Introduction

1.1 Overview of the project

AskAMech is an online question and answer system which automates the process of having to call or drive up to the shop (dealer) to ask questions about their cars. AskAMech is a web-based application that provides interfaces for various stake holders (mechanics and clients). Questions can be added to the system with their associated parameters, and the mechanics and clients can answer those questions. Moreover, AskAMech is capable of marking an answer as an accepted answer for the question. These will create an extra touchpoint with their clients and will create a good relationship that results in repeat business for mechanics.

1.2 Objectives of the project

The objectives of this project are to-

* Automate the process of asking questions
* Provide an online question and answer platform
* Provide the ability to mark answer as an accepted answer to help others with similar question
* Makes it easy to check for questions based on key words
* Provide the ability to view profile of other users
* Develop a central database of answers for each question

1.3 The need for the project

We are the largest network of car mechanics in south Africa and we serve thousands of clients daily. We are looking for additional ways to serve our clients in order to make our services even more Valuable by automating the process of asking questions and getting responses. Other than questions, AskAMech is capable of supporting text and links.

1.4 Overview of Existing Systems and Technologies

The internal system that they use to serve their clients daily that does not have the use cases implemented in the AskAMech. AskAMech is only concerned with questions and answers of clients and mechanics, unlike the existing system that they have to serve their clients daily.

Main technologies associated with AskAMech.

* Web programming technologies (C#, HTML, CSS)
* SQL (Database)
* Diagram and design tools (Visio, Draw.IO, Microsoft project)

1.5 Scope of the Project

Main actors of this system

* Mechanics
* Clients

Main use cases associated:

# Mechanics and clients

* + - View content without a login
    - Ask a question/ edit question
    - Answer a question/ edit answer
    - A user that has posted a question can mark an answer as the accepted answer
    - View the profile of any user to view their published questions
    - View a list of questions
    - View a question with its answers (accepted answer at the top)

1.6 Deliverables.

A web-based software system. This contains a central database and functionalities for

various actors or stakeholders. Different GUIs will be provided to different users to interact with.

# Feasibility Study

## Financial Feasibility

Being a web-based AskAMech will have an associated hosting cost. Since the system doesn’t consist of any multimedia data transfer, this application requires very low bandwidth for operation. The system complies with the standards of freeware software. The potential customers and mechanics will not be charged any costs. There will be an associated service level agreement cost of bug fixes and maintenance of tasks. At the initial stage, there will be an upfront cost for development. Also, the potential market space will be the local clients and mechanics. Beside the associated cost, there will be many benefits for the clients.

From these it’s clear that the project AskAMech is financially feasible.

## Technical Feasibility

Project AskAMech is a complete web-based application. The main technologies and tools that

are associated with AskAMech are;

* C# MVC
* HTML/ RAZOR
* CSS
* SQL
* Visual studio
* Diagram drawing tools
  + 1. Visio
    2. Draw.IO
    3. Microsoft Project

Every software is freely available and the requisite technical skills are manageable. Product development time limits (constraints) and ease of use are coordinated using these technologies.

The web-application will be initially hosted in a free web hosting facility but for later implementations in a paid web hosting space with ample bandwidth. The needed bandwidth for this web-application is very small, since it doesn’t incorporate any multimedia aspect.

From these it’s clear that the project AskAMech is technically feasible.

## Resource and Time Feasibility

Resource feasibility

Resources that are required for the OES project includes;

* Programming device (Desktop)
* Hosting space (freely available)
* Programming tools (freely available)
* Programming individuals

So, it’s clear that the project AskAMech has the required resource feasibility.