National College of Ireland

PreLoved Luxuries

IEEE Website Requirements Specification Document

Student Name*: Shannon Bolton*

Course Name: *BSc (Honours) In Technology*

Management

Course Specialisation: *Business Analysis*

Project Supervisor: Mr Patrick Delaney

Declaration Cover Sheet for BSHTM4 Project Submission

SECTION 1 *Student to complete*

Name:
Shannon Bolton
Student ID:
X14431668
Supervisor:
Mr Patrick Delaney

SECTION 2 Confirmation of Authorship
The acceptance of your work is subject to your signature on the following declaration:
I confirm that I have read the College statement on plagiarism (summarised overleaf and printed in full in the Student Handbook) and that the work I have submitted for this assessment is entirely my own work.

Signature: Shannon Bolton
Date: 10th of May, 2017

What constitutes plagiarism or cheating?

The following is extracted from the college's formal statement on plagiarism as quoted in the Student Handbooks. References to "assignments" should be taken to include any piece of work submitted for assessment.

Paraphrasing refers to taking the ideas, words or work of another, putting it into your own words and then crediting the source. This is an acceptable academic practice provided you ensure that credit is given to the author. Plagiarism refers to copying the ideas and work of another and misrepresenting it as your own. This is completely unacceptable and is prohibited in all academic institutions. It is a serious offence and may result in a fail grade and/or disciplinary action. All sources that you use in your writing must be acknowledged and included in the reference or bibliography section. If a particular piece of writing proves difficult to paraphrase, or you want to include it in its original form, it must be enclosed in quotation marks and credit given to the author.

When referring to the work of another author within the text of your project you must give the author's surname and the date the work was published. Full details for each source must then be given in the bibliography at the end of the project.

Penalties for Plagiarism

If it is suspected that your assignment contains the work of others falsely represented as your own, it will be referred to the college's Disciplinary Committee. Where the Disciplinary Committee makes a finding that there has been plagiarism, the Disciplinary Committee may recommend:

- That a student's marks shall be reduced.

- That the student be deemed not to have passed the assignment.

- That other forms of assessment undertaken in that academic year by the same student be declared void.

- That other examinations sat by the same student at the same sitting be declared void.

Further penalties are also possible including:

- Suspending a student from college for a specified time.

- Expelling a student from college.

- Prohibiting a student from sitting any examination or assessment.

- The imposition of a fine.

- The requirement that a student to attend additional or other lectures or courses or undertake additional academic work.

1.

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6.7 January
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7. References

Please find my website link attached:
http://prelovedluxurygoods.com/

1. Requirements Elicitation & Analysis Planning

1.1 Introduction

PreLoved Luxuries is an application that will allow for people to buy or sell second hand luxury goods, you will be able to sell any type of accessory such as shoes, bags, wallets, purses, belts, sunglasses, scarves etc. In order to start my requirements elicitation for this project I need to set out a plan so that I know exactly where I am going. By following the plan that I am going to set out it will help me to select the correct elicitation techniques that I need to use and help me to identify any other resources that I may need to use during the requirements elicitation. I will be using the book BABOK to select the requirements that I need to use, this book will let me pick out the exact techniques that are suitable to my application. The application that I am creating is to allow people to buy and sell luxury items second hand. All of the requirements I am gathering will all be beneficial to the application I plan on developing. The reason I chose to go with a project like this is because in today's society designer luxury goods are everywhere, particularly with my generation. With social media being a huge influence of what the latest fashion trends are my generation is looking at girls and boys flaunting their new designer pieces all over their social media platforms. This can be really annoying for some people as designer goods are very expensive, and the only second-hand luxury goods shops are in Dublin, which means that the rest of the country does not have easy access to getting their hands on second hand goods which are a fraction of the price of the luxury goods you would buy in the shop. This app will allow people to put in their location if they would rather only look for items local, that way they won't have far to travel. This is the feature I like best about the application because it makes its very convenient and the whole experience very easy.

1.2: Business Need:

The fashion world in today's society is a big thing, but it is extremely expensive and not everyone who would like to own designer items can afford them. I also feel as though lately there is almost a bit of pressure amongst peers to have certain designer goods which I do find quite sad, but even I have experienced it with some of my friends, they go out and buy luxury items regularly but for me and a few of my other friends that is just not feasible. My generation unfortunately has been brought up with social media being a heavy influence is everything we do, as I stated above the likes of Instagram is where people will see their friends flaunting their new purchases and this can be really hard when you know yourself that going into the shops and spending €1500+ on a handbag is just not an option. Another reason I wanted to go down this project route is that Ireland isn't very big into the second-hand luxury items shops. There are two big names in Dublin and they are Siopaella and Designer Exchange. Siopaella have only in the last two months released an app that allows you to look at what they have got available in the Dublin based shop and you can actually buy and sell on it, but it does not have a feature that allows you to use your local area, and the actual applications layout is not great. So that is why I am creating PreLoved luxuries, it will allow for anyone and everyone to have easy access to a large selection of designer accessories. I do feel as though an app like this will be used very frequently and it will have a continued success in the future as I don't think the luxury goods market will ever fade away.

1.3: Business Case:

This idea came from looking at the shops in Dublin that sell luxury items second hand, and how neither of them have apps that you are able to buy and sell from and how in today's generation a lot of things are done online and through the feature of an app so I thought it was a clever idea to combine both fashion and mobiles so that people don't have to trek the whole way into town they can now simply make the purchases from the comfort of their homes or on the bus, wherever really! Another reason I thought this idea was a good one, was because of the lack of second hand designer goods shops around. Majority of these shops will only be found in the bigger cities e.g.: Dublin has got two main ones to offer and they are Siopaella and Designer Exchange. But they seem to be the only ones in the country that are not charity shops, so this means that only a select amount of people get to go into the shops to get the opportunity to purchase the luxury second hand goods they have on offer, when the reality of this is that not only people who live or shop in Dublin want to buy these goods, you can be guaranteed that people from all over Ireland would love the idea of shopping designer goods at a fraction of the cost. So by creating this app it is giving people a greater opportunity to shop second hand and to get whatever it is they have been dreaming about buying but for a lot less money.

