# *Assignment 2 –HVK Requirements Analysis*

Date assigned: Friday, September 16, 2016

Date due: **Tuesday, September 28, 2016**

**Learning Objectives**

Upon successful completion of this assignment, the student will be able to:

* Create a requirements gathering survey
* Identify and categorize non-functional requirements
* Identify constraints and stakeholders in a project
* Perform domain research

**To do:**

**Part A – Requirements Gathering Via Survey**

**Create a document called YourUserName\_E11\_A02.docx.**

1. Using the techniques discussed in class, your notes and the Internet, create a short questionnaire (10 questions) that HVK could administer on their marketing website to determine what pet owners are looking for in an online kennel system. You want to ask questions about the services that the customer would be looking for, perhaps how often they would use the kennel, etc.

Remember to design the questionnaire to allow respondents to select from a range of answers and not specify the answers themselves. For example:  
How many times a year would you use the kennel?

0-2 times • 3-5 times • 6-10 times • more than 10 times

Inside the pdumaresq\_E11\_A02\_questionnaire.docx document.

**Part B – Identifying Requirements**

1. List 5 non-functional requirements for the HVK case study. For each non-functional requirement, categorize it as either: an operational requirement, performance requirement, cultural & political requirement, or security requirement.

* System must be available at all times during open hours. (performance requirement)
* Only HVK owners can change contract or invoice information. (security requirement)
* Only HVK staff members can access the system to view data (security requirement)
* Dates and times are displayed according to Canadian standards (Cultural and political)
* Clients must only be able to enter valid data into forms (operational requirement)

**Part C – Vision**

Part of the requirements phase of a project involves defining the vision document for the product. The vision document includes things such as the project background, problem being solved, the project stakeholders and the constraints of the project, among other things. For the HVK system, write a paragraph for each of the following items found in a vision document:

1. Project Background – provide a brief background of the HVK project. Describe why the project is being created and who requested the project. It should speak of the project in general terms and not provide detailed information about the project.

* The Happy Valley Kennel system was requested by Jim and Sally Reed, the owners of the Kennel business. The HVK system is an online reservation system, where people can go online to make a reservation for their pet at the kennel. It’s also used by staff members to look up pet information and information about the kennel in general.

1. Problem Statement – provide a description of what problem the system is going to correct. Complete the following table by replacing the text in blue.

|  |  |
| --- | --- |
| The problem of | *The problem is that Happy Valley Kennels does everything physically, in paper, which leads to lower customer satisfaction since there’s more work for them, there’s more work for employees and things eventually get cluttered and are difficult to maintain. There’s also a lot more discrepancies in paper systems and are overall harder to use.* |
| Affects | *this problem affects mainly the HVK staff, but also their clients. The clients needs to do everything by paper, which takes more time, can lead to more potential miscommunication, and can be frustrating to fill out.* |
| the impact of which is | *The impacts of not implementing an online system is that as their competitors move over to more advanced online systems, HVK won’t be able to keep up with competition. Customer satisfaction will drop since HVK is the only place not taking online reservations and they’ll begin to lose clientele.* |
| a successful solution would | *Implementing an online system would lead to greater customer satisfaction since there’s less paperwork, less room for miscommunication and it takes a lot less time for the customer. For staff, things become much more easily accessible by simple referring to the database as opposed to looking for correct files. There ends up with a lot less redundant data because users won’t be stored in several places and they won’t end up with overall less work for both customers and employees.* |

1. Project Stakeholders – list the names of all of the stakeholders who are involved in the project and their role.

|  |  |
| --- | --- |
| **Name** | **Role on the project** |
| *Customer* | *Customers are stakeholders in the project because they’re going to be some of the users of the system. They’re the ones paying HVK in the end, so having a system geared towards them would be really good. They’ll be contributing to the development of the system by completing the survey that we had to write. They’ll be proving us with feedback and possible ideas on issues to resolve and how to target our online reservation system.* |
| *HVK staff* | *The Happy Valley Kennel staff members are all stakeholders in the project because they’re all going to be using the system on a daily basis. The system will provide information on pets and runs and the kennel in order for the staff members to know what needs to get done. They won’t be contributing directly towards the system development as Jim and Sally or the customers are, but we could take a small group of employees and present them with prototypes to try out and see what they think. It might be worth sending a questionnaire out to them as well, we don’t really know how many staff they have at HVK.* |
| *Jim and Sally* | *Jim and Sally are also the financial stakeholders for this project since they own HVK and will be paying for the project. Part of their business relies on making this a success and they’ll be the people we go to while presenting current work, asking more questions about the system and knowing what functionalities are required for the system.* |

1. Project Constraints – list at least three constraints for HVK. A constraint is something, usually external to your project, which forces a specific result in your project. The three most common constraints are time, money and quality. For example, if a product has to be done by a specific date, that becomes a constraint. Likewise, if there is only a certain budget for the completion of the project, that is a constraint.

