**Jobster Web Application**

**Business Requirements Document**

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8. **Project Overview**

This document describes the business/user requirements for the Jobster Application that will provide a basis for the following project activities:

* Introducing business/user requirements
* Creating test plans and test specifications
* Identifying stakeholders
* Designing solutions to project tasks
* Producing an application that will enable users to find a job and apply for it through the website
* Determining when the project is complete
* Assessing the degree to which the project succeeded

1. **Document Information**
   1. *Audience*

|  |  |  |
| --- | --- | --- |
| **Name** | **Business Unit** | **Role** |
| Big Corporations | HR Department | Partner/Supplier |
| Local Businesses | HR Department | Partner/Supplier |
| Freelance Recruiters | Freelancer Management | Partner/Supplier |
| Ad Agencies | Advertisement Management | Partner/Supplier |
| Customers | Subscription Services | Web Application Users |

* 1. *Naming Convention*

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Suppliers | Jobster’s supplier base includes big, medium and small companies as well as freelance recruiters who are looking to hire qualified personnel or assistants through the website |
| Customers | In this project, customers refers to users that search for jobs through the site and use the web application to submit job applications |
| GUI (Graphical User Interface) | GUI refers to the actual interface that allows customers to log onto the site and browse the pages |
| Web Application | In this project, Jobster will maintain a website |
| QoL (Quality of Life Features) | QoL refers to designing a website with features that make it accessible to users and adding features continually to improve performance |

1. **Business Opportunity**
   1. *Background*

Our goal is to create a web application that will enable users to search for jobs all across the US and apply to them in one website. Jobster web application presents a comprehensive solution to employers looking to hire the best qualified candidates and jobseekers looking for a job with companies that are in demand for their skill sets, and freelancers looking for projects offered on a contractual basis. Jobster boasts an intuitive, visual interface that facilitates both the job finding process and the process of finding qualified personnel. Jobster will have enhanced functionality with separate sign-in functions for employers and jobseekers.

* 1. *Current State Analysis*

Before the advent of internet and online technologies, job seekers had to search for job listings in the newspaper or Career Services of different colleges, or they would rely on connections to get informed about new job openings. The availability of job listings online streamlined the process by enabling job seekers to access all the information about job postings online. Examples of such websites are monster.com, indeed.com and ziprecruiter.com to name a few. Jobster will provide similar service and functionality through an intuitive, user-friendly interface. The project will be developed on ReactJS, Express JS, NodeJS, JavaScript, CSS, HTML and will use MySQL as database. The planning process for the application is currently underway and the development of the project will span two semesters at Pace University.

* 1. *Future State Objectives*

The objective is to create a web application that will be competitive in the crowded space of job search websites. The website will offer job listings from numerous big, medium and small companies as well as freelancers and will allow users to search for jobs based on their criteria and apply to them through the website.

* 1. *Stakeholders*

|  |
| --- |
| **Stakeholders** |
| Subscribed Employers |
| Subscribed Job Seekers |
| Unsubscribed Job Seekers |
| Freelance Recruiters |
| Media Relations Specialist |
| Account Manager |
| Data Manager |
| Help Desk & Operations Manager |
| Accountant |
| Financial Analyst |
| Marketing Manager |
| Sales Manager |

1. **Business Requirements**
   1. *Business Scope*

The users of Jobster will be able to find job listings that match their skills and that are at a commuting distance from their place of residence. Jobster will also provide a listing of projects to be completed on a contractual basis. Jobster will be structured as a web application that will be financed through customer and supplier subscriptions and a fee from advertisements.

* 1. *Detailed Business Requirements*

For simplicity reasons, we have grouped Subscribed Employers and Freelance Recruiters under Human Resources, and Subscribed Job Seekers and Unsubscribed Job Seekers under Customers.

* + 1. Account Management
       1. Ability to create a new account
       2. Ability to sign in or out of an account
       3. Ability to change account information
       4. Ability to view job postings or post jobs
       5. Ability to save customer information
       6. Ability to delete an account
    2. Accounting/ Finance Management
       1. Ability to generate bills for partners
       2. Ability to charge customer credit cards
       3. Ability to inform customers of credit card authorization status
       4. Ability to keep track of debits and credits
       5. Ability to raise capital as necessary
    3. Help Desk and Operations Management
       1. Ability to monitor user activity
       2. Ability to respond to customer requests and concerns
       3. Ability to address user grievances
    4. Advertising/Marketing Management
       1. Ability to advertise services
       2. Ability to choose a target market based on need
       3. Ability to pitch services to customers and suppliers
       4. Ability to offer promotional deals
       5. Ability to filter advertisements based on user preferences
       6. Ability to update advertisements
    5. Human Resources (Subscribed Employers and Freelance Recruiters)
       1. Ability to post job openings
       2. Ability to receive job applications from Jobster
       3. Ability to remove job postings
       4. Ability to view browsing history within the website
    6. Customers (Subscribed and Unsubscribed Job Seekers)
       1. Ability to access the website
       2. Ability to log onto the website and have access to their accounts
       3. Ability to update their profile and account information
       4. Ability to sign-in to pre-existing accounts
       5. Ability to view job listings through logging in and without logging in (guest access)

1. **External Data Feeds (Interfaces)**
   1. Authentication System

Provides a platform that authenticates all users making sure that unauthorized users don’t access accounts.

* 1. Job Application System

Enables customers to view all available jobs and send applications directly to HRs of supplier companies as well as respond to freelance recruiter postings

* 1. Ads Management System

Sponsored ads are displayed based on user’s browsing history

* 1. Payment System

Enables customers to charge the subscription fee to their provided credit card

* 1. Help Desk System

Provides answers to frequently asked questions as well as assistance to users who need help with the account.

1. **Non-Functional Requirements**

|  |  |
| --- | --- |
| **Category** | **Requirements** |
| Usability | The application’s GUI interface should feature a simple and intuitive design, with menu options clearly labeled and field functions obvious to any user. |
| Usability | The purpose of any section of the application should be immediately evident to any user. |
| Usability | The application should be easy to navigate and users should be able to immediately access any significant functionality that they may need within a few clicks, ideally in one click. |
| Performance | The response time of the application should not be impacted by latency that will significantly impact the evident availability of application features or information. |
| Performance | The application should be available for users 24 hours a day, every day of the year. |
| Performance | The application should not make excessive demands on customer’s computer or device memory capabilities. |
| Performance | The application should support several users using simultaneously. |
| Security | The application will be protected from hackers and intrusion by various security measures. |
| Security | Encryption for customer’s personal data that is maintained on the web application’s server. |
| Database | Application will use MySQL database. |
| External System | Application will be able to interface successfully with social media websites, company website, credit card payment services and other online resources. |

1. **Business Risks**

Our Jobster web application faces fierce competitions from other similar job search applications online, which could present a threat to the profitability of our business model. Risks can be mitigated by adding QoL features to the application that enhance functionality and attract more suppliers and customers to the website. Risks can also be mitigated by ensuring that the user interface is user-friendly, aesthetically appealing and functionally convenient and easy enough to encourage users to keep using the website. We could also offer deals and promotions during the first sixth months of operation in order to attract more users and encourage customer loyalty. Other risks include software glitches that we hope to be able to catch during the testing phase and fix before the application’s release. With regards to external data sources, there is a risk of incompatibility which can affect functionality. This risk can be mitigated by periodically updating information about external data sources.