1.4: Problem Statement:

There are similar apps out there to mine but they are not focusing in on one specific area like I am with the buying and selling of just luxury second hand item's. There are some risks involved with this project, the first one is choosing the correct developer for the app, if I don't have the right developer it may not turn out the way I want it, so in order to get the perfect developer I will select them from the interview stage. I want this app to be like none other, therefore a lot of work is going to be needed to get it up to the standard of the luxury designer buying experience.

For this project to work it is vital that communication is very strong, we will need to have deadlines that must be met in order to guarantee a successful end product.

1.5: Stakeholders List:

1. Project Sponsor.
2. Business Analyst
3. Public.
4. Developer.
5. Customers.
6. Possibly shop owners.

Importance/Influence Matrix for the PreLoved Luxuries application:
The importance/influence matrix shows us exactly where the different stakeholders rank within the project. In relation to my app the business analyst and the product owner are definitely the most important so they will be placed in the higher right quadrant, the reason behind them behind them being the most important is that the product owner will have the final say on the requirements list and they will let us know exactly how they want to app to look once the prototype has been completed. The business analyst is also being placed in the higher right quadrant because they are really important because they need to make sure they understand exactly what the product owner is looking for, they will have a lot of work to do that involves them being very precise. The bottom right quadrant of the matrix contains the stakeholders that have got a very high influence on the project because with my app idea all of the stakeholders, this includes Project Sponsor, Business Analyst, Public, Developer, Customers. The reason they are located in this section is because all of the information that was gathered from them during the elicitation process will have a huge impact on how the final product looks. In the lower left quadrant, we have the stakeholders with a lower impact on the project and these are the shop owners e.g. Siopaella and Designer Exchange. They will have a small influence in the app. Then in the top left quadrant we have got the stakeholder who is very important but does not have much influence in the development of the app.

1.6: Requirements Elicitation Techniques:

1.6.1 Brainstorming:

Why brainstorming?
I have chosen to use brainstorming as one of my elicitation techniques because it is going to allow me to collect and gather information about the application I am making from several different viewpoints. The brainstorming session will hopefully allow for the stakeholders involved to hear each other's opinions and how everyone is feeling about the application. This will be extremely beneficial for me because it will tell me what areas I need to focus on and improve, I will be able to get an understanding of the aspects of the project that they liked. It will also hopefully give me some information on how they would like the final application to look.

The objectives of the brainstorming sessions:

For my brainstorming session, I will have the central idea on a piece of paper and I will hand this out to everyone and whilst we are having a group discussion they will write down any idea's they may have onto the sheet of paper. This is a great way for me to see what they would like to see included in the application, and also to get a clear understanding of what they did not like about my idea. By doing a brainstorming session I feel as though different

ideas can be thrown around and bounced of one another and I could be surprised by an idea that someone partaking in the session has come up with and end up using it in the final app.

All of the comments that were written on the sheets of paper will be evaluated after all of the requirements have been gathered.

Who is taking part:
I will be asking three of my friends who do not know each other and three members of my family. There will be an even split of three males and three females taking part in the session.

Location of brainstorm:
The brainstorming session took place at Starbucks at college green Dublin.

Date of brainstorm:
The brainstorm took place on Saturday 20/1/2018

Time of brainstorm:
The brainstorm took place at 1:30pm and went on for approximately 50 minutes.

Brainstorm guidelines:
1) Attendees must not have any sort of discussion prior to the brainstorming session.
2) Mobile phones must be switched off.
3) Participants must not make any sort of judgement/comment about what the other participants have got to say during the session.
4) No one is allowed to interrupt another participant as they could have some really valuable points.
5) Take on every idea that is brought up during the session.

1.6.2 Surveys:

Survey Participants:
1. Friends
2. Family
3. Extended friends and family
4. Public

Distribution:
I distributed my survey following a few different methods:
1) I sent an email out to a group of my close friends and family asking them to take part in my survey.
2) I also posted on Facebook to try and get other friends of mine to do it. In that post, I asked people to pass the survey onto their friends and family as well.

Objectives:

The object of doing the survey was to try and get a better understanding of what people thought of the app idea, and what they would like included in the final app, had they heard of any similar apps, or had they ever shopped second hand and if so what was their experience like. The point of the survey is also to allow the business analyst to learn more about the target audience we are trying to involve, and allow for them to fully create the product owner's idea and make it a real-life thing. I feel as though by doing a survey it will allow for a good relationship to be built between the stakeholders.

Brief Overview:

I will design a survey that will be distributed during the requirements elicitation. The survey will contain a range of different questions that are going to help me gather up the requirements, baring the stakeholder's thoughts in mind. My aim is to collect at approximately 100 surveys and these will be from people from the ages to 18 to 50+ and both male and female, as I feel as though that's the age that would have the most interest in using an application like the one I am creating. From the feedback, I get on the surveys it will allow for me to listen to exactly what the customers want, be it the layout, the different functions etc. This hopefully will mean that once the application is developed everyone who had an interest in it will make use of it and that they will all be satisfied with the final product.

Sample Survey Questions:

1. Are you a male or a female?
2. Are you between the ages of 18-25, 25-35, 30+?
3. What nationality are you?
4. Do you use an iPhone or an android smartphone?
5. Would you be interested in buying second hand luxury items?

6. Would having the option of doing it through an app appeal to you?
7. Do you have an interest in fashion?
8. If so do you follow brands on social media?
9. Does social media influence your decision to buy designer goods?
10. Have you heard of an app that's similar?
11. Do you use an app that has a similar idea?
12. Would you be more inclined to download the app if it was free?
13. Would you pay for the app?
14. If yes then how much would you be willing to pay?

Actual survey questions that I used:

1. Please indicate your gender
   - Female
   - Male
   - Prefer not to say

2. What age are you?
   - 18-24
   - 25-30
   - 31-36
   - 37-44
   - 45-50
   - 51+

3. What is your current status?
   - Part-time student
   - Full-time student
   - Employed
   - Unemployed

4. What mobile operating system does your phone offer?
   - iOS
   - Android
   - Blackberry
   - Windows
   - I do not own a smart phone

5. Have you ever bought items from an app before?
   - Yes
   - No
   - Maybe

6. Have you ever bought second hand luxury items before?
   - Yes, more than once
   - No

7. If yes, did you have a good experience and where did you buy it from?

8. If no would you be interested in buying second hand?

   - Yes
   - No
   - Maybe

9. Would having an app that allows you to buy/sell second hand luxury items appeal to you?
   On a scale of 1-10 (1 strongly agree, 10 strongly disagree)

10. Does social media influence your decision to buy designer goods.
    - Yes
    - -no

11. If your answer is yes to social media influencing your decision, please state what platforms have the biggest impact.
    - Instagram
    - Facebook
    - Twitter
    - Pinterest
    - None of the above.

