

Project Identification

Project:	1
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Referenced Documents

Version number	Title	Author	Date	Source / Location

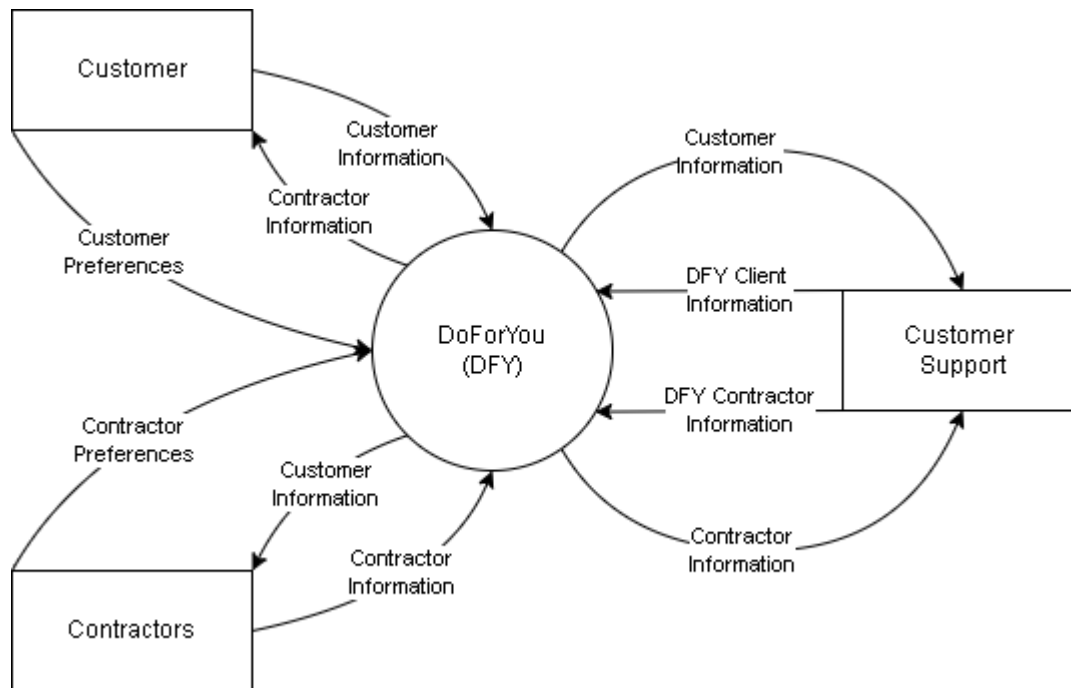
Revision History

Version Number	Revision Date	Summary of Changes	Modified by
1.0	September 29, 2022	Filled out required information for the High Level Requirements document accordingly.	Danny Nguyen Elizaveta Vygovskaia Yoonhee Kim Seunghun Yim

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1. Business Context Diagram



Requirement Scope Area	Description
DoForYou(DFY)	Area responsible for handling customer and contractor information and storing information into the system.

External Entity	Description
Customer	Customer who can view, choose preferences, upload and delete customer documents
Contractor	Contractor who can view, choose preferences, upload and delete Contractor documents
Customer Support	Customer Support who are reliable for relaying information on the customer or contractor to who the customer has working for them and or contractor working for which customer.

Information Flows	Description
Customer Information	Any information regarding the customer will be accessible and stored through the DoForYou system for whomever requires it depending on the circumstances
Contractor Information	Any information regarding the contractor will be accessible and stored through the DoForYou system for whomever requires it depending on the circumstances
DFY Contractor Information	Certified and verified contractors that are currently working for DoForYou will be available for customers to view through the system
DFY Customer Information	Certified and verified customers that are currently working for DoForYou will be available for contractors to view through the system
Contractor Preferences	Preferences about the contractors will be accessible through the system such as Field of Focus, Expected pay per hour and experience will be displayed for customers
Customer Preferences	Preferences about the customers will be accessible through the system such as required job, Expected pay per hour and estimated location will be displayed for contractors

2. Requirements Scope Statements

HLR#	Description	Priority (H, M, L)
HLR01	Customers must be able to leave a review for requests when the tasks could be considered as they are done.	H
HLR02	Customers must be able to link a valid method of payment to their account so that when the task is completed, the total amount from the invoice will be debited.	H
HLR03	Customers must be able to upload valid proof of photo ID with address such as passport or driver's license. Customers with a business will be required to give any necessary documents needed in order to show proof of business.	H
HLR04	Contractors must be able to set their major fields to enhance the searching results.	M
HLR05	Contractors must be able to upload documents that prove their ability or skills to make customers easily choose a contractor.	H
HLR06	Contractors must be able to leave a review on customers to help other contractors from getting in trouble with problem customers.	M
HLR07	Customers and contractors must be able to register a monthly/yearly pass to make their request to be shown on top of requests.	M
HLR08	Customers and Contractors must be able to view the request or task history they have made so far.	M
HLR09	Customers and Contractors must be able to receive all notifications related to their requests or tasks with a descriptive explanation.	H
HLR10	Customers and Contractors must be able to select a category or search for keywords to reduce time for finding their contractors or customers. Category examples: renovation, design, delivery, photo, IT, etc.	H
HLR11	Customers and Contractors must be able to generate reports on any issues happening during work.	H
HLR12	Customers and Contractors must be able to have a simple chat using our application to make their information confidential completely.	H
HLR13	Customer support must be able to de-escalate any situation with dissatisfied customers and or contractors by either reimbursing, crediting and or by other means.	M
HLR14	Customer support must be able to view all information of customers and contractors to give contact details to either party if no contact through the system has been established such as direct phone number or email.	H
HLR15	Customer support must be able to find a resolution where both parties are content if any problem arises.	H

3. High Level Business Requirements Sign-Off

The undersigned acknowledge their agreement with the contents of Version 1.0 of the High-Level Requirements document for DoForYou.

Following approval of this document, requirements changes will be governed by the project's change management process, including impact analysis and appropriate reviews and approvals, under the general control of the Project Plan and according to company policy. Approved Change Request Documents, if present, will be attached to this Requirements Document as updates.

Name	Project Role and Functional Area	Date Signed
Danny Nguyen	Project Manager	
Elizaveta Vygovskaia		
Yoonhee Kim		
Seunghun Yim		

** Note: physical signatures are not required. Email approvals are acceptable and should be appended to project documents.*