# Pet Supplies Delivery
# Vision

**Version 1.0**

# Revision History

| Date | Version | Description | Author |
|---|---|---|---|
| 18/3/2019 | 1.0 | First Version | N° 3 |
| | | | |
| | | | |
| | | | |

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# Vision

## Introduction

### 1.1 Purpose

The purpose of this Vision document is to analyze the initial project guidelines in order to further our understanding of the development process. This is achieved through collecting, analyzating, and defining high-level needs and features of the system to implement.

### 1.2 Scope

The scope is to create an application that allows for online delivery requests of pet supplies and pets, as well as offering medical care.

### 1.3 Definitions, Acronyms, and Abbreviations

Abbreviations:

- App stands for Application.
- DB stands for Database
- CEO: Chief Executive Officer
- UCP: Use Case Points
- CRUD: Create - Retrieve - Update - Delete
- N/A: Non Applicable

### 1.4 References

UCP

### 1.5 Overview

The Vision document contains a more in depth analysis of the system to be implemented. It includes the system's description, requirements (such as the features to include), capabilities needed by the stakeholder and target users, and many more. The document is divided in 10 section which are listed below.

1. Introduction
2. Positioning
3. Stakeholders and user descriptions
4. Product Overview
5. Product Features
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## Positioning

### 1.6 Business Opportunity

PetPack is a company that not only incorporates the traditional delivery (in this case, veterinary supplements), but also is complemented by an emergency unit, thus facilitating preventive medical care (vaccines, for example) and

emergencies (accidents). This distincts us from other deliveries of the pet area.

## 1.7    Problem Statement

| | |
|---|---|
| The problem of | the lack of integrated online service for pet supplies |
| affects | delivery clients and the company that offers the delivery |
| the impact of which is | decreased sales and advertisement |
| a successful solution would be | to add new ways of delivery through the creation of online interfaces. |

## 1.8    Product Position Statement

| | |
|---|---|
| For | people who wish to order pet supplies online |
| Who | need a new way of ordering supplies |
| The (product name) | delivery app |
| That | provides its users another way to order pet supplies to their homes |
| Unlike | Fauna town |
| Our product | will additionally deliver animals and provide a pet ambulance |

# Stakeholder and User Descriptions

## 1.9    Market Demographics

The demographic target consists of animal lovers who wish to adopt a pet and pet owners who, because of a wide range of personal reasons, do not desire to request Medical care or purchase items locally at stores.

A broad array of people should be interested in this kind of service and feels comfortable in an online environment because online services are becoming more and more a part of our daily lives.

Pet Pack is well-know for the development of PetShop supplies applications and its aim is to attract its clients interests at first sight and view the world through their eyes as development proceeds.

## 1.10    Stakeholder Summary

| Name | Description | Responsibilities |
|---|---|---|
| State | Government authorities in the target countries | In charge of the regulations that put context to the transactions and the |

| | | available items |
|---|---|---|
| Executives | Manage and demand different project options | Controls funding and demands different requirements for the system |
| Development team | Apply changes and requirements guided by executives | Design, Architecture, DB, Testing, Analysis, maintainability |
| Payment service | In charge of monetary Transactions | Controls monetary flow in the system |

### 1.11    User Summary

| Name | Description | Responsibilities |
|---|---|---|
| Customers | People who utilize the system for online purchasing and delivery. | Purchasing the offered items from the delivery app. |
| Local pet shop owners | Owners of the pet supplies and pets being offered through the system. | Posting online the different pet supplies and pets that can be bought. Checking for any incoming purchasing or consultation messages. Hiring employees to complete the delivery requests and veterinarians for the medical care. |

### 1.12    User Environment

The application will be web based meaning that users will be able to access it anywhere (at home, away, or on the go). Pet supplies, PetShop services and medical care will be purchasable through the platform. A product cart will be available to the user, which after a set amount of time expires.