12. Have you ever come across a similar app?
    - Yes
    - No
    - Maybe

13. If yes you have come across similar apps, please state them below. If this question does not apply to you please say no comment.

14. Would you be more inclined to download this app if it was free?
    (scale of 1-10 answer).

15. What type of features would you like to see on the app? Please tick the boxes you want to see.
    - New items page
    - Women's/Men pages
    - Brands available page.
    - Have a separate page for each accessory item.
    - Payment options

16. Would having a feature of only being able to buy or sell in your local area be appealing?

17. How would you like to receive the items you purchase?
    - In the post
    - Meet up in person

18. Would you be likely to recommend this app to a friend?
    - Yes

- No
- Maybe

The link that I have provided you with below will give you access to my survey questions.

https://docs.google.com/forms/d/e/1FAIpQLSeXMNaIZLEXw82adBrhQydUxJk957ZxuiYKnOAg-Ez4bbWFLg/viewform?c=0&w=1

1.6.3 Interviews:

Brief Overview:

I want to do my interviews with specific stakeholders as this will allow for me to identify any issues that I may have missed whilst doing my requirements elicitation. Ideally, I would like to do a minimum of 2 interviews and I would like to do them with the application developer, shop owners of second hand goods and then I will hopefully find a few more people to interview, ideally, I would love to do a few interviews with possible customers and I would like these interviews to be from both males and females and from different age categories as well.

Sample Interview Questions:

1. Do you think anyone who lives outside of Dublin would have an interest in downloading this app and actually using it?
2. Do you think I should use toe location feature for this app? Do you think people will think that they are providing too much information if they add in their location?
3. Is it possible to have a feature of once the user has logged into their account on a specific device, that they can stay logged in so they don't have to keep logging in every time they want to gain access to the app?
4. Can we make sure that this app is easy to navigate and use?

1.6.4 Focus Groups:

The aim of doing a focus group is to gather a several groups of people. These sessions I would like to do with people who have an interest in the app so that I can get proper feedback. I will be scheduling these sessions at set times and in a certain venue and I need to make sure that It is accessible for everyone attending these sessions.

What is a focus group?
A focus group is basically where you arrange a meeting for a group of people to come together and take part in a large discussion about what exactly it is that you are doing. It will hopefully provide you with positive and negative feedback so that way you can focus in on

both sides and make sure that the final product you are delivering is going to be the best that it can be.

Who will take part?
For my focus group session, I have gone about it a little differently, my supervisor and I decided that for my type of project it would be a good idea to get friends and family within the age bracket I am aiming the app at, to get together for a wine evening. Rather than just focusing on my college peers and close friends. So, the focus group took place in my house on the 18th of December 2017 and it started at 7pm and lasted until approximately 9:30pm. I had wine and canapes for everyone to enjoy. We all spoke about the app and I had some of my ideas about what I wanted to include written out on a piece of paper and I then had a notebook beside that for people to write down any of the ideas or feedback that they had for me. I had a great response from this session and I learnt a lot about what people wanted to see in the final app.

1.6.5 Prototype

Objective of the prototype:
The objective of producing a non-functional prototype using wireframes was to be able to show the stakeholders a visual representation of what I wanted the end product to look like. By creating a first draft of the wireframes the requirement workshop may indicate that some of the requirements I came up with were not correct for the PreLoved Luxuries app. I will be creating the first set of wireframes will be created by me drawing sketches but the second set of wireframes will be created using an online software and in the second set of wireframes I will have made the changes that the stakeholders pointed out from the first set of sketched wireframes.

Who will participate in this?
1. Business analyst.
2. Two friends (1 male and 1 female).

1.6.6 Requirements Workshop

Objective:
The objective of the requirements workshop is to have a discussion about the layout of the PreLoved Luxuries app and also to have a look at the design aspect. By using requirements workshop it will allow for the stakeholders to see how exactly the app is going to work when it's completed and to let them see how the different features are going to work. Following on from the workshop it would be great if everyone came out having a good general understanding of what the app is and how it will work, but it is also an opportunity for receiving information about other potential features that may not have been noticed throughout the elicitation process. All of this information will be presented in the final prototype and this can be analysed by the developer at the end.

Participants:

1. Business analyst.
2. Two friends (1 male and 1 female).

Workshop location:
The workshop took place in a local café in Clontarf.

Date of workshop:
The workshop took place on the 10th of February 2018.

Time of workshop:
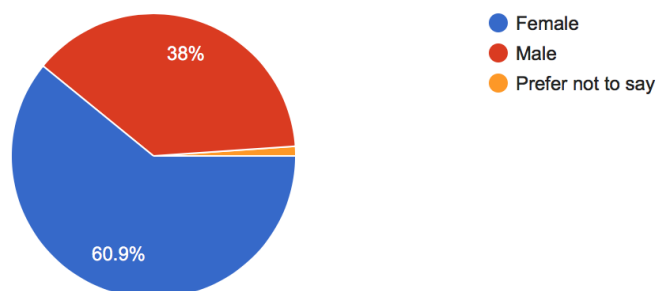The workshop took place at approximately 1:30 pm and lasted until 2:15pm.

2.Requirements elicitation results and conclusions: (look at the numbers)

2.1 Survey results & conclusion:

My survey was a great success and it really gave me an insight as to what people thought, what they wanted to see etc. I got 92 responses from this survey of both male's and female's and from all ages above 18.

