Software Requirements Specification (SRS) Document

Lost and Found Pet

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Version 1

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I.   Project General Description:

The Lost and Found Pet Local app is a community-driven platform designed to help pet owners reunite with their lost pets and enable community members to report found pets. The app connects pet owners and finders in real-time and make it easier to find lost pets based on providing updates on information about last seen location and last seen time of the pets.

II.   Product Features:

The Lost Pet App is designed to ease the way pet owners can find their lost animals with the help of the local communities in lost pet situations. Below are the key features and functions that define the essence of the application:

- Pet Profile Customization: Pet owners can create detailed profiles for their pets, including photos, descriptions, breed, age, and any distinguishing features.
- User Profile Customization: Pet owners can create personalized profiles with their list of pets, their contact information and information such as name and address or phone number so finders can contact when they found the pet.
- Found Pet Reporting: If a finder finds a lost pet, they can report it through the app, providing details and photos.
- Interactive Local Map: Users can view an interactive map in the dashboard photos and location of lost pets in their area. This intuitive interface makes it easy for community members to participate in the search effort and the owner to look for their pets.
- Pet Description and Image: Owners can upload several images to give a clearer view of the lost or found pet's appearance as well as the pets' last seen location, time or outfit.

III. Functional Requirements:

- o FR0: The app will allow all users to create a community member profile.

- o FR1: The app will allow all users to modify their profiles.
- o FR2: The app will allow community members to view lost pet reports and to be able to click on a specific report to get more information.
- o FR3: The community member will be able to also upload their own photos and information when they find the pet to the specific pet report and undo it as well if it was the incorrect pet.
- o FR4: The app will allow the community member to view their statistics page, detailing how many pets they have found and their satisfactory rating.
- o FR5: The app will allow the community member to view their reviews and reply to them as well.
- o FR6: A Sysadmin can use a provided admin account to log in to the app.

- o FR7: A Sysadmin can use a provided admin account to log in to the app.
- o FR8: The app will allow a sysadmin to remove pet listings that are inappropriate or irrelevant.
- o FR9: The app will provide a sysadmin can view the app statistic such as number of finder accounts, number of lost pet owner accounts, number of pets found for the finder, number of successful reunions, etc.
- o FR10: The app will allow sysadmin remove reviews that violate terms of condition.
- o FR11: The app allows customers to create a profile
- o FR12: The app will allow all users to modify their profile
- o FR13: The app allows customers to post their lost pet
- o FR14: The app allows customers to view other lost pets
- o FR15: Allows customers to message providers
- o FR16: Provide reviews and feedback on a provider they messaged

IV. Non-functional Requirements:

Provider:

o   NFR0: The time it takes to transition between the different services/refresh should be no longer than 3 seconds.
o   NFR1: The app/ any service should not be down for more than 10 seconds.
o   NFR2: There also should be clear labeling for each service displayed for ease of use.

System Admin:
o   NFR3: Statistic page should be loaded in less than 10 seconds.
o   NFR4: Listings should disappear from the dashboard in less than 10 seconds after being removed by a sysadmin.
o   NFR5: Account should be flagged with "banned" status in the system within 15 seconds from being banned by a sysadmin.

Customer:

o   NFR6: The homepage should load within 5 seconds and have the login and listed pets displayed.
o   NFR7: When a customer decides to post their lost pet it should be viewable withing 10 seconds.
o   NFR8: The login information should be stored and saved which lets the user remain logged in the next time they visit the app.

V. **Scenarios:**
    a. Lost Pet Owner – Wahhab Rasheed

Users– John Doe

i. **Click/Lost Pet Finder (View/Profile Management):**

• **Initial Assumption:** The customer has access to the app and is able to log in and create their profile.
• **Normal:** When the customer logs in to the app, they will be given the option to create a customer profile. This use case lets a customer create or modify their "profile". This includes adding a profile picture and having the option of deleting their profile. Furthermore, the customer may be allowed to add information about themselves such as a short bio on their profile.
• **What could go wrong:** The customer creates their profile but does not like their bio or would like to change their profile picture. This can be solved by adding an edit feature when they click on their profile, allowing them to rewrite their bio or change their picture.
• **Other Activities:** The customer is notified that their profile is now updated.
• **System state on completion:** The user is logged in and their profile is completed and viewable to other customers/providers/admin.