* One constraint for this project is our current knowledge. Jim and Sally know that those developing the system are college students, we’re not acting as though we’re professionals in this case study, so one constraint could actually be our current knowledge.
* The quality of the system is another constraint for the project. Jim and Sally don’t want to lose any of their current functionality at all, while still gaining some, so we need to make sure that we have a high quality system that will allow them to do everything they’ll need.
* The last constraint is time. Jim and Sally don’t seem to have a date for the project completion, but we have the constraint of needing to be done the system before April 2017. In real life, I guess it’s possible for clients to not really have a time constraint, but the company needs to meet a deadline for it’s own reasons.

**Part D – Domain Research**

Use the Internet to research existing online reservation systems that exist for pet kennels. Research three different online reservation systems for pets that exist that could be used for HVK. For **each** **of the three** systems: **(30 MARKS)**

* Describe the system and provide the URL;
* Describe the functionality provided and how it is similar to what Jim and Sally are looking for. What features does it have that Jim and Sally are asking for?
* What features is it missing that Jim and Sally have asked for?
* Describe any interesting features that Jim and Sally might consider including in their system, which are not currently asked for.

1. <http://www.keshetkennels.com/>

This is a business that is a dog kennel, such as HVK, located in the Ottawa area. They’re also a dog rescue organization, so you can adopt pets from there too, but they have boarding for pet owners.

For making a reservation, you first need to have an account, which is a bit different, but I like the idea. For making a reservation, all you have to do is select which dog(s) you’re reserving for and enter the start and end date and enter specifications for feeding requirements and extra services requested, everything that Jim and Sally are requesting is present in this system. I don’t see any features it’s missing, other than the backend employee stuff that as a regular user, I can’t see.

I really like the fact that it asks for your dog’s regular behavior and how the dog acts towards different types of people; men, women, strangers, children, etc.. They also have the pet’s birthday so they know how the dog is, which is good stuff to know. To determine size of the pet, they ask for the dog’s weight, which is something that I think HVK should do too instead of just eyeballing it. They also ask what kinds of activities your pet enjoys, so fetch, chase, tug of war, etc.. They ask a lot of questions about the dog’s personality, which I think is really important so that they know what’s normal for each dog.

1. <http://bekkerspetcare.com/>

Link directly to the form since I didn’t like how many extra pages we had to go through to find it…

This is a business that is just a boarding service, like HVK. They have a very basic form that mostly just requires a lot of typing as opposed to giving users the choice of multiple options.

Like the system that Jim and Sally want for HVK, this one has requests for medical information, vaccinations, vet information and basic dog information. One thing that they’re missing is any extra services that they offer. I don’t know if they offer anything else, but there’s nothing on their form for it.

Like the first site, they ask for a lot of information on the dog’s personality, which I think is a fantastic idea because it let’s the employees know what’s normal for their pet. They also request to know whether or not the dog has a microchip in it and asks for the number in case of emergency. They also have an entire section on the form for the dog’s daily routine, so they know what the dog is used and know what it’s like.

1. <http://bekkerspetcare.com/>

This site’s reservation system is run on the same engine as keshet kennels, so it’s all very similarly done. They have the same UI for their sites and therefore all the same components, but there are a couple extra things I’d like to touch on that I didn’t for the other site. Since it’s the same thing as the first site, it contains all the components that HVK would like for their system, but they also have some extra stuff.

They have a section on their site for booking history where you can go and see every reservation that your dog has had there before, which I think is fantastic. I don’t know everything that they show in the document since I havn’t made a reservation, but I think having an account on their site and being able to view previous reservations is fantastic. Directly on the reservations page, it’s also very easy to see the hours of operation, which is important since the two go together. I really like the system that they have set up.

**Marking Scheme**

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| --- | --- |
|  | Marks |
| Part A - Questionnaire | 10 |
| Part B – Non Functional Requirements | 10 |
| Part C - Vision | 20 |
| Part D – Domain Research | 30 |
| Organization/English | 5 |
| Total | 75 |

**To submit**

* The following Word document must be uploaded to Moodle:
  + YourUserName\_E11\_A02.docx