1.Please indicate your gender

92 responses

2.What age are you?
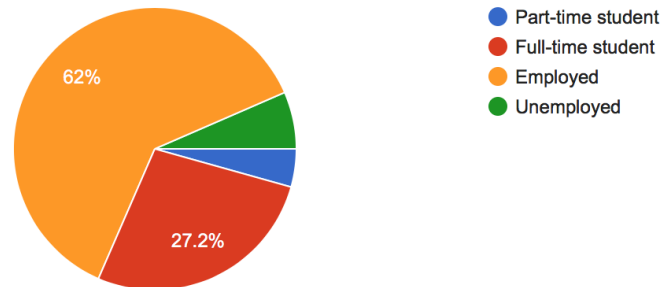
92 responses

- ● 18-24
- ● 25-30
- ● 31-36
- ● 37-44
- ● 45-50
- ● 51+

18.5%
13%
17.4%
20.7%
25%
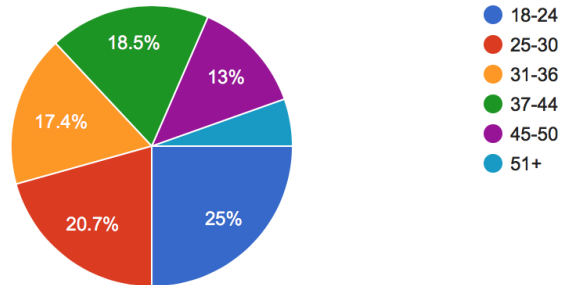
3.What is your current status?

92 responses

- ● Part-time student
- ● Full-time student
- ● Employed
- ● Unemployed

62%
27.2%

4.What mobile operating system does your phone offer?

92 responses

- iOS
- Android
- Blackberry
- Windows
- I do not own a smart phone

45.7%

47.8%
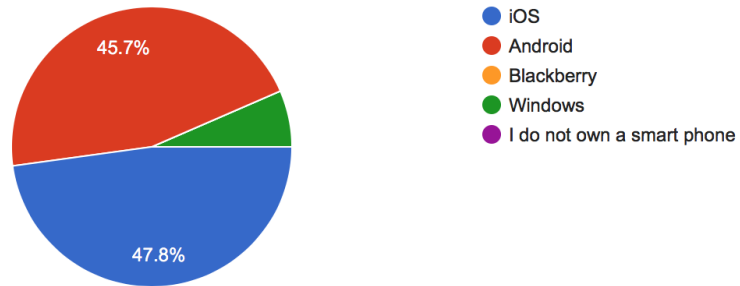
5.Have you ever bought items from an app before?

92 responses

- Yes
- No
- Maybe

43.5%

54.3%
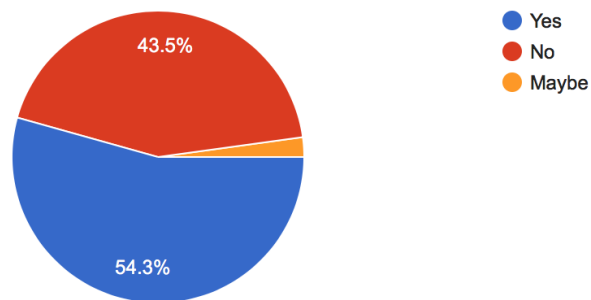
6.Have you ever bought second hand luxury items before?

92 responses

- Yes more then once
- No

47.8%

52.2%
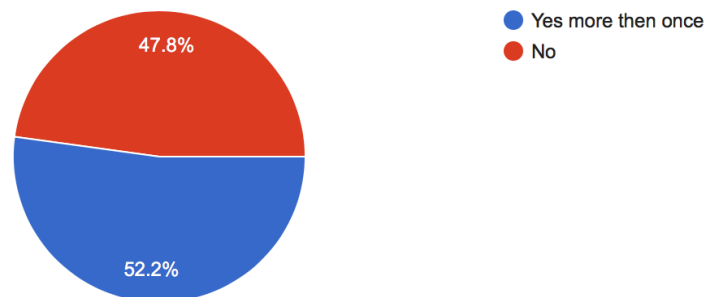
7.If yes, you have did you have a good experience and where did you buy it from?

51 responses

siopaella (5)

designer exchange (4)

Didn't buy second hand before (2)

designer exchange dublin (2)

Yes I had a great experience, I bought from done deal, gumtree and also a shop in Dublin called Siopaella

Yes, designer exchange

Yes, depop

Siopela, Designer Exchange, Vestiere Collective

Depop, yes

no

Vestiaire collective

depop

yes i did, a shop in town called designer exchange

vestiaire collective , one problem was it took 4 week to arrive.

yes and siopaella

it was ok, vestiaire but it took very long to get too me

yes good, and siopaella in dublin city centre

no, vestiaire

yes, bought from designer exchange

shop in town

yes, done deal

designer exchange dublin, vestiaire

siopaella in dublin

i didn't, done deal but the item was fake

yes, siopaella

yes i did and siopaella in town

i did, i bought from siopaella in dublin

i did, i bought a bag for my wife in designer exchange. very friendly

really good experience in designer exchange dublin

no, bought from vestiaire collective and the process was just extremely long

siopaella for my girl friend though

no had a really bad experience with done deal as the item turned out to be fake and i spent a lot of money

siopaella , really good service

vestiaire collective and i had a good experience

done deal , yes good experience

siopaella in dublin, amazing experience staff were so friendly

Done deal

Vestire collective

Shopella

Siopaella, designer exchange

really bad experience, bought from done deal and bag was fake.

siopaella and designer exchange

If no would you be interested in buying second hand?

50 responses

- Yes
- No
- Maybe

54%

10%

36%
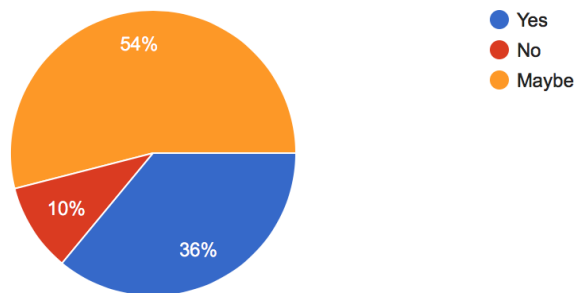
8.Would having an app that allows you to buy/sell second hand luxury items appeal to you?

