# DoForYou

## Project Vision Document

**Version 1.0.**

Date: September 28th, 2022

## Revision History

| Revision | Date | Author | Reviewed By | Summary of Changes |
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| Version 1.0. | Sep 28th, 2022 | Danny Nguyen Elizaveta Vygovskaia Yoonhee Kim Seunghun Yim | Danny Nguyen Elizaveta Vygovskaia Yoonhee Kim Seunghun Yim | Filled out documentation |
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## Document Approval List

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## Document Distribution  List

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# Table of Contents

# 1   Introduction

The Project Vision Document contains the high-level scope and purpose of the DoForYou project. It contains information about stakeholders, users, possible problems and opportunities during the development process of the project. The purpose of this project is for business and personal use. This product will mainly target business owners and individuals that have problems occuring, for example an IT or construction related problem can occur during business hours and usually it'd take hours for help to come fix the problem. This will be solved by having this product available for the public where a business owner can select and choose what individual should come fix the problem within a short period of time. Of course there will be fraud security features to fight off people with bad intentions. The implementation of said fraud prevention will include asking new users for Photo ID and personal information.

## 1.1   Purpose

The purpose of this document is to obtain, review and define the needs and features of the DoForYou Web application and Android app. It will focus on what is needed by users and stakeholders who'll be using the product. The information gathered will help us fulfill what we'll need to make the DoForYou product become successful.

## 1.2   Scope

This Vision Document is applied to the DoForYou, which will be developed by RVDK development team. RVDK team will develop the client-server system to provide proper application that can help our users to achieve anything they desire to be done. DoForYou can offer, broker, and be a middleman to make our users' life easier. Users can request any type of tasks such as pest control, designing, delivery, tutors, cleaning, programming, repairing, and so forth. DoForYou can be accessed by remote through our web and mobile application.

## 1.3   Definitions, Acronyms, and Abbreviations

| Term | Explanation |
|---|---|
| Performers | Performers of our system are simply users but they provide services to customers, which are another type of users. Performers can make money by providing their own product, efforts, or ideas. |
| Customers | If a user requests some task to contractors with appropriate reward (money), then this user is now our customer. |
| DFY | Acronym for the DoForYou product |
| VC | Acronym for Verified Contractor |
| VU | Acronym for Verified User |
| RVDK | Name of the development team for this project |
| SWOT | Strengths, Weaknesses, Opportunities, Threats |

| DBMS | Database Management System |
|------|---------------------------|

## 1.4 References

| Reference File Name | Version | Description |
|---------------------|---------|-------------|
| TDB | TDB | TDB |

| Name | Link |
|------|------|
| TaskRabbit | https://www.taskrabbit.ca/ |
| YouDo | https://youdo.com/ |
| | |
| | |

# 2   Positioning

## 2.1  Business Opportunity

DoForYou would like to offer the system that can help people who have must-do tasks but have no ability to do or cannot afford to do. This project will help Customers to get their tasks done on time and Contractors to earn money. The system will provide various categories where individuals with an IT, Construction, Make-Up and or HVAC problem could choose from the category. In addition to our product, we will undergo a detailed background check before verifying contractors to work with a criminal, ID and experience check to prevent fraudulent activity and for customers to feel safe knowing that there'll be a professional and experienced contractor to help solve the customers problem.

## 2.2  Problem Statement

| The Problem of | an increase of wait times when requesting help from other departments/establishments. |
|----------------|----------------------------------------------------------------------------------------|
| affects | business owners and any individual |

| the impact of which is | uncertainty if problems that occur in the business/house owners will be solved in a manner where it won't affect the work flow. |
|---|---|
| a successful solution would be | A flexible and affordable way for business owners and individuals to select any CERTIFIED VC that has gone through a background check to fix/solve a problem that occurs within their home or business where said users can choose from a wide variety of VC depending on their experience and quote for the job. The VC would accept or decline the job and information on when the VC will arrive will be displayed to the business owner/individual. |

**Table 1 Problem Statement**

## 2.3   Product Position Statement

| For | Business and homeowners |
|---|---|
| Who | Feel the need to get the problem solved within an acceptable amount of time where it wouldn't affect the workflow. |
| The DoForYou (DFY) | is a android and web application product |
| That | provides the ability to hire and VC to the users liking no matter what problem persists. Also providing individuals a way to earn income as a freelancer with the expertise each individual will have to offer. |
| Unlike | current products on the market, most applications only offer jobs in one field for example, construction. Other products are limited and focused on one field instead of focusing on multiple fields. |
| Our product | allows users to find contractors using the web version and mobile applications to solve everyday and business problems. DoForYou has a document  verification process and criminal background check where it allows users to feel safe and trust contractors they hire. The system supports access through a website and mobile application. |

**Table 2 Product Position Statement**

### 2.4  **SWOT Analysis**

| Strengths | Weaknesses |
|---|---|
| Provide individuals a chance to become a freelancer and to become a contractor under DFY supervision | Lack of project & development experience |
| Provide professional help in multiple fields for example: Construction IT HVAC etc… | Lack of visibility to the market due to lack of marketing and advertisement of our product. |
| **Opportunities** | **Threats** |
| In order to improve the visibility of our product in the market, we'll be running ads on multiple social media websites such as Youtube, Instagram, Facebook and more… | Some customers or performers can request and take tasks with malicious thinking |
| In order to improve and have an impact with customers and contractors, we're offering to hire individuals in multiple categories. | With multiple products that are similar to ours, it could be difficult to obtain/keep contractors that are willing to provide their expertise with us. |