### 1.13    Stakeholder Profiles

*1.13.1 State*

| Representative | Internal Revenue Service |
|---|---|
| Description | Issues laws and regulations |
| Type | Expert |
| Responsibilities | Responsibility to protect consumer rights and regulate trade |
| Success Criteria | Creation of jobs, economic growth and content consumers |
| Involvement | Only passively involved by issuing regulations |
| Deliverables | None |
| Comments / Issues | |

*1.13.2 Executives*

| Representative | CEO |
| --- | --- |
| **Description** | Head of the company |
| **Type** | Expert |
| **Responsibilities** | Decide on the company's goals and business plans |
| **Success Criteria** | Growth of customer base |
| **Involvement** | Makes important decisions concerning the requirements but is not involved in the actual development of the website nor the technical details |
| **Deliverables** | Requirements reviews |
| **Comments / Issues** | |

*1.13.3 Development team*

| Representative | Florencia Petrikovich, Juan Martin Baader, Lautaro Pinilla, Marina Fuster, Pablo Oseroff, Katharina Franitza |
| --- | --- |
| **Description** | Programmers, software engineers |
| **Type** | students |
| **Responsibilities** | System development and maintenance |
| **Success Criteria** | Working software that fulfills high quality requirements |
| **Involvement** | Execution of the identified requirements |
| **Deliverables** | New product features |
| **Comments / Issues** | |

*1.13.4 Payment service*

| Representative | head of payment service company |
| --- | --- |
| **Description** | company specialized in payment transactions |
| **Type** | expert in online transactions |
| **Responsibilities** | must ensure security of the transaction |
| **Success Criteria** | Successful, fast and safe transmission of payment from consumer to the company |

| | |
|---|---|
| | selling the product and payment service receives its share of profit |
| **Involvement** | only indirect involvement by providing payment service |
| **Deliverables** | |
| **Comments / Issues** | - |

### **1.14    User Profiles**

*1.14.1 Buyer*

| | |
|---|---|
| Representative | Any Buyer. |
| **Description** | Defined in demographic section |
| **Type** | Defined in demographic section |
| **Responsibilities** | To offer a valid payment method in case of purchasing an item. |
| **Success Criteria** | The user is successful when he or she can complete a transaction. The degree of success is given by the experience of the transaction |
| **Involvement** | The user will buy a product listed in site paying the price included in the product's description |
| **Deliverables** | At the end of the transaction the user will give a feedback of his or hers experience |
| **Comments / Issues** | Issues: Unavailability of a desired product (manager is expected to load stock into the platform). Unavailability of medical-care doctors. Payment cancelation through external (refund through credit card)  means when a product order has been issued. |

*1.14.2 Local pet shop owners*

| | |
|---|---|
| Representative | Any pet shop owner. |
| **Description** | Defined in demographic section |
| **Type** | Defined in demographic section |
| **Responsibilities** | To have solvency regarding pet supplies |
| **Success Criteria** | The pet shop owner is successful when it is able to sell products. The degree of success is given by the buyer's experience with the product and the amount of stock that's left |

| Involvement | The buyer will provide accurate information about the product |
|---|---|
| Deliverables | When a buyer's request is made, the pet shop owner will make sure to provide the corresponding supplies |
| Comments / Issues | |

### 1.15 Key Stakeholder or User Need

Key stakeholder or user needs are listed here in descending order of necessity and importance to the user.

1.15.1 Purchases are only available in store:
1.15.1.1 The lack of an online service for the customer to purchase generate a loss of revenue that will be fixed by the implementation of this project
1.15.2 Lack of online advertisement
1.15.2.1 The business currently lacks a proper way of generating online advertisement due to the lack of an online page that can be connected via a link to the different advertising method
1.15.3 Lack of trust of customers towards online services and payment that is solved by the simple, straightforward and easy to use website

### 1.16 Alternatives and Competition

*Fauna Town*

*Drovenort*

## Product Overview

The application offers an all around package for pet lover's. It includes the delivery of pets, supplies and even medical care. Regarding the interfaces to other applications, it needs an interface for payments. Besides that, it is a completely independent product.

### 1.17 Product Perspective

The product is completely self-contained.

