BLUE SKY(Online household services web application)

Document:

System Requirement Specification Document

Title:

System Requirement Specification for **Blue Sky(Online Services)**

Team:

Project Manager: Responsible for overseeing the project, coordinating the efforts of the team, and communicating with stakeholders.
Developers: These professionals write the code that makes the app function. They may be specialized in certain areas such as front-end, back-end, mobile or web development.
Designers: These professionals are responsible for the visual and user experience aspects of the app. They create wireframes, mockups, and other design elements to ensure the app is easy to use and visually appealing.
Quality Assurance (QA) Team: This team is responsible for testing the app to ensure it is free of bugs and meets user needs.
Data Scientists: They are responsible for providing data insights, analysis, and data-driven recommendations.
Medical advisors/experts: They provide guidance on the medical/health content of the app, ensuring that the app provides accurate and reliable information.
Business analysts: They are responsible for analyzing the business requirements, identifying the target audience, and determining the features and functionality of the app.

Objective (Purpose):

The Blue Sky web application is a platform that aims to connects customers with service providers in various categories such as home cleaning, beauty, mechanics, etc. It allows customers to browse through different services, view service providers' profiles, and book appointments online. The goal of the application is to provide an easy and convenient way for customers to find and book for all household services such as electrician, plumber, mechanic etc. in their local area.

Scope:

The scope of the Blue Sky app includes a wide range of features and capabilities that aim to support users in achieving solution to their basic household problems. Some of the key features of the app include:

Users will be able to create an account and log in to the application.

Users will be able to search for and view available services.

Users will be able to select and book a service.

Users will be able to view and manage their upcoming appointments.

Users will be able to leave reviews for services they have used.

Admin will be able to manage service providers.

Functional Requirements:

User Requirements:

- Customers must be able to create an account and log in to the application
- Customers should be able to browse through different services and view service providers' profiles
- Customers should be able to book appointments with service providers through the application
- Customers should be able to view their upcoming appointments and cancel or reschedule them if necessary
- Customers should be able to rate and review service providers after their appointment
- Service providers should be able to create an account and log in to the application
- Service providers should be able to update their profiles and add new services
- Service providers should be able to view and manage their upcoming appointments

Technical Requirements:

- The application should be accessible on all web browsers and devices
- The application should be designed with a responsive layout to adapt to different screen sizes
- The application should be secure and protect user data through encryption and secure login
- The application should be able to handle high traffic and handle multiple requests at the same time
- The application should be able to integrate with calendar systems to manage appointments
- The application should be able to send notifications to customers and service providers for upcoming appointments

Testing Requirements:

- The application should be tested on different web browsers and devices
- The application should be tested for usability and user experience
- The application should be tested for security and data protection
- The application should be tested for performance and scalability
- The application should be tested for integration with calendar systems and notifications

Maintenance and Support:

- The application should be regularly maintained and updated to fix bugs and improve functionality
- Technical support should be provided for customers and service providers who encounter issues with the application
- The application should be monitored for security vulnerabilities and take necessary measures to protect user data.

Non-Functional Requirement:

Non-functional requirements of the Blue Sky app refer to the general characteristics of the app, such as its performance, scalability, security, and usability.

• **Performance:** The app must be able to handle a high volume of users and data without slowing down or crashing.

• **Scalability:** The app must be able to handle an increasing number of users and data without any significant changes to the system.

• **Security:** The app must protect user data and personal information from unauthorized access and breaches.

• **Usability:** The app must be easy to use and navigate, with an intuitive interface that is accessible to users of all skill levels.

• **Compatibility:** The app must be compatible with a wide range of devices and platforms, including iOS, Android, and web browsers.

• **Localization:** The app should be able to support multiple languages and cultures to cater to a global audience.

• **Accessibility:** The app should be accessible to people with disabilities, following the standard guidelines such as WCAG 2.0.

• **Data privacy:** The app must comply with relevant data privacy regulations and guidelines, such as GDPR and HIPAA.

• **Reliability:** The app should be available and accessible to users at all times, with minimal downtime for maintenance or updates.

• **Backup and recovery:** The app must have a robust backup and recovery system in place to ensure that user data is not lost in case of system failure or data loss.

• **Availability:** Uptime: 24* 7 available 99.999%