92 responses
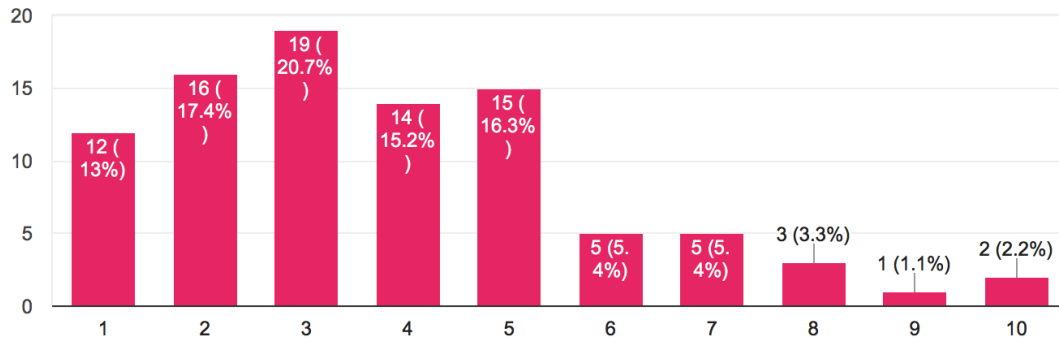
9.Does social media influence your decision to buy designer goods?

92 responses

- Yes
- No

58.7%

41.3%
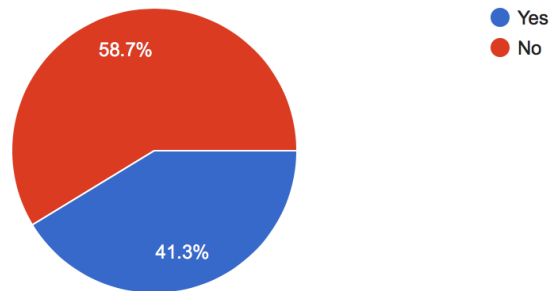
10. If your answer is yes to social media influencing your decision, please state what platforms have the biggest impact.

89 responses

Legend:
- Instagram
- Facebook
- Twitter
- Pinterest
- None of the above

57.3%
33.7%
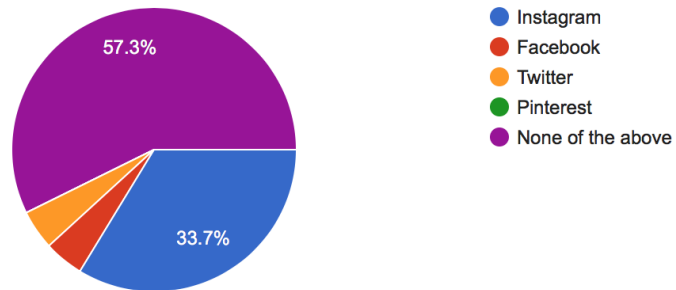
11. Have you ever come across a similar app?

92 responses

Legend:
- Yes
- No
- Maybe

10.9%
29.3%
59.8%
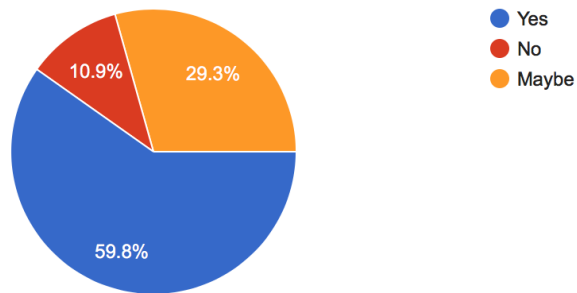
12.If yes you have come across similar apps, please state them below.

79 responses

done deal (18)

depop (9)

depop (5)

vestiaire collective (4)

done deal? (3)

Vestiaire collective (2)

done deal? (2)

eBay (2)

depop? (2)

eBay? (2)

Yes but it doesn't allow you to focus in on your local area, it's called Vestiaire collective

Done deal

Depop, vestiaire collective,

siopaella (only recent)

done deal, don't think its too similar though

done deal (but not very reliable)

ebay?

done deal , depop

siopaella have released an app in the last month

done deal

vestiaire

done deal, but different concept as you can sell anything

done deal ?

done deal except this is more broad

done deal is similar

eBay

done deal but you can sell everything on that

done deal ?

done deal or depop are similar

Depop?

depop, done deal

vestiaire (no location)

eBay or done deal

done deal and siopaella have a similar app out now

depop is kind of similar

done deal and depop

done deal and depop

done deal except its not very reliable

done deal and vestiaire collective

done deal has a similar concept except you can't put in your area

depop or done deal

13.Would you be more inclined to download this app if it was free?

92 responses
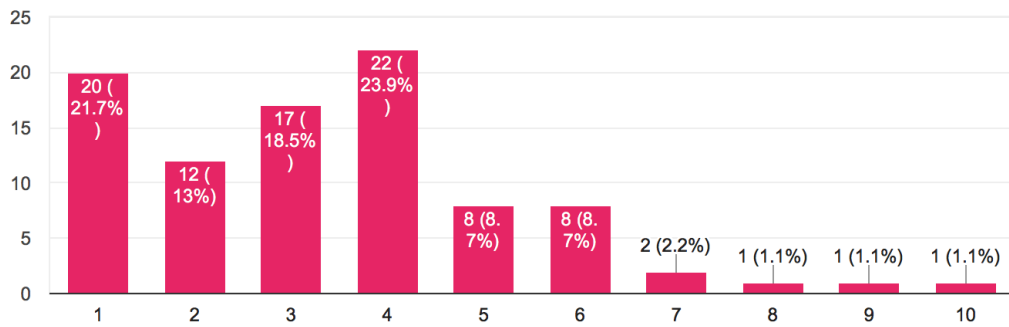
14. What type of features would you like to see on the app?

92 responses

Feature	Count
New Items page	46 (50%)
Women/Men pages	72 (78.3%)
Brands page	71 (77.2%)
Have a separate page for bags, shoes,acc…	26 (28.3%)
Payment options	21 (22.8%)
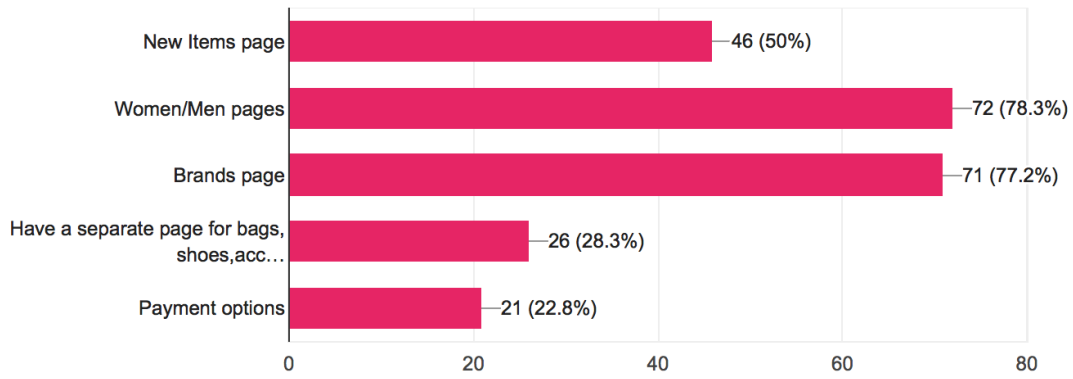
15. Would having a feature of only being able to buy/sell in your local area be appealing?