ii. **Click/Lost Pet Finder (View available services):**

• **Initial Assumption:** The community member has access to the web app, is logged in, and is on the main page of the Lost Pet Finder app.
• **Normal:** The user will be allowed to view pet finders and be able to click on their profiles to view their picture and see their bio. They can also view reviews the pet finders have received. There will also be a way for customers to message pet finders and ask them questions. Furthermore, customers can also view reported lost pets.
• **What could go wrong:** A customer can mistake a reported lost pet as having been listed recently when it was actually listed weeks ago. This can be solved with an included date of when the lost pet was posted.
• **Other Activities:** Customers can view the previous pets a lost pet finder has found.
• **System state on completion:** After the user has browsed the available pet finders and lost pets, they will have the option to contact a pet finder or report a pet as lost. If the user engages with any pet finder or lost pet post, the system will update their activity log to reflect their interaction and allow them to track any follow-up actions.

iii.   Click/Lost Pet Finder (Post a Lost Pet):

• **Initial Assumption:** The community member has access to the web app, is logged in, and is on the main page of the Lost Pet Finder app.
• **Normal:** The customer is able to post their pet reporting it as lost, and can view a list of lost pets to see if any of them match. When posting their lost pet, they will include pictures and a description, including any useful information about their pet or their last known whereabouts. Once they click post, pet finders will be notified and their post will be viewable to others.
• **What could go wrong:** Customers could want to add more pictures to their posts or update the description, which they will be able to do with the edit feature on their posts.
• **Other Activities:** Customers will be notified that their posts have been edited and their changes are saved.
• **System state on completion:** The posting is submitted, notifying the user and if anyone interacts with the post or messages the customer they will also be notified.

iv.   Click/Lost Pet Finder (Review Finder):

• **Initial Assumption:** The community member has access to the web app, is logged in, and is on the main page of the Lost Pet Finder app.
• **Normal:** The customer has the ability to review the person who found their pet or review someone who gave them helpful information. The user will be prompted to write a review, which will be a 5-star system, and the option to write a brief message indicating how helpful a finder was. Once the review is written, it will be shown on the finder's profile and the customer will be told that their review has been submitted. All future customers can see the review and keep that in mind when deciding to deal with someone.
• **What could go wrong:** Customers could wrongfully create fabricated reviews for finders that they have not interacted with. This can be solved by only allowing customers to write reviews for those that they have messaged or the person who found their pet.
• **Other Activities:** The user's reviews can be given a thumbs up or a thumbs down by other users indicating if they found it helpful.
• **System state on completion:** The system will show that the review is submitted and the user has an option to delete their review or change it if they wish to.

b. Lost Pet Finder – Rafael Venegas

i. **Click/Lost Pet Finder(View/Profile Management)**
   - **Initial Assumption:** The community member has access to the web app and is logged in.
   - **Normal:** The community member will be presented with the option after logging in to make a community member profile account.
     - o If the user accepts it, then their profile will be made, and they will have access to the app as a community member.
     - o The community member will also have the option to report their pets missing as well. There will also be a way to delete their entire profile if they no longer need it.
   - **What Can Go Wrong:** The community member can accidentally delete their profile. There will be a pop-up screen that will pop up when they click 'delete account' to make sure the user wants to delete their account.
   - **Other Activities:** The community member can also access a panel of options that can change their profile settings such as reporting their pets missing and design options as well.
   - **System State on Completion:** If the profile is confirmed to be made then the profile will be set as a community member profile, and they can access the app and its services acting as a community member.

ii. **Click/Lost Pet Finder(View/access to available services) ·**
   - **Initial Assumption:** The community member has access to the web app, is logged in, and is on the main page of the Lost Pet Finder app. · **Normal:** The community member will be presented with the main page which will show logs of the lost pets that will show a photo of the pet. o If the user clicks on the photo, it will show the description of the pet with the image as well. The community member can also upload a photo, description, and location of the pet when they find it and report it found under the same pet report by clicking on a button indicating it has been found. (The fields listed above are required to limit any false findings).
   - **What Can Go Wrong:** The community member can mistake the lost pet for another pet. The owner will be able to message the member and correct it by clicking an undo button to reverse it back to it being still not found.
   - **Other Activities:** The community member can message the owners and undo any mistakes as well with an undo button.
   - **System State on Completion:** If the upload of the found pet is correct then the pet will be taken off the log of the lost pet reports and will be deemed found.

iii. **Click/Lost Pet Finder(View/Statistics Content)**
   - **Initial Assumption:** The community member has access to the web app, is logged in, and is on the main page of the Lost Pet Finder app.
   - **Normal:** The community member will be presented with the main page where a panel of options will be displayed.
     - o If the user clicks on the panel/menu icon it will show the option for viewing the statistics page.