# 3   Stakeholder and User Descriptions

< 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>

## 3.1   Stakeholder Summary

| Stakeholder Name | Represents | Role |
|---|---|---|
| Project Manager | This is a stakeholder who leads the development of DFY | Plans, organizes and allocates resources, decides priorities, coordinates interactions with performers and customers, directs the completion of the projects while ensuring the projects are on time, on budget, and within scope. |
| Requirements Engineer | This is a stakeholder who works with customers and Analysts to properly translate needs into requirements for designing | Defines, specifies, documents, and maintains the details of the system's functionality by illustrating non-functional and functional requirements. Refines requirements as needed. |
| Software Architect | This is a stakeholder who is a primarily lead in the system development | Responsible for overall architecture of the system, and guides overall design and implementation of the system. |
| Technical Reviewer | This is a stakeholder who is involved regularly to maintain the development cycle. | Provides timely and appropriate feedback on the system under reviews and the on on-going activities of the project. |

**Table 3 Stakeholder Summary**

## 3.2   User Summary

| User Name | Description | Responsibilities | Stakeholder |
|---|---|---|---|
| Performers | Primary end user of the system | Communicate with others to solve their demands timely and responsible for completing appropriately the requests from customers | Self |
| Customers | End user of the system | Request for the tasks with suggesting proper amount of rewards and take responsibility for compensate for performers | Self |
| Customer Care | End user of the system | monitor the status of every individual task to ensure that no problem arises. | Self |

**Table 4 User Summary**

# 4   Stakeholder Requirements

< Categorize and list the requirements from the perspective of the business stakeholder and potential system users >

| ID | Requirement | Stakeholder |
|---|---|---|
| 1 | Personal information and attached legal documents should be private | Requirements Engineer |
| 2 | Ability to transfer and receive money. | Requirements Engineer |
| 3 | Private chat between Customer and selected Performers | Requirements Engineer |
| 4 | Rating system for Performers | Requirements Engineer |
| 5 | Verification system for both users and performers | Requirements Engineer |
| 6 | Availability to make customer's request appear on top | Requirements Engineer |

**Table 5 Stakeholder Requirements**

# 5   System Features

< List and briefly describe the system features. Features are the high-level capabilities of the system that are necessary to deliver benefits to the users. Avoid design. Keep feature descriptions at a general level. Focus on capabilities needed and why (not how)    they should be implemented >

| ID | Feature | Stakeholder Requirement ID |
|---|---|---|
| 123 | Data encryption. System will encrypt personal documents and credit/debit card information. It will prevent identity theft and fraud. | 1 |
| 124 | Payment options. This feature will let users transfer and receive money after closing tasks. | 2 |
| 125 | Private chat. This feature, after Customer select Performer,  will let them discuss amount of work, details about the task, exchange phone number or address. | 3 |

| ID | Feature | Stakeholder Requirement ID |
|---|---|---|
| 126 | Rating system. After completing the task, Customers will be able to rate 1 to 5 their Performer and leave a review. Based on rating Customers can select the best option to complete their task. | 4 |
| 127 | Verification System. After signing up and completing the steps of uploading proper documents, we'll undergo several security checks such as background/criminal check, verification of authentic documents, experience in the field, etc… | 5 |
| 128 | Showing on top of the main page. Some users might want their requests to appear on top of a tremendous amount of requests. Those users can register a monthly/yearly pass that our application provides. Requests will be shown on our application according to the priority of users. | 6 |

**Table 6 System Features**

# 6   Assumptions

The DoForYou is developed using a component based software and web development approach.

Main components: Android Studio, Visual Studio Code, DBMS, External framework & libraries, SEON and Payment System.

**Android Studio -** Our product will be using Android Studio which our members assume that customers will have an android compatible device

**Visual Studio Code -** Our product will consist of a web browser where customers and contractors can use to navigate to find work/contractors. Hence assuming users will have a compatible desktop, laptop and or cell phone.

**DBMS -** Our product will store any types of data that are related to or produced from our application using relational databases such as Oracle, MySQL, MS SQL, etc.

**External framework & libraries -** Our product will rely on some external libraries to increase productivity such as Express, Mongoose, .Net Framework, Spring, etc.

**SEON and Payment System -** Our product will implement a payment system which we'll assume that users will have a valid Debit/Credit card to issue payments.

# 7   Constraints

**Security -** Security for DFY includes many different types of security measures such as document authentication, user authentication, contractor authentication, data integrity and encrypted data privacy between contractor and user. Individuals and business owners can monitor the progress done by the contractor or vice versa.

**Usability -** DFY will have an android app for android users and a web based app where users who don't have android can freely use the website via Laptop, Computer or any smartphone. Our design will allow users to navigate through the app in an easy manner.

**Functionality -** The functionality of DFY will give customers the ability to navigate through the product to find a contractor, where the customer is willing to accept the experience and rate/hr of a contractor. While the contractor has the same functionality but in a different way where the contractor will showcase their experience through past jobs, pictures and or videos while displaying the rate/hr the contractors will charge at.

**Portability -** As DFY does have a website where customers/contractors can use, both parties will be able to access DFY through their smartphones whether or not the user has the DFY application on their smartphones or not because users will be able to access it through the default web browser on their smartphones. Users will be able to access DFY in any environment.