# *Assignment 1 – HVK Requirements Analysis*

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Date assigned: Wednesday, September 6, 2023

Date due: **Part A:** **Friday, September 15, 2023 @ 11:59PM - No late assignments accepted.**

**Parts B-D: Thursday, September 21, 2023 @ 11:59PM**

**To do:**

**Create a document called YourUserName\_K20\_A01.docx. It will hold your answers for Parts B – D. These parts are done individually.**

**Part B – Requirements Gathering Via Survey (To be completed individually)**

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 reservation system. Include an introduction explaining the purpose of the survey and ensure the questions are ordered logically. You want to ask questions about the services that the customer would be looking for, perhaps how often they would use the kennel, etc. They should be questions that would help build the reservation system, not unrelated questions.

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 🞆

**Questionnaire:** <https://docs.google.com/forms/d/e/1FAIpQLScGuREYmHxRLKbXh6ru9j9akFCERdkHPQSgrvsFbwMSZ9T68Q/viewform?usp=sf_link>

**Part C – Identifying Requirements (To be completed individually)**

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.

1. Only HVK staff should be able to see the customers’ personal information on their account. (**Security** requirement – authorized access)
2. The HVK website should be available 24/7 except for scheduled maintenance and holidays. (**Performance** requirement – reliability of the system)
3. The HVK payment system should use a secure encryption standard for online transactions. (**Security** requirement – protecting banking information)
4. The HVK website must have the option of switching between English and French in the province of Québec. (**Cultural & Political** requirement – language accessibility)
5. Customers should be able to access the HVK website through any device (computer, phone, tablet). (**Operational** requirement – physical & technical environment of the system)

**Part D – Domain Research (To be completed individually)**

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. You may have to create accounts for the systems so that you can go through the reservation process. Make sure you are looking at the reservation system, and not just the kennel website. For **each** **of the three** systems: **(30 MARKS)**

1. Eastway Pet Resort

* **Describe the system and provide the URL:** <https://www.eastwaypetresort.com/>

This system offers reservations for boarding, grooming and daycare for puppies and high-energy dogs. They take both dogs and cats and have two locations in Ontario: Navan and Limoges.

* **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?**

Before a customer can book a reservation, they must create an account with all their personal information and information about their pet. This is similar to the idea of the kennel card and customer profile system that Jim and Sally are looking for.

Next, the Eastway Pet Resort customer can make a boarding booking by completing an online form with a few steps. They must specify which pets the service is for, and which dates they would like to book. These features are exactly the kind of thing that Jim and Sally require in their HVK system.

The boarding rate section of the form contains a list of options and prices, and an “additional services” section. Jim and Sally were also asking for features that would allow the customer to select the rate and extra services (like grooming, extra feeding, medication, etc). Every time an option is selected, a preview of the price is displayed.

Another useful feature that Jim and Sally requested that’s part of this system is the mandatory vaccination request. For each pet registered on the customer’s account, vaccination information must be provided.

Finally, there are places where the customer can specify feeding and medication instructions for the members of the staff, which is similar to the “Additional Notes” feature that Jim and Sally are looking for.

* **What features is it missing that Jim and Sally have asked for?**

This pet reservation system is not missing much when it comes to what Jim and Sally asked for. Perhaps it’s missing a place to keep track of boarding contracts and invoices, but it does have a “Booking History” section. Everything else is there.

* **Describe any interesting features that Jim and Sally might consider including in their system, which are not currently asked for.**

For Eastway Pet Resort, customers must select which boarding rate they would like based on a few packages titled “Bronze, Silver or Gold”, which each have their unique features. I believe this to be a good feature to consider because it’s a great marketing technique. There are also some additional services offered that Jim and Sally could include, like baths, nail clippings, training, brushing and even cuddle time 😊.

Some information that Jim and Sally should consider requesting from the customer is whether their pet is neutered, pregnant, overweight, allergies etc. These traits could impact the rest of the pets at HVK, so it would be useful to request that information from the customers.

Another useful feature that Jim and Sally should include is a thorough list of questions about the pet’s behaviour in different circumstances. Currently, Jim and Sally only dedicate an “Additional information” notes section in the kennel card, but I think they should include questions like: Is your pet people-friendly or pet-friendly? Afraid of certain breeds? Aggressive or protective of their belongings? Often try to run away? Afraid of thunderstorms? These would be very pertinent questions to ask before accepting a reservation.

2. Innisfail Boarding Kennels

* **Describe the system and provide the URL:** <https://www.innisfailboardingkennels.ca/reservation>

Innisfail provides pet boarding services for dogs, cats and many other pets like parrots, ferrets, guinea pigs, hamsters, etc. They offer their services to pet owners in Alberta.

* **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?**

Compared to the Eastway Pet Resort, this reservation system is a lot simpler in its format. A lot less information is requested, but the reservation process is similar. As Jim and Sally requested for HVK, the Innisfail Boarding Kennels asks for the customer’s personal information, followed by the reservation period dates.

When it comes to information about the pets, customers must specify: the name, breed, date of birth, gender, neutered/spayed status, and medication needs.

There is also a page with the prices and a page for vaccination requirements, which is just as Jim and Sally would like.

* **What features is it missing that Jim and Sally have asked for?**

It seems that Innisfail Boarding Kennels doesn’t have a kennel card/customer account system in place so that customers can keep track of/update their information or review past bookings. No extra services are offered, and there is only one kennel size (big).

* **Describe any interesting features that Jim and Sally might consider including in their system, which are not currently asked for.**

In my opinion, there were no noteworthy features for Innisfail Boarding Kennels’ reservation system that I would recommend for Jim and Sally. This doesn’t seem like a challenging competitor.

3. Hwy7 Pet Retreat Kennel and Spaw

* **Describe the system and provide the URL:** <https://hwy7petretreat.com/>

The system is very similar to the one that the Eastway Pet Resort used (they have an almost identical UI which makes me think that the same developers may have been working on both systems). They offer one-stop boarding, daycare and even *Le Spaw* *Grooming* for dog and cat owners in the Greater Ottawa Area.

* **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?**

The functionality of the system is similar to the Eastway Pet Resort but is much more thorough with the list of medical/behavioural questions. However, in the reservation form, there is a unique, well-executed feature that Jim and Sally requested: a checkbox list of items that the customer would like to bring (kibble, leash, pillow, toys, etc).

* **What features is it missing that Jim and Sally have asked for?**

Pretty much everything (and much more) is included in the Hwy7 Pet Retreat reservation system. A boarding contract in PDF form is not offered on the website, which Jim and Sally would probably like to offer (Innisfail Boarding Kennels is the only system of these 3 that includes this feature).

* **Describe any interesting features that Jim and Sally might consider including in their system, which are not currently asked for.**

There is a page dedicated to Frequently Asked Questions (FAQs), which I believe Jim and Sally would greatly benefit from. They would receive fewer phone calls distracting them from their work if all of the commonly asked questions were held in one place.

Along the same lines, this system includes a “Messages” section for the customer’s account which allows the staff and customer to communicate. A “live-chat” option could be a great addition to Jim and Sally’s system, and it would certainly attract more customers who don’t feel comfortable speaking on the phone.

**Marking Scheme**

|  |  |
| --- | --- |
|  | Marks |
| Part A – User Stories | 50 |
| Part B - Questionnaire | 10 |
| Part C – Non-Functional Requirements | 10 |
| Part D – Domain Research | 30 |
| Total | 100 |

**To submit**

* The following Word document must be uploaded to Moodle for Parts B-D:
  + YourUserName\_K20\_A01.docx
* In addition, one member of the team should upload the HVK User Stories to Moodle for the group:
  + YourTeamName\_K20\_A01\_User\_Stories.docx.