92 responses

Response	Count
Yes	73 (79.3%)
No	20 (21.7%)
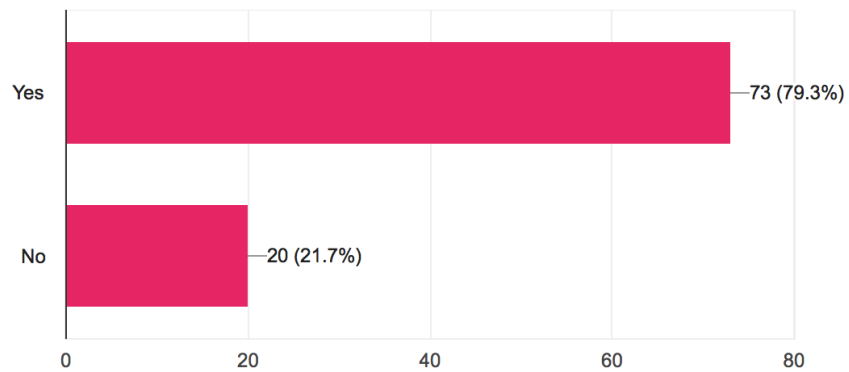
16. How would you like to receive the items you purchase?

92 responses

In the post
Meet up in person

66.3%

33.7%
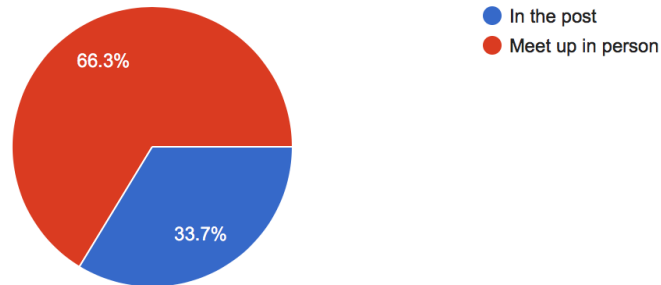
17.Would you be likely to recommend this app to a friend ?

91 responses

Yes
No
Maybe

31.9%

65.9%
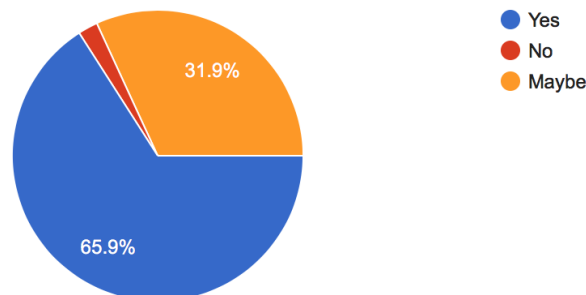
2.2 Survey Conclusion:

My survey was distributed around to friends and family member and extended friends and family. I conducted this over the course of three weeks, I wanted to have a variety of stakeholders involved in this survey and I definitely got that response. From the first questions which was asking what gender you were the response was 60.9% female and 38% male and then a small number said they would prefer not to say. The second question was asking them how old they were and I had divided this up into several different sections as you can see above, the majority of people who responded were between the ages

of 18-24, and the smallest section of responders came from those aged 51+. Then the ages in between fluctuated. The third section was asking what their current status was e.g. were they students or did they have a job? Majority of people who responded said that they were employed and the second largest response came from those who were in full-time education. Then the fourth question was seeing what operating system their phones offered too them, I had 5 different options as you can see above but as I predicted the majority of responses came back with iOS being the most frequent followed closely by android and then the smallest section was users of windows devices. My fifth question was where I started to ask questions that I thought would really benefit me, so the fifth question was asking them did they ever buy items from an app before, I got a yes response of 54.3% which was a nice number to get and I was glad to see that number because obviously my idea is application based, then 43.5% said that they had not bought items from an app before and then a tiny section said maybe but I won't pay much attention to that because it was such a small minority. Then the sixth question asked have you ever bought second hand luxury items before and the response was quiet similar from both sides, but the yes vote won with 52.2% saying they had bought second hand before. My seventh question was asking them if they said yes to buying second hand did they have a good experience and where did they buy the items from? I had 51 responses because obviously this question only applied to those who had bought second hand before. The responses from this question were mixed I would say majority of responses were positive but there were definitely some negative experiences in there as well. The main names that popped up when people were asked where they bought from were 1. Siopaella, 2. Designer Exchange, 3. Done Deal, 4. Vestiaire collective, 5. Depop. But from what I can see the most reliable were Siopaella and Designer exchange. My eighth question was seeing if a second-hand luxury app would appeal to them, I did this on a likert scale going from 1-10, number 3 came in with the most responses which was a nice number and number 2 came in second so people did like the idea of the app I was going to offer. A very small number responded with number 9 and number 10. Then my ninth question was seeing if social media had an influence on people buying designer goods and the yes vote won again here by a lot it was 58.7% yes to 41.3% no. <y tenth question was a follow on from number nine because I wanted to see what social media platform was most used and where they were influenced the most. I had the main social media platforms in the answers but Instagram came in first with 33.7% then 57.3% of responders said that none of the above platforms had an impact on their decision to buy luxury goods. My eleventh question was seeing if they had come across a similar app and the response

