Requirement analysis and specification document

1. Introduction
   1. Description of the problem
   2. Goals
   3. Domain properties
   4. Glossary
   5. Assumptions
   6. Proposed system
   7. Stakeholders
   8. Other considerations
2. Introduction
   1. Description of the problem

PowerEnjoy is a car sharing service that exclusively employs electric cars. The company is in need of a system that allows registered users to find the locations of available cars present in the geographical zones they choose to explore and to complete the reservation of a car from those found with the research tool. Moreover, the system must automatically unlock reserved cars when the customer is nearby, charge expenses on the driver’s count while he or she is on the road, apply discounts and advertise about convenient deals fees according to the customers’ willingness to make his or her part to keep the service efficient for everybody. Since all the vehicles are electric it is fundamental to keep all of them properly charged, so the customers will be incentivized in being virtuous through discounts and penalty fees. A saving option will be provided in order to help customers make the right choices for both save money and help the company maintain its high quality.

* 1. Goals

We can split the goals of the project into two groups: goals regarding the functionalities to be provided to the users and goals regarding the standards to be kept by the system itself.

* + The users should be able to:
    - sign up by providing personal and payment information
    - login using the password provided by the system after the sign up
    - find cars located near or specifying address
    - make reservations valid for up to an hour for at most one car
    - view the current money charge
    - know the system pre-defined safe area parking on the map
  + The system should act as follow:
    - if a user does not retrieve a car after one hour from the reservation, a fee is charged on his/her payment method
    - when a user makes a reservation for a car and is sufficiently near to it, the car doors’ is automatically unlocked
    - (the cost of a travel is charged real-time on the customer’s payment method and the amount can be seen on a screen in the car)
    - when a user parks the car in a safe area, stops the engine and exits from it, the charge is stopped and the car is automatically locked
    - if the money saving option is enabled, the system will give advices to help the driver obtaining discounts (based on his/her cooperation in maintaining the quality of the service through a series of good practices)
  1. Domain properties

We suppose that these properties hold in the analyzed world:

* cars’ GPS is never neither switched off nor damaged
* accurate cars’ locations are known by GPS
* users who have an open reservation are properly located by GPS through their mobile devices
* available cars are ready to serve
* once made a request, the user does not cancel it
* payments are correctly charged at the end of each ride
* the system knows how many passengers are present in the car
* users will never try to accomplish rides that require more money than the actual budget
* each power grid station can be linked to exactly one car
* power grid stations always work
* cars’ screen is never neither switched off nor damaged
  1. Glossary

In this paragraph, we go through some recurrent terms that deserve a complete definition to avoid misunderstandings along the discussion:

* **guest**: we use this term when referring to unlogged user. As we stated before, this category of customers can access a limited number of the system’s features, e.g. the research tool. Since unlogged users are not associated to any kind of payment information, they can neither make reservations nor access to any features that require the possibility of online payments. A guest may be a passenger
* **personal information**:
  + Surname and name
  + Nationality
  + Date of birth
  + City of birth
  + Personal ID
  + Phone number
  + E-mail address
  + Driving license code and type
  + Username to log in
* **payment information**:
  + Payment method name
  + Surname and name of the owner
  + Card number
  + Valid through date
  + CVV
* **user**: person who provided personal and payment information which have been verified and recognized. User has access to the full set of services of the system
* **driver**: user that has made the reservation, boarded and then drives the car
* **passenger**: person who enter the car
* **car**: the electric vehicles considered available by the stakeholders
* **power grid station**: the energy turrets where the users can leave cars to refill their batteries
* **safe parking area**: a parking area included by the system in a list of “recommendable” places to leave cars at. Safe parking areas are the only places where a car can be left in order to have the system automatically stop charging expenses to the user for the car use
* **special parking area**: we use this expression to point out a subset of safe parking areas where a power grid station is present
* **budget**: maximum amount of money acquirable from the payment information
* **system**: infrastructure which realizes goals
* **reservation**: service concerning the possibility to exclusively reserve a car for a user.
* **fee**: amount of money the user must pay whether he/she does not pick up the car within one hour from the reservation
* **ride**: time between the car doors’ unlock due to the fact that the user is close to the car and the car doors’ lock due to the fact the user stops the engine and all the passengers exit the car
* **screen**: system terminal connected to the central one used in order to communicate to the driver
* **operator**: person who work for the company in order to give support to the drivers\*
  1. Assumptions

In the following paragraph, we make some assumptions regarding the environment where the described processes take place and the users’ behaviors:

* a guest can only register, surf the list of available cars on the map and consult the service’s rules.
* in case of either car failure or road accident, a proper insurance device will detect it and signal it to the system. Then, the car is marked as unavailable and an operator will intervene.
* each special parking area is associated to one and only one power grid station
  1. Proposed system

The best solution to carry on the project is to develop a web platform, both in the form of a website and of a mobile application. The requisite of portability is fundamental, since one of the wanted features is the that cars should be found opened and ready to serve when they are near enough. A plugin for wearable devices could also serve to this functionality.

* 1. Stakeholders

The one and only stakeholder for this project is represented by the professor who defined the assignment. The deadline for the submission of the complete document is the end of the current semester. The final submission should provide a clear and complete documentation for the development of the system, along with use cases analysis and tests.

The completeness of the document will be compromised by the need of focusing on the major features of the system. Nonetheless we’ll try to maintain a high level of consistency all along the dissertation and to develop as many aspects as possible.

Concerning the target of the application, we can think of the standard user as a stable user: the aim of the system should be to convince the customers to use it more than just once.

* 1. Other considerations about the system

Some considerations based on the last sentence in the previous paragraph can be made. If the aim of the system is to be used daily, a great effort must be spent on the user experience, in particular we require the following characteristics:

* Usability: since the set of functionalities usable by the user is quite limited it should not be difficult to make them so intuitive that no documentation will be necessary to fully understand them at a first glance
* Security: the manipulation of sensible data like payment methods requires a strong focus on security matters and the customers must be aware that they are placing their money in good hands
* Stability: it’s a major characteristic since the service must be available h24 7/7dd
* Look & feel: an essential design is necessary to catch the customers’ attention and bound them to the service

Scenario identifying

**Scenario 1**

Sebastian always reach his office by bus but today is scheduled a strike. So, the day before he discovers PowerEnJoy and he signs up. The day of the strike, he uses PowerEnJoy’s app to make a reservation. He finds a car around and reaches it. Once near to the reserved car, the system unlocks car doors and then Sebastian enter it. The system