**MASOUD OTIENO AMBA**

**SCII/01368/2018**

# MOA Laundry services.

## Project Background and Description

MOA Laundry Services provides washing, drying, starching, and ironing clothes for a fee. It also includes those offered in conjunction with or as an afterthought to the rental of garments, accessories, or other textiles. Because emergencies can happen at any time, MOA Laundry Services performs what no one else can, we are adaptable and available round-the-clock when these emergencies occur and offer a fix. Since we are entering the competitive world in the field of business, there is an urgent means to automate our services so as to:

* Fasten the operational processes for all our users making inquiries at our website.
* To save on the time required to handle other engagements.
* Enable marketing of our services.
* Enable our customers to track service processes.
* Reduces the workload for our customers who find it difficult to do their laundry.
* Make it easy for customers to make payments through our website.

## Project Scope

In order to achieve the above named, the project will implement a responsive web-based application system that will be accessible over the internet through: -

* Smart phones - authorized access only.
* Small devices (iPad and iPad-like devices) – both customers and staff.
* Laptops, and desktops – both customers and staff.

The functionalities that will be implemented at a high level are: -

### **Customers/Users Module**

The membership module will include: -

* New users’ registration process and record keeping.
* Users access respective dashboards.

|  |  |  |  |
| --- | --- | --- | --- |
| # | CUSTOMER/USERS OPERATION | REQ. | ACCESS |
| 1 | Register member | Form | System |
| 2 | login | Form | System |
| 3 | View services list | Auto | System |
| 4 | View services details | YES | System |
| 5 | Payment for a service | YES | System |
| 6 | Logout | YES | System |

### **Admin/Staff module**

|  |  |  |  |
| --- | --- | --- | --- |
| # | CUSTOMER/USERS OPERATION | REQ. | ACCESS |
| 1 | Login | Form | System |
| 2 | Register item | Form | System |
| 3 | View details | Auto | System |
| 4 | Update status | YES | System |
| 5 | View payment | YES | System |
| 6 | View user history | YES | System |
| 6 | Logout | YES | System |

### **Payment Module**

The website allows customers to make payments within the system. The payment module will include: -

* Payment form.
* Viewing of payments by the admin.

## High-Level Requirements

The system is a web-based application. As such, any device with internet access and the latest browser will be able to access it.

The new system must include the following:

* Ability to allow both internal and external users to access the application without downloading any software

## Deliverables

* Back-end software that stores all entries within the system.
* UI Prototype for both users and staff.
* Staff responsive dashboard accessible through specifically authorized credentials.
* Users’ responsive dashboard accessible anytime.

## Affected Parties

* Staff.
* Users.

## Affected Business Processes or Systems

* Users Registration
* Service payments.

## Specific Exclusions from Scope

In this phase (phase 1), the following will be excluded and will come in the subsequent phases: -

* Email and SMS alerts will come later.
* Delivery module and tracking of deliveries.
* Reviews, recommendations, and chatbots.

## 8. Implementation Plan

The project will kick off once the necessary environment required to develop the prototypes is set up.

After the environment I set up, the UI prototype will be developed. Once the prototype has been developed, the necessary officials will go through it and approve of it. This stage is to ensure that all required functionalities have been factored in and that the user experience (UX) is excellent.

After the UI prototype has been done, the different modules will be developed right from the registration to logout of the system,

## 9. Time Schedule

## 

## 10. Approval and Authority to Proceed

I approve the project as described above and am authorized by my lecturer to proceed.

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | Signature | Date |
| Felix Otieno Okoth | Mr. |  |  |
|  |  |  |  |