here was 59.8% said they had and 29.3% said maybe and the reason they said maybe was because they weren't 100% sure that the apps they had come across had the same concept as what I was offering. Question twelve tied in with question eleven because I asked them to name the apps they had come across that they thought were similar and the response was pretty similar a lot of people said done deal and depop and then others said vestiare collective and then a bit of information that I found out was that siopaella have recently created an app that allows you to buy and sell your goods. I felt like this question was really good because I learnt a lot from it which was the whole idea behind doing a survey. My thirteenth question was seeing if they would be more inclined to download this app if it was free, again I did this on a likert scale of 1-10 with 1 being strongly agree. The response I got from this was more on the positive side of yes, I would download this app if it was free, the highest number seemed to be 4 with 23.9% of responses and then number 1 came in second place with 21.7% of responses. I was happy with these results because again it was valuable information that I got from this, that people would be a lot more likely to download this application if it was free of charge. My fourteenth question was asking them what type of feature they would like to see on the app, I offered this in a tick the box format. You can see above what the options were but the top three were 1. Women/Men pages, 2. Brands page and 3. New items page. Question 15 was probably the most important question I was asking because this is what is going to make my application different to what is already out there. I asked them if having a feature that allowed them to buy or sell in their local area would appeal to them and I was so delighted with the response of 79.3% saying they would like to have this feature included in the app, Then, 21.7% said they would not like this feature and I was fine with that response too because I knew it would not be for everyone. Question sixteen was asking them how they would like to receive the items they buy I had two options that were 1. In the post and 2. Meet up in person. The response I got from this was 66.3% said they would like to meet up in person and 33.7% said they would like to receive their items in the post. I was happy with this response again because the information was very valuable to me. Then my last question was seeing if they would recommend this app to a friend and I got a 65.9% yes response and a 31.9% response and then the no response was so small I can't see the percentage which was nice to know.

2.3 Interview One:

My first interview was with the developer, I can't use any names due to anonymity but it was a great interview and I got a lot out of it more than I thought in fact, because I had a few questions that I really wasn't sure about how they were going to respond with but I was really reassured with what they had to say. The interview helped me to gain some requirements for the app which was really helpful. This interview took place on Wednesday 28/02/2018 at approximately 1:15pm and lasted for about 15 minutes and it took place in, Insomnia just off Grafton Street.

Q1: Can we add a notification function for when a buyer adds an item to their wish-list and it becomes available for sale that it pops up on their device's screen?
Yes, we can definitely add that function to the application, it will pop up on their phone the minute it is available. But they will have to fill out a form that has all the details of the items they are looking for. So that is another feature that will have to be added to the app.

Q2: Is it possible to have a new items page that will contain the new items that have been uploaded to the app within the past 24 hours?
Yes, again this is possible, when developing the app, I will add this feature in. It will recognize the new items that have been uploaded to the app and they will all be put into the new items page, I think 24 hours is a bit short so I would maybe leave them up for about 3-4 days and then we can just put them back to the women's/men's pages and into the section they belong.

Q3: Can I make sure that the app is easy to navigate so that it's easy for my users?
Yes, I will make sure that the app runs smoothly and that it is appealing to look at. The users should not have a problem with using this app when it is finished, everything will be really straightforward.

Q4: Is it possible to have a single sign on feature so that when a user logs in once to their account they are logged in until they log out for whatever reason that may be?
Yes, this can be done, how it's done is by using a specific service called that links the user authentication to the app. That way they will have easy access always to their accounts, until they decided to log out maybe for letting

someone else to log into their account from their device or maybe they are getting rid of their account altogether.

Q5: How can I make sure that the users password details are safe when they use this app?
The first thing we could do to make sure the user's password is safe is to have a function that has a two steps authentication system. This would be used to prevent un-authorised access to any of the user's accounts. Another way we can make sure that the users password details are safe is having a limit on the amount of times a failed login can be entered. If the user enters the wrong password more than say three times they will have to wait for a certain period of time until trying to gain access to their account. Or the account could be locked until the user is sent a verification link to maybe the email they have provided the app with.

Q6: Do you think it would be easy to have items removed from user's baskets after a certain amount of time?
It would be tricky to make sure every user had their items removed from their basket after say a period of 24 hours. If it was my app I think I would leave the items in the basket because it may not go down well with customers, especially if they put the item in their basket and had to have a think about purchasing it and then went back the next day and it was gone.

2.4 Interview Two:

My second interview was with one of my mom's old friends who has a huge interest in fashion, again I can't use names because of the anonymity. I had a lot of questions for her that I know would result in great answers and also some requirements that would be really useful in my final application. I got a lot of great information out of this interview, I felt like it was a reassurance that people would hopefully like the idea of the app and that it would actually be used. This interview took place at my house on the 10/03/2018 at approximately 2:45 and lasted for about 25 minutes.

Q1: Do you think an application like this will be used by many?
Yes, I do feel as though an application like this will be sued by both male's and female's and of all ages as well. When it comes to fashion there isn't an age

where it becomes acceptable or unacceptable so I think your app will always be used.

Q2: What kind of features would you look for in an app like this one?
If I was to download this app there a few different features I would like to see, such as the homepage, a page that allows you to put the items you wish to sell up for sale, a page that allows you to go and look at what is for sale. Along with this page I would like to see an option that will allow me to specify what I am looking for so that way I am not wasting my time scrolling through the entire app. If It was possible I would like to see a feature that showed me what the latest additions to the application were e.g. when a user adds a new item, I would like them to be put into a specific page and maybe let those items stay on that page for a specific time frame maybe 24 hours. I would also hope for the selling process to be easy, if it is complicated people will not be interested in using it. Try do it in a few steps e.g. 1. Upload images, 2. Add a description, 3. Add a price.

Q3: Do you think the location feature will be a success or do you think people will find it too personal?
I really like the idea of the location being added to the user's page, it makes the whole process a lot easier. If I was buying an item it would encourage me more to go ahead with it if I knew I didn't have to travel far from where I lived. I don't think it's too personal, if you are only asking for them to type in their area e.g. Dublin 3, you're not saying exactly where you live but you are giving everyone else an idea as to how far they will have to travel in order to buy or sell the goods.

Q4: Do you know anyone outside of Dublin who would like to buy second hand designer goods, but just can't justify coming up to Dublin for it? If so do you think they would find an app like this useful?
My sisters and I grew up with a mother who had a serious love for fashion, hence why I am the way I am, but my sister lives down in Tipperary and unfortunately there is nothing of the sorts down there, so I feel as though if she had the option of using an application like this she 100% would. I think you would get a lot of users from all over the country because as you said they just don't have access to any shops like that and a day trip up to Dublin just doesn't work for everyone.

Q5: Do you like the idea of this app?

I love the idea of this app, I think it would do really very well. You have a lot of potential customers and as I stated earlier the market for an app like this will always be there. My favorite thing about this app is the location feature, I think it is a very smart move and will prove very successful among the users of this app.