### 1.18 Summary of Capabilities

**Table 4-1 Customer Support System**

| Customer Benefit | Supporting Features |
|---|---|
| New support staff can quickly get up to speed. | Knowledge base assists support personnel in quickly identifying known fixes and workarounds. |

| | |
|---|---|
| Customer satisfaction is improved because nothing falls through the cracks. | Problems are uniquely itemized, classified and tracked throughout the resolution process. Automatic notification occurs for any aging issues. |
| Management can identify problem areas and gauge staff workload. | Trend and distribution reports allow high level review of problem status. |
| Distributed support teams can work together to solve problems. | Replication server allows current database information to be shared across the enterprise. |
| Customers can help themselves, lowering support costs and improving response time. | Knowledge base can be made available over the Internet. Includes hypertext search capabilities and graphical query engine. |

### 1.19    Assumptions and Dependencies

This product will assume that the user has a computer, internet connection and a basic understanding of web navigation in addition to the physical and psychological capabilities to do that.

### 1.20    Cost and Pricing

There will be no additional fee apart from what is specified in the UCP for the user concerning the usage of the application/website. The company is awarded a commission of the sold products and services.

### 1.21    Licensing and Installation

The program will be Open Source and needs to be installed on a computer or any mobile device. It will be a Django based solution. After ending development PetPack will be in charge of first time installation and setup. Following first time, a request must be made to reinstall and setup.

## Product Features

The application must be user-friendly and easy to interact with.

### 1.22    General features

- Create user
- Activate user via email
- Edit user
- Delete user
- User login

### 1.23    Delivery process features

- Product search
- Product listing
- Shopping cart
- Purchase confirmation

- Product CRUD
- Client CRUD

## Constraints

You need internet access in order for the application to work. Also, no cash payment will be provided (apart from Rapipago/Pago Facil like methods)  and finally an email account is required to register.

## Quality Ranges

The PetPack website offers reliable, sufficiently fault-tolerant and highly available services to their customers. The following requirements have been set considering the 4 most important quality features:

Performance: The system will be able to handle 100 transactions per second.

Availability: The system is available 96 % of the time.

Reliability: Mean time between failures is 1 year.

Usability: The typical time to upload an item is 5 min.

## Precedence and Priority

This system is quite simple, so all functionalities are equally important and necessary for the application to provide flawless operations and great user experience.

## Other Product Requirement

### 1.24    Applicable Standards

PetPack will provide a GNU General Public License Version 3 (GPL-3.0) for Pet Supplies Delivery.

### 1.25    System Requirements

The Application needs to run in a Unix based Operating System (Linux or OS X).

### 1.26    Performance Requirements

The application must have reasonable response times, especially during the process of searching for products on the website, adding them to the shopping card and the payment process.

### 1.27    Environmental Requirements

N/A

## Documentation Requirements

### 1.28    User Manual

There will be no user manual as the application will be user friendly and provides help in a menu. It will also coincides with the users' mental model of a delivery system's structure and functionality and therefore, be easy for them to understand how the system works.

### 1.29    Installation Guides, Configuration, and Read Me File

The application will have a Readme File in which the user can find installation instructions.

### 1.30    Labeling and Packaging

N/A

# A    Feature Attributes

## A.1    Status

| | |
|---|---|
| Proposed | Feature that is being reviewed but has not been accepted by management. |
| Approved | The feature is seen as useful and is approved for upcoming implementation. |
| Incorporated | The feature is incorporated and makes up a substantial part of the project. |

## A.2    Benefit

| | |
|---|---|
| Critical | Create and modify  user profile, product search, adding to and viewing shopping cart, confirmation of purchase, payment |
| Important | <ul><li>Efficient access to the database</li><li>Efficient data storage in the database</li><li>Load times of the website</li><li>Package status tracking</li><li>Package history</li></ul> |
| Useful | <ul><li>payment confirmation to user via email</li><li>updates of delivery status to user</li></ul> |

## A.3    Effort
Each task will be given a priority which the team will use to determine the correct time to implement that feature.

## A.4    Risk
The risks that can put the project in danger will be classified as follow:
- High: Budget cuts causing the project shutdown
- Medium: removal of a feature, change in requirements
- Low: Performance issues due to heavy usage

### A.5 Stability

The stability of the project is almost completely fixed since the requirements are clearly outlined in an external document and the team has already understood them an imagined their implementation.

### A.6 Target Release°

The first release will be version 1.0 and will contain all the features specified in this document.