
Plan of Approach

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CLIENT: MICHAEL YBEMA - MRFIX

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1 Introduction

This document is part of the project executed by students at the Bit Academy in Amsterdam, at the request of Michiel Ybema, representative of mrFix. MrFix is a company aiming to easily connect customers in need of home repair or improvement with trustworthy professionals. The project's duration is one week. This project's mission is to:

1. Analyse the various useflows within mrFix's services, and their competitors and come up with a preliminary design for a mobile app.
2. Build a minimal working prototype for a mobile app suitable for the business of mrFix based on this design.

Throughout this document the company of mrFix may be referred to as *client*, users of the service as *customers* and the people performing the jobs as *fixers*.

2 Prototype requirements

The following requirements need to be taken into consideration when designing the prototype:

- Fixers need a publicly visible profile.
- The app needs to include an intuitive messaging system for communication between customer and fixer.
- Customers need a clear and accurate quote, or at least estimation, for the cost of the job.
- The app needs to facilitate making appointments between customers and fixers.
- Customers need certainty that the job will be done right the first time.
- Customers need certainty that the invoice matches the actual work done.
- The app needs to handle payments from the customer to the fixer.
- Customers need to be able to write reviews about their fixer.

3 Project goals

The client has voiced an interest in the following points:

- An overview of rival apps.
- Clear documentation provided along with the prototype.
- An overview of industry standard technologies useful for building the desired product.
- An overview of third party Software-as-a-service providers and/or open source libraries to use.

4 Target audience

The target audience for mrFix's service is primarily well-off people with limited time and/or DIY skills.

5 User stories

Each of these *user stories* represent a feature or scenario that the customers would reasonably expect to be provided for in the app.

As a (role):	In order to:	I want:
client	offer the right experience to customers and fixers	to have features tailored separately for fixers and customers
client	offer the right experience to customers and fixers	to match fixers to customers effectively
customer	find a suitable fixer	to be able to create a post detailing the job I need fixed
Either fixer or customer	prevent missing appointments	to be able to make appointments in an online calendar
Either fixer or customer	have clarity around payments	to be able to submit and view quotes and cost estimations
Either fixer or customer	communicate clearly	to have a messaging system to talk directly to my fixer/customer
customer	have insight in my previous job postings	to have an overview of previously completed jobs
fixer	have insight in my job history	to have an overview of previously completed jobs

6 Planning

The project kicked off on Monday, November 21 and will conclude on Friday 25th.

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- Day 1** exploratory research,
write plan of approach,
 - Day 2** UML useflow charts,
job posting design
 - Day 3** fixer profile design
 - Day 4** messaging design
 - Day 5** demo

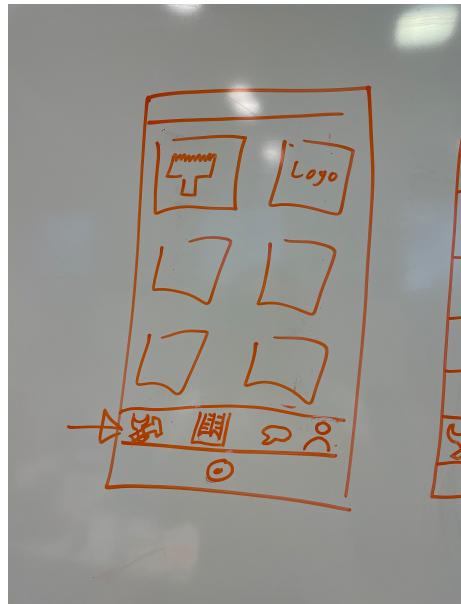
7 wireframe

8 Technical specifications

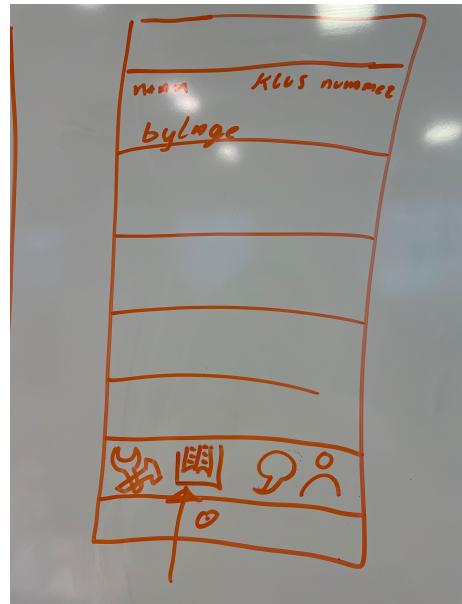
Technologies that will likely be used to deliver the prototype are PHP, HTML, JavaScript, CSS. For installing third-party libraries composer and/or NPM will be used. Third party tools for building effective graphical user interfaces will likely include TailwindCSS and Bootstrap.

More details on each of these can be found here:

Composer	https://getcomposer.org/
NPM	https://www.npmjs.com/
TailwindCSS	https://tailwindcss.com/
Bootstrap	https://getbootstrap.com/



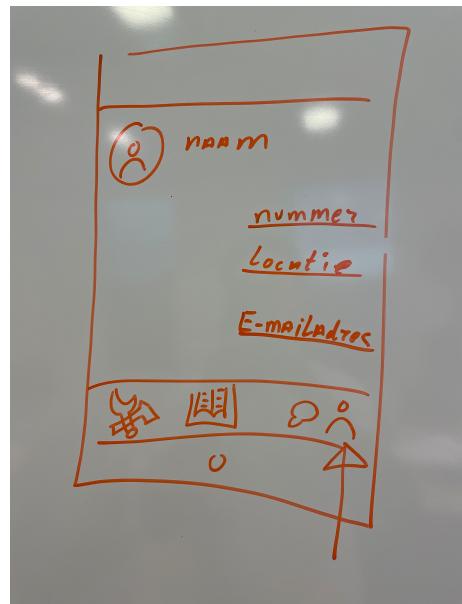
(a) home



(b) job history



(c) messaging



(d) profile

Figure 1: Hand drawn wireframes of various sections of the app