- o The community members can view their statistics page which will show how many pets they have found and the satisfactory rating they have as well.
- **What Can Go Wrong:** The community member can accidentally click on the option to show the statistics page. This can easily be reverted by just clicking on the panel of options to go back to a specific page they want to go to.
- **Other Activities:** The community member can view the specific star rating percentage they have.
- **System State on Completion:** When they click on the option, the page will pop up with all the information displayed showing their satisfactory rating and how many pets they have found.

iv.   . **Click/Lost Pet Finder(View/Review Content)**
- **Initial Assumption:** The community member has access to the web app, is logged in, and is on the main page of the Lost Pet Finder app.
- **Normal:** The community member will be presented with the main page where a panel of options will be displayed.
    - o If the user clicks on the panel/menu icon it will show the option for viewing the review page.
    - o The community member can view their review page which will show the reviews they have on th em from pet owners who have interacted with them.
- **What Can Go Wrong:** The community member can accidentally reply to a review when they didn't mean to. This will be fixed by having an undo button that they can click on to backtrack what they did.
- **Other Activities:** The community member can reply to reviews as well.
- **System State on Completion:** When they click on the option, the page will pop up with all the information displayed showing the reviews they have and the ability to reply will also be available.

c. Sysadmins – Hung Nguyen

 i. Click/Manage User Access:
- **Initial Assumption:** The actor is provided with a sysadmin account and use that account to login as an administrator.
- **Normal:** The system come across an inappropriate listing (a lost pet owner post inappropriate/irrelevant picture, a lost pet finder posting incorrect information, etc.). The sysadmin can view the poster's profile and their listing history when click on their name/avatar and will have a "ban/flag" button to disable the profile.
- **What could go wrong:** The sysadmin accidently bans the wrong person and can remove/lift a ban by clicking a "remove ban/flag" button on the person's profile.
- **Other Activities:** The sysadmin can also go to a lost pet owner/finder profile from the review page and perform the same action.

- **System state on completion:** The banned/flagged account will be marked with the banned/flagged tag. Account with this tag will not be able to create new listing or write review.

 ii. Click/Moderate Services:
- **Initial Assumption:** The actor is provided with a sysadmin account and use that account to login as an administrator.
- **Normal**: The system come across an inappropriate listing (a lost pet owner post inappropriate/irrelevant picture, a lost pet finder posting incorrect information, etc.). The admin can click on an extension option button that has a remove listing option to delete the listing.
- **What could go wrong:** The sysadmin could click on the wrong listing and try to delete so there should be a confirmation window to make sure the sysadmin removes the right listing.
- **Other Activities:** The system notify the owner/finder that their post has been removed.
- **System state on completion:** The listing in removed from the dashboard and a "Remove successful" notification is display on the sysadmin's perspective.

 iii. Click/Moderate reviews:
- **Initial Assumption:** A review is written from a lost pet owner to a finder after a successful reunion.
- **Normal**: The lost pet finder finds the review being inappropriate or contain false information and decides to flag the review with send a notification to sysadmins. The sysadmins check the review and decides whether to keep or the remove the review by using a "remove review" button.
- **What could go wrong:** The sysadmin tries to remove a review with high rating (4-5 stars) and is asked to double check if they want to continue with the removal.

- **Other Activities:** A review removal notification is sent to the lost pet owner that wrote the review.
- **System state on completion:** The system removes the review from the finder's profile and adjust the rating of the finder after removing the review.

iv. **Click/View Usage Statistics:**

- **Initial Assumption:** A system admin logs in to the system with a provided administration account.
- **Normal:** From anywhere in the app interface the sysadmin can go to the statistic panel to view the system's statistic. The statistics could be number of finder accounts, number of lost pet owner accounts, number of pets found for the finder, number of successful reunions, etc. And these statistics should be display with visualized model or graphs.
- **What could go wrong:** The statistic may be displayed incorrectly or in the wrong numerical format. The sysadmin can click the refresh button to refresh the system statistics.
- **Other activities:** A detail statistic description is shown when the sysadmin click on a model/graph.
- **System state on completion:** If a pet owner/finder create a new listing before the system admin click on the refresh button the statistic for number of listings should be updated accordingly.