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# **Vision and Scope Document**

**for**

# **Product Warranty App**

**Version 1.2**

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## Revision History

<b>Name</b>	<b>Date</b>	<b>Reason For Changes</b>	<b>Version</b>
Syed Khandker	10/10/14	Initial draft	1.0 draft 1
Timo Tammi	03/11/14	Missing stakeholders were added; operating systems for the application were added; missing business risks were added; modifying the chapter "1.4. Customer or Market needs"	1.1
Henri Murtonen	05/11/14	Added some more concrete examples to the chapter 1.1	1.2

# **1. Business Requirements**

## **1.1. Background**

In this modern life, use of paper has been decreasing in a big scale while the need of papers are being filled by electronic version of same paper or different electronics form, for example Net-posti. The advantage of the electronic format of the papers are, easily accessible, no chance to have any physical damage, can be accessed anytime anywhere etc. We buy different type of products in our daily life, some of those have product warranty and expiration date. It is very hard for a person to remember information about all his used appliances and gadgets. Our project's target is to analysis and develop a "Product Warranty App" what would continuously store the information about any product. User can store product's name, expiration date and picture about receipt. User can browse warranties with phone or pc. App can push reminder about expiration date to stop using expire dated product or can search status of any entity, therefore he/she can be relax about use of safe product and important receipts, user need not to search paper receipts from different drawers in case any reclamation, no chance for being damage of an important document.

There are plenty of existing services that have inspired our product warranty app. As mentioned, Net-posti represents one of the most significant changes when moving from paper to electronic form. It removes the need for physical paper versions, which makes archiving and searching trivially easy. Although it is implemented for a different use scenario and a larger scale, it can guide our app in terms of requirements engineering. Another great example that relates closely to our app is all kinds of digital note keeping services, such as Evernote. They include similar functionalities to our Product Warranty App, like saving a note and searching. It must be noted though that note keeping services do not completely share our business context, because they are more unofficial by nature. In other words, notes are only for personal use but warranty information is also kept for second- or third-party purposes.

## **1.2. Business Opportunity**

Product warranty app can ensure the use of any product within right time and preserve the receipts for future references. Our main target group is the mobile devices user. At the present time there are approximately 1.75 billion smart phone in use all over the world , therefore a big market is available. A Finnish app "Angry Birds" sold 12 million copies within first 9 months while population of Finland is less than half of that amount, although that was a gaming app but the statistic give the idea that good product has the demand worldwide. If we shorten our target within Finland it will remain approx. 5 million. App must support at least three popular operating systems Android, iOS and Windows Phone. Two-third of Finns are online shoppers, therefore a good chance to sell the app at low price (e.g. 0.75~1 €). If we find out expectations of the user and gradually develop the performance and scope of app, definitely it could bring to us a good amount of revenue with reputation of the organization.

## **1.3. Business Objectives and Success Criteria**

BO-1: User friendly design, bug free, and supported by at least three popular operating systems Android, iOS and Windows Phone.

BO-2: Revenue should meet the operating cost of the firm after first 6 months. If not than focus on other app.

BO-3: Monitoring the effectiveness of the app. App should have option to add new features as per user requirements. Operation can be done by updating into new version.

SC-1: Having 500 paid download in first 3 months. And at least 10% new user attraction from following months.

SC-2: Achieve good rating (3.5 or 4 out of 5) at app marketplace.

## **1.4. Customer or Market Needs**

It is a new idea of storing important receipts. There are few same kind of app in market right now, e.g. Sokos provides this service only to regular customers. Therefore if we can marketing our app well and set a reasonable price of it, there is chance to grow demand of it. Gradually use of any service makes people dependant on that, our approach is the same. This would digitized storage of receipts and notify the user about the status whenever user wants. Physical damage of paper, risk of forgetting, hassle of storing etc. can be solved in easy way by only 1€. Good service at reasonable price could create it's own value.

## **1.5. Business Risks**

RI-1: Too few customers buying Product Warranty App.

RI-2: App is launching from a new firm ( has no reputation so far).

RI-3: If success doesn't come (6 months max.) possibility of abandon the project.

RI-4: Some companies like Gigantti and Sokos have system for storing and retrieving warranties

# **2. Vision of the Solution**

## **2.1. Vision Statement**

Product Warranty App as a Smartphone based application for storing and browsing the warranty information. Instead of saving and searching paper or electronic receipts, user stores them with Smartphone and can easily check if product's warranty is still valid. User will also get notification when product's warranty is going to expire. Product Warranty App can be sold worldwide.