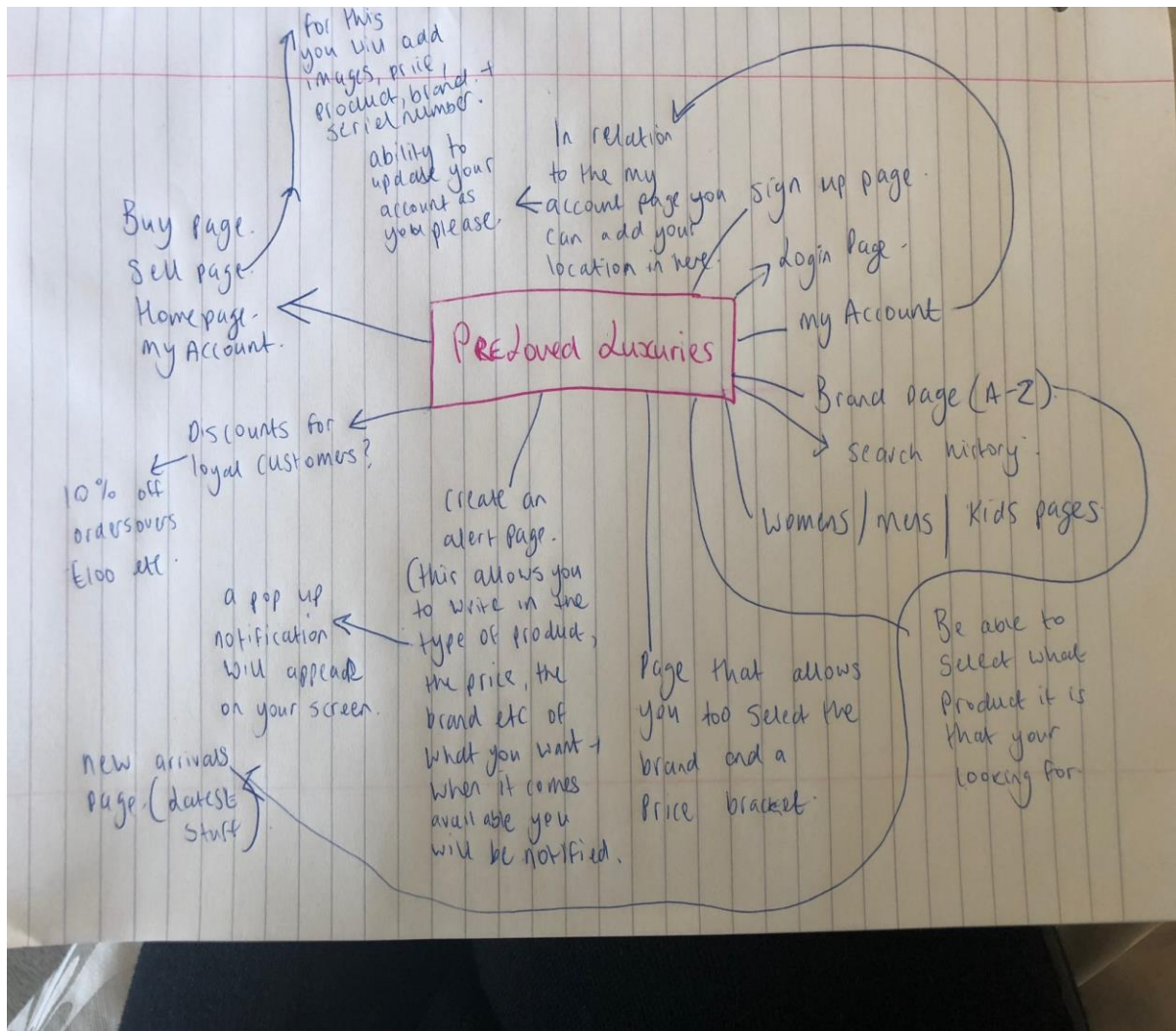**Conclusion of the above interviews:**

I feel like the information I got from the above two interviews is extremely relevant and useful, I will definitely be taking on board what was said especially from the first interview as that was done with a possible stakeholder. It was nice to get some reassurance on the fact that what I am hoping to create will be used by people who actually have an interest in fashion and luxury items. It was nice to speak to a developer as well because anything that I was a little bit unsure about I was able to speak about those queries and I got really good informative answers that will hopefully in the long run make the app look really good and will be of benefit to the users who decide they want to use it.

2.5 Brainstorm section:

The brainstorm that I conducted was a really great success, I allowed everyone who was at the brainstorming session as much time as they wanted to speak about their ideas and their opinions the app. I was able to gather a lot of requirements from everyone involved as they were able to express their ideas about what way they would like the application to look like when it was finished and what feature they would ideally like to see when the final product was released.

2.6 What information did I gather from the brainstorming session?

You will see below in the image I have inserted that there was a lot of good suggestions from everyone involved. But to make it a bit clearer for you as the page I used has got random notes written all over it I have done out a clear list below.

For this you will add images, price, product, brand + serial number.

ability to update your account as you please.

In relation to the my account page you can add your location in here.

sign up page.

Login Page.

my Account

Buy page.
Sell page.
Home page.
my Account.

PREloved Luxuries

Brand page (A-Z).

search history.

Discounts for loyal Customers?

10% off orders over £100 etc.

Create an alert page.
(this allows you to write in the type of product, the price, the brand etc of what you want + when it comes available you will be notified.

Womens / mens / Kids pages

a pop up notification will appear on your screen.

Page that allows you too select the brand and a price bracket.

Be able to select what product it is that your looking for

new arrivals page (latest stuff)

- A sign-up page.
- A log in page.
- A buying page.
- A selling page.
- A home page.
- My account.
- In the my account section you will put in all personal details including your location.
- A page that allows you to see what brands there are.
- A women's / men's page.
- On the buying page a section that allows you to type in the brand you are looking for, the product you are looking for and the price bracket you are looking to buy in.

- A new arrivals page that shows what people have put up for sale in the last 24 hours.
- An alert page that allows you to type in exactly what you are looking for when it is not available on the app, when the item comes into stock you will get a push notification on your page telling you that the item you were looking for is now available.
- Easy navigation of the app.
- Ability to check your purchase history.
- Ability to check your selling history.
- Selling page – you will upload images of the item, the brand, the price you are willing to sell for.
- Include a serial number