Business Requirements Document

Carpooling Project

# Business Need Statement

SoftServe needs an application that can be used by an employee to travel safely with their colleagues, between the offices or to other destinations. It will also promote networking within the company. Post-lockdown, it will be one of the key tools for preserving the employees’ health.

# Users

All SoftServe employees shall be able to use the application (regardless of the level). Any employee can be both a driver on some journeys and a passenger on others.

In addition, there will be Admin user role that a few employees (from the HR Marketing department) will be assigned. These employees shall be able to use the carpooling service (be a driver or a passenger), as well.

# Business Requirements

The application shall be integrated with Workday. The points of integration will be as follows:

* It is how the application users will be authenticated.
* The dictionary of SoftServe offices will be maintained in Workday, and sync’d into the application.

HR Marketing (Admin user role) shall be able to share important messages within the application, for example:

* “We have done 1500 journeys this month!”
* “In these COVID-19 times, please be careful and do not take on many people.”
* “Happy New Year!”
* “The app will be unavailable over the weekend due to maintenance.”

To track engagement with the application and usage levels, both analytics (reports or dashboards) and sometimes feedback surveys will be used. It is stated as a requirement that on the mobile application, Admin user role shall be able to see, and send as an export to their email address, or custom email address, the following analytics:

* Total number of journeys
* Monthly distribution (number of journeys per month)
* Most active cities
* Active users (total number and their names), drivers and passengers separately, out of the total active users
* Analytics about taxi journeys separately
* Analytics for journeys within a city and between cities separately
* Analytics on which office is most often visited
* See associate level
* Number of journeys created, deleted, and cancelled (this might indirectly show how useable the app is from UX perspective)

Every figure must be actionable – this principle will be used when selecting which analytics to implemented. Analytics will also need to be prioritized (MVP and further releases).

Once a month, or after a specific number of journeys (e.g. 5), a user might be requested evaluate the service (e.g. Evaluate between 1-10), so that HR Marketing track the NPS score.

# OS and Hardware

The application will be initially available on the mobile phones (MVP). iOS and Android shall be supported. Other OS (e.g. Windows) will NOT be supported (in any release). Any device model limitations are TBD. Users will be able to download the application from App Store or Play Market.

In a further release, the desktop (web) version might be implemented if needed.

# Workflow

The application shall support the following main workflows:

* Give a lift in own car
* Go by taxi as a group (exactly the same workflow as in own car?)
* Request a lift (There is a major concern that there might be too many requests posted like “Hey, I am going home from Lviv2. Please give me a lift.” so that no drivers will want to scroll through. Still, it might be considered for MVP, or another release).

# Exceptions

* A journey is cancelled.
* Key conditions for a journey are changed (date and time, intermediate points, or destination)
* A driver sees that some employees are going by taxi, and can suggest them a journey in their own car.

# Features

For a complete, prioritized list of features, please refer to “Carpooling – Work Breakdown Structure WBS” spreadsheet.

# Assumptions and Constraints

1. At times, the driver will give a lift as a favour. At times, they will want to share the cost. Payment/cost-sharing process will not be facilitated within and by the system. A potential passenger shall be able to check with the driver on the price, before their application is actually approved by the driver.
2. If a journey was not cancelled, it means that it happened. Drivers shall not be imposed with an extra action of completing a journey.
3. Whether a journey actually happened or not cannot be tracked with 100% precision, no matter if a driver clicks “Mark as Done” button or the system sets “Done” status per some business rules (e.g. the status is “New,” and the date and time is in the past). So, the analytics must be treated with this consideration.
4. If a driver has a colleague whom they give a lift and it is an oral agreement, they will not have to use the app. The driver will just specify the number of seats available.
5. Agreements for some journeys might be made outside the application (e.g. a group of employees got to know each other using the application, but now orally agree on further journeys). So, the analytics must be treated with this consideration.
6. Two-way trips will not be supported. A driver will be able to create two separate journeys and potentially take on different passengers for each.
7. Integrations with taxi services (Uber, Uklon, etc.) are out of scope.
8. There will be no ratings of drivers. There will be badges, instead.
9. Personalization is preferable (“Hi John!”). Specifically, personalized onboarding is needed.
10. The application will be in English.

# Important

Questions to discuss with an architect or tech lead:

* What technology will be used to build the application?
* Advise on integration with Workday and account creation (account created when user downloads the app, or pre-created for all employees in advance?)
* Advise on an additional layer of security (pin code, touch ID, or face ID)
* Advise on analytics implementation or 3rd-party tool
* Advise on data storage and a potential cleanup policy

Checklist:

* Prepare the application for publishing in App Store and Play Market.