Application

Version <1.0>

Revision History

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| --- | --- | --- | --- |
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# Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of the Car Service Planning Application. It focuses on the capabilities needed by the stakeholders and the target users, and **why** these needs exist. The details of how the Car Service Planning App fulfills these needs are detailed in the use-case and supplementary specifications.

The introduction of the **Vision** document provides an overview of the entire document. It includes the purpose, scope, definitions, acronyms, abbreviations, references, and overview of this **Vision** document.

## Purpose

[Specify the purpose of this **Vision** document**.**]

The purpose of this Vision document is to present the main idea of the application project.

## Scope

[A brief description of the scope of this **Vision** document; what Project(s) it is associated with and anything else that is affected or influenced by this document.]

The scope of this document is to lay out the main requirements of developing the application.

## Definitions, Acronyms, and Abbreviations

[This subsection provides the definitions of all terms, acronyms, and abbreviations required to properly interpret the **Vision** document. This information may be provided by reference to the project’s Glossary.]

## References

[This subsection provides a complete list of all documents referenced elsewhere in the **Vision** document. Identify each document by title, report number if applicable, date, and publishing organization. Specify the sources from which the references can be obtained. This information may be provided by reference to an appendix or to another document.]

## Overview

[This subsection describes what the rest of the **Vision** document contains and explains how the document is organized.]

The rest of the document describes the purpose of the application, its main user and its main requirements.

# Positioning

## Problem Statement

[Provide a statement summarizing the problem being solved by this project. The following format may be used:]

|  |  |
| --- | --- |
| The problem of | Planning the repair of your car to a car service, which are usually overbooked and it takes many attempts to get your car into service. |
| affects | Everyone that has a car with issues and needs to take it into service. |
| the impact of which is | Providing efficiency to a car service for handling requests from people with car problems and provides a way for the customers to track the repair. |
| a successful solution would be | Having customers book their place to the car service, track the status of the repair and take the car when it’s done. |

## Product Position Statement

[Provide an overall statement summarizing, at the highest level, the unique position the product intends to fill in the marketplace. The following format may be used:]

|  |  |
| --- | --- |
| For | Car owners |
| Who | Have car issues/problems |
| The car service planning app | Web application |
| That | Offers efficient organization for car services and efficient tracking for customers |
| Unlike | Calling into service to find out the status of the car |
| Our product | Offers transparency at any given moment |

[A product position statement communicates the intent of the application and the importance of the project to all concerned personnel.]

# Stakeholder and User Descriptions

[To effectively provide products and services that meet your stakeholders’ and users' real needs, it is necessary to identify and involve all of the stakeholders as part of the Requirements Modeling process. You must also identify the users of the system and ensure that the stakeholder community adequately represents them. This section provides a profile of the stakeholders and users involved in the project, and the key problems that they perceive to be addressed by the proposed solution. It does not describe their specific requests or requirements as these are captured in a separate stakeholder requests artifact. Instead, it provides the background and justification for why the requirements are needed.]

The main stakeholders are the car owners and the car service staff. From all car owners, the ones that will use the app are the people who encounter problems with their car/cars. From the service staff, the people who manage the schedule of the service will play a role in updating the status of the repair and manage the requests.

## Stakeholder Summary

[There are a number of stakeholders with an interest in the development and not all of them are end users. Present a summary list of these non-user stakeholders. (The users are summarized in section 3.2.)]

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Administrator | The administrator is the person which ensures the functionality of the application. | The admin makes sure that the application is well maintained while dealing with any problems that might occur. The admin also provides support for the users of the app and is able to monitor its evolution and all the activity on it. |

## User Summary

[Present a summary list of all identified users.]

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| Client | The customer is the person who needs to book an appointment to the car service for a certain problem. | This user introduces data about the car and the details required for booking an appointment to the car service and receives information about the status. |  |
| Car service manager | The car service manager is the person who manages the schedule of the car service. | This person approves the appointment requests and updates the information about the state of the car for a certain customer. |  |
| Mechanical engineer | The mechanical engineer is the car service worker who performs the actual repairs. | This user can view information about the appointments made to his clients and also modify certain information. |  |

## User Environment

[Detail the working environment of the target user. Here are some suggestions:

Number of people involved in completing the task? Is this changing?

How long is a task cycle? Amount of time spent in each activity? Is this changing?

Any unique environmental constraints: mobile, outdoors, in-flight, and so on?

Which systems platforms are in use today? Future platforms?

What other applications are in use? Does your application need to integrate with them?

]

The target user is the client (car user) who needs to book the appointment to the car service. It is usually just one person but not necessarily the car owner. This user needs access to internet in order to be able to use the application. They can require from 1 to 30 minutes for entering data and/or checking the status of the repair. Most of the platforms available today are the ones provided by the official sellers’ showrooms and services (such as BMW, Mercedes etc.) or by directly contacting the service staff (by email or phone). This web application would be stand alone and would offer and alternative to the existing ways of communication between clients and services.

# Product Requirements

[At a high level, list applicable standards, hardware or platform requirements, performance requirements, and environmental requirements.]

The product requirements for developing this application are a computer with internet access and all the frameworks/software applications chosen for the development process.

The product requirements for the users are also computers/smartphones with internet access.