

Concordia University	SOEN 287: Web Programming
Gina Cody School of Engineering and Computer Science	Fall 2024

Project

Services Manager

Notes

- Project to be done in groups.
- Each group should have **4 students**. ***This is very important.***
- If you reuse material from other sources (internet, books, papers, websites...), you must provide appropriate citations.

1. Project (quick) description

There are two types of businesses: those that offer services and those that sell products. The latter type offers various products that customers can choose, pay for, and receive. Similarly, a service business offers a set of services that customers can select, avail, and pay for. For example, a Cleaning Company can offer cleaning services to people and organizations (companies). It can offer a number of cleaning services as follows:

1. Regular interior cleaning,
2. Major interior cleaning,
3. Exterior cleaning,
4. Comprehensive cleaning (includes major interior and exterior cleaning),
5. ...

On a service company's website, customers can create their accounts. Using their account, a customer can search and request their desired services. They will receive a bill once the service is performed/availed. When the bill is paid, an official receipt is sent to the customer. Customers should be able to view an overview of their requested services, and the business should be able to view an overview of all offered services, or those for a specific customer, performed during a period of time.

The objective of this project is to develop a system for service companies. The system should be generic so it can be used by any service company (not just cleaning companies). The system should

be used by both customers and business administrators.

You have been asked to develop this web-based system. Below are some of the features your system must provide (please see note below):

1. Clients should be able to do the following:
 - Manage (create, sign in and out, edit, and delete) an account with the required information (name, address, ...),
 - Search for offered services,
 - Request specific services,
 - Cancel a service,
 - Consult bills and receipts,
 - Have an overview of past and future services,
 - ...
2. Business administrators should be able to:
 - Sign in and out of pre-established administrative accounts,
 - Edit business information (Name, logo, address, ...),
 - Edit (add/modify/delete) services it offers,
 - Confirm the execution of a service,
 - Follow up with customers for unpaid bills,
 - Have an overview of services availed by all or some customers for a specific period of time,
 - ...

Note: Please note that the description presented above is preliminary and other requirements/features might be needed.

2. Deliverables

There are two (2) deliverables for this project as follows:

- **Deliverable 1 – Frontend:** due Sunday, October 27, 2024. This deliverable is about what a user of the system can see and do. Please take note: a user here means any user of the website. This can be a customer (who is getting the service) or a business administrator. For this deliverable, data might be entered during execution or might be “hard-coded”.
- **Deliverable 2 - Backend:** due Sunday, November 24, 2024. In this deliverable, data received from users, generated, or sent to users is stored in a database residing behind a web server. There will be no hard-coded data as of deliverable #2 as data will go to/come from the

database. Also, you might need to revisit some of the features you implemented in deliverable #1.

For each deliverable, you are going to demo your project. When each deliverable is due, you will be notified so you can pick a demo slot from Moodle scheduler. All demos will happen online through Zoom. More information on scheduling and demoing will be provided close to the deadline.

In addition to the demo, you need to submit the following with each deliverable:

- A list of features that have been implemented so far,
- A list of features to be implemented in the next deliverable,
- A completed and signed “Teamwork Discussion” sheet (see Moodle) showing the contribution(s) of each team member,
- A compressed file containing all your website’s files,
- An installation guide stating how to deploy your website, and
- A user guide showing how to use your website.

3. Submission:

You need to submit each deliverable before 11:59pm of its specified due date above through Moodle.

Please see the Project’s section in Moodle for the submission link.

A few points please:

- The project must be done in teams of 4 students each.
- You have the responsibility to make your own team. I will post in Moodle the list of all students enrolled in the course: names and emails. As soon as you have a team, please remove your name from that list.
- Make sure you meet, as a group, 2 or 3 times a week to check each other’s contributions and progress. **Statements like “we were surprised on the day of delivery that a colleague did not do their part” will not be accepted.**
- Make sure you submit each deliverable ahead of the deadline. That is, do not wait until the last minute.
- All submissions will be through Moodle. Do not send us your submission by email, as we cannot submit it for you. **Email submissions will not be accepted.**
- Only one member of the team can submit, do not submit more than once.
- However, it is understood that what is submitted is endorsed by all team members.

4. Marking considerations

For the marking of your deliverables, please keep in mind the following:

- Not all group members will necessarily get the same mark. There is a mark for the whole team and there are individual marks. The individual marks are derived from the contribution as stated in the "Teamwork discussion sheet" document and from the outcome of the demo.
- There is a mark for the work as a product of a team. If the product is not good, all team members will lose marks. A statement like "My part is working fine, the problem is in others' parts" is not accepted. After all, as engineers, you need to work as a team to deliver a professional product.
- After grading, if you send us emails such as "I did most of the work in deliverable #1 ...", please make sure to CC all of your team members. We will need confirmation from the other members on this. In that case, team members might have their marks appropriately reviewed (up or down).
- Make sure you detail the contribution(s) of each team member in the discussion sheet. The golden rule here is: **"Be professional in reporting the contributions and do not cover up for a team member who did not contribute."**