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**Requirements document**

OFS Platform

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# 1. Introduction

We will discuss the software's context and describe both functional and non-functional needs in this document.

# 2. Context description of end-product

In this section of the document, we shall go through the software goal, target audience insights, expectations and understanding the context which helps us define requirements and take vital architectural decisions.

OFS Platform shall facilitate the accessibility of certain local services based on user location and provides chance to promote freelancing service of a user. This means that the platform is a social application focused for Oman citizens which solves certain problems citizens are facing such as having to look up manual or local services to repair air conditions, fill up water tank and other common services and that wastes time and energy.

Through a unified platform to find certain local services it is important for the platform to allow both service seekers and freelancing to communicate and get notifications over time. Looking at the demographic of Oman of population between 18 and 29 there are over 178,000 people while the overall population reached 3,5Million citizens. Big portion of the 178k youth is employed while the unemployment is approximately predicted to be 14.58% and that means that we can expect about 26000 freelancers using OFS if the platform became the trend in Oman.

In addition to the chatting and notification system for both service providers and service seekers, the platform allows the user to surf through a list of service providers/freelancers freely and possibly filter on location and other related attributes which means that every service provider or freelancer must be agree to terms and conditions of their service related data is available to all users and on top of that such data can be sold to third party by the platform owner. Since this application is designed for Oman citizens GDPR (General Data Protection Regulation) does not apply but GCC does (Gulf Cooperation Council) Neither Kuwait nor Oman currently has any data protection laws in effect but OFS platform shall not share or require personal data.

For a social platform that potentially could be the unified place for freelancing local services it is important to enhance the user experience as much as possible. It could be that Mobile devices and iPad devices are most relevant focus for the target audience, but I do not have access to some analysis that proves this point, I personally would say the safest bet here is having an online service in form of website that can improve user experience regardless of the device instead of desktop application or android/IOS application. Speaking of user experience, it is important to establish security for both the platform and user, we do not want a scenario where a person registers and provide their freelancing services and leverages the platform when all of a sudden their account credentials have been changed and their repetition went down as a result of bad actor. Such platform is also expected to be super-fast and responsive, in the end if the platform is very slow naturally the user experience is horrible and even if the platform does provide value it is more likely to be unused, people tend to do what their comfortable in doing or have high expectations for an alternative approach. Thus, looking at local services should be fast regardless of how many service categories exists in the platform or how many users assign themselves to those categories.

# Functional requirements

This section of the document interprets the expectations of the functionality of the system from user perspective. In OFS social platform application we have 4 different roles or users namely, **Admin** responsible for setting up configurations of the platform, registering other Admin accounts, looking at dashboards and insights. **Freelancer** should be able to register themselves and specify their service description and cost. **Service seeker** should be able to register themselves and search on freelancing services with filtering and contact the desired service provider. **Guest** should be able to instantly use the platform but have access to looking at price per service estimation and only search for service providers.

The following are main user-stories per role, which can be extended later on:

As an admin in OFS platform, I can register Admin account, so that I can let a partner help me with administrative work in the platform.

As an admin in OFS platform, I can add service categories, so the platform can provide common freelancing local service and any new service which has not been available in the platform.

As an admin in OFS platform, I can remove service category, so I can manage the service categories that are not been utilized based on dashboard insights or business analysis.

As a freelancer in OFS platform, I can register myself in the landing page, so I can login to my OFS account.

As a freelancer in OFS platform, I can login to the platform, so I get access to my account page and manage my work / update information and contact customers.

As a freelancer in OFS platform, I can receive message notification from customers, so I get to know who needs my services without me logged in the platform.

As a freelancer in OFS platform, I can send messages to customers who contact me, so I get to respond to customers if they have quests related to the service I provide.

As a freelancer in OFS platform, I can update my profile information, so I get to be seen by customer that are nearby my location.

As a freelancer in OFS platform, I can update my freelancing service information, so I let customers be up-to-date with my services.

As a service seeker in OFS platform, I can register myself in the landing page, so I can login to my OFS account.

As a service seeker in OFS platform, I can login to the platform, so I get access to my account page

As a service seeker in OFS platform, I can receive message response notifications, so I get informed about the freelancer / service provide or get my question answered.

As a service seeker in OFS platform, I initiate a conversation with a freelancer, so I can negotiate about pricing and deal with the freelancer.

As a service seeker in OFS platform, I can update my profile information, so I get results of freelancers nearby.

As for now, these user-stories are enough to deliver the idea. The platform consists of different systems and each system have good amount of users stories.

# Non-function requirements

This section of the document interprets the expected approach of how the system executes the functional requirements. Given the context in a previous section in this document, we kind of addressed some of the important non-functional requirements such as high performance and scalability.

The platform should be **scalable,** it should handle all youth unemployment section of Oman citizens as freelancers and potentially all youth portion. Thus, it should handle over 200,000 people with average latency below 5 second.

The platform should be **available,** It should be fault tolerant. Thus, it should have a maximum downtime of 5 minutes.

The platform should be **cost-efficient,** It should be only be pay for what you use. Thus, it the total cost of all services must equal each service usage cost.