## **2.2. Major Features**

FE-1: Save warranty information with smartphone and web browser

FE-2: Browse and search warranty information with smartphone and web browser

FE-3: Get warning about expiring warranty

FE-4: Remove expired or invalid warranty information

### 2.3. Assumptions and Dependencies

As the product is being developed for individual users and distributed through online marketplaces, there are no third-party vendor dependencies. There are however other things that must be taken into consideration:

AS-1: The product is dependent on the quality of the camera in the user's phone. However, as the product is being developed for modern smartphones that have Android, Windows Phone or iOS, it can be assumed that the image quality is sufficient to store the receipt snapshot in a readable format.

DE-1: Related to AS-1, if the user wishes to have the convenience of discarding the paper versions of their receipts, all retailers must accept the stored image versions of the receipts as a valid document of purchase and warranty. The success of the app is dependent on the retailers' ability to accept stored receipt images. It should be noted though that an increasing number of purchases happen online ([http://www.stat.fi/til/sutivi/2012/sutivi\\_2012\\_2012-11-07\\_tie\\_001\\_en.html](http://www.stat.fi/til/sutivi/2012/sutivi_2012_2012-11-07_tie_001_en.html)), which also means that the receipt only exists in a digital form in the first place.

## 3. Scope and Limitations

### 3.1. Scope of Initial and Subsequent Release

Feature	Release 1	Release 2
FE-1	The user can save warranty information using smartphone or web browser, but only default settings are available	Fully implemented with the possibility of changing some relevant user settings
FE-2	Browsing and searching of warranty information is available, but only basic search functions will be	Fully implemented with an advanced search

	implemented	function
FE-3	Fully implemented	
FE-4	Fully implemented	

The scope of the product is to provide an easy to use way for storing warranty information. The initial scope consists of the features stated in the chapter 2.2. Based on these features, the user must be able to save, browse and remove warranty information conveniently using their Android, Windows phone or iOS smartphone. In addition, the app must be able to push notifications to the user's smartphone in case of an expiring warranty. Also a web interface with similar features (excluding notifications pushing) will be developed in the first phase. No other features will be included in the initial release.

In the future, users can edit the settings for storing warranty information. This is not included in the initial release, because we can't yet state for certain which user-editable settings would be useful for the app. These settings will be determined based on the feedback from end-users.

### 3.2. Limitations and Exclusions

It's a brand new product, therefore many limitations can be found. Some major limitations and exclusions below:

LI-1: User must use the default settings given with product, cannot edit in the default settings at first version of it. We need to observe how the app working in different devices. Later on, found bugs will be debugged and customizing features will be added

LI-2: Snapshot of the receipt could be converted as input data by OCR (Optical Character Reader). But different shops provide different format of receipts, moreover difference in receipt's language ( as it would be used in many countries) would



aggravated the complexity. Therefore user must input the data by his / her finger, photo of the receipt can be saved for safety storage purpose.

## 4. Business Context

### 4.1. Stakeholder Profiles

Stakeholder	Major value	Attitudes	Major Interests	Constraints
<b>Corporate Management</b>	Make profit with the new application	Strong commitment for the development. Commitment will continue at least 6 months after the release 2.	Develop a new successful product and stay within the budget	Development budget
<b>Customer</b>	Store information about the product warranties in a one place	Willing to use the application to store the product's warranty information. However, application needs to be reliable and easy to use.	Application is easily taken into use. Easy to use and reliable. Information is in safe place so the confidentiality is guaranteed.	Needs a quite new smartphone
<b>Development team</b>	Develops the application for the wanted platforms according the requirements	Strong desire to develop application with the state-of-art techniques.	Application is developed according the requirements. Test cases are run successfully	Expertise for the wanted platforms are needed.
<b>IT Support</b>	Responses the customer requests. Make sure that server application is	Ready to give useful and quick response for the customer requests	Customer requests are responded within wanted time. Error	Deep knowledge about the application are required in

	working.		cases are reported to the development team	order to response customer requests
<b>Finnish Competition and Consumer Authority</b>	Gives information and guidelines how the customer information is stored and handled according the Finnish and EU laws	Strong commitment to protect customers rights	Takes care that customer information is stored and handled according the Finnish and EU laws. Informs Corporate management if illegal activities are noticed	Knowledge about the applications way to handle and store the customer information

## 4.2. Project Priorities

Dimension	Driver	Constraint	Degree of Freedom
<b>Schedule</b>			Release 1 ready within 6 months. Release 2 ready within 9 months. For both releases two weeks overrun is allowed.
<b>Features</b>		For release 1 all the scheduled features should be fully functional.	
<b>Quality</b>		Pass rate for acceptance tests: 90% Pass rate for security tests: 100%. Release 1 will not be released until all scheduled features are implemented.	
<b>Staff</b>	Three front-end developers for smartphone and web ui, one back-end developer for the server development, scrum master and sw test engineer		
<b>Cost</b>			10 % budget overrun is acceptable

### **4.3. Operating Environment**

OE-1: Stored information will be encrypted when stored. This has to be done because it may contain sensitive information.

OE-2: Warranty application will work on iOS, Android and Windows Phone.