking which would ensure users security, transparency and also save customers their time and money with the services provided by our application. Pet a dog is planned to function as a web application, made profitable by advertising, partnerships and customer convenience fees.

**4.2 Details of Business Requirements**

4.2.1 External Users (Subscribed/Guest Customers)

4.2.1.1 Ability to see tips and information related to pets

4.2.1.2 Ability to select a pet service based on date range available

4.2.1.3 Ability to select a pet care professional based on nearby locations

4.2.1.4 Ability to select different subscription plans based on price range

4.2.1.5 Ability to chat or interact with pet care professionals

4.2.1.6 Ability to cancel a service booking

4.2.1.7 Ability to review and rate pet care services

4.2.2 Subscription/Account Management

4.2.2.1 Ability to create an account

4.2.2.2 Ability to sign in and out of an account

4.2.2.3 Ability to change account information

4.2.2.4 Ability to delete an account

4.2.2.5 Ability to create record of previous Pet care service bookings

4.2.2.6 Ability to view previously booked pet care services and hired professionals

4.2.2.7 Ability to refer other people to our website

4.2.3 Finance Management

4.2.3.1 Ability to generate bills for Customers

4.2.3.2 Ability to charge customer credit card

4.2.3.3 Ability to inform customer of credit card authorization status

4.2.4 Advertising sales Management

4.2.5.1 Ability to generate ads on application website

4.2.5.2 Ability to generate sponsored posts and listings

4.2.5 Special Service Management

4.2.5.1 Ability to book special services.

4.2.6 Customer Support Management

4.2.6.1 Ability to check customer complaint/issues

4.2.6.2 Ability to provide solution for customer

4.2.6.3 Ability to preserve records of customer complaints/issues

# **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 be 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 |
| Database | Application will use SQL database. |
| External System | Application will be able to interface successfully with social media websites, Pet care service websites, credit card payment services, and other online resources |

# **6. External Data Feeds**

- Process the Payment:

Enables customers to charge Pet care services to their provided credit card.

- Google Maps :

To access the nearby sitters location, and to calculate the estimated time of arrival of sitters on google maps.

# **7. Business Risks**

There are not many websites that provide these services but there is quite a lot of competition from other similar Pet care services applications which could present risk to the profitability of our business model. Risks can mitigated by adding additional functionality that may attract more users to our platform in the future and ensuring that our application's user interface is well designed, attractive and simple and easy to use and adapt with the interface so that the potential customer would not be thinking of using any other similar applications. Customer loyalty can be achieved by offering regular deals, promotions and additional benefits for returning customers. Software issues which would make the application to not work properly or malfunction by not providing proper response to the users could also lead to decline in profitability and these issues should be discovered in the testing phase and rectified otherwise if any software issues are occured in the future then it should to be resolved immediately before losing a customer. Another potential issue is that of the application's compatibility with external data sources; if there is some sort of incompatibility this may impact the functionality of the application. This can be mitigated by ensuring that our information about external data sources is kept fully up-to-date. There is also a potential business and profitability issue with the availability of the per care professional at a specific location at a specific time selected by the users, this could be initially resolved by providing pet care professional with more incentives than the competition so that they could be made available even if in some situations they are unavailable to the customers at their location at a specific time selected by the customer until we could eventually conquer this market so that we have enough number of customers and pet care professional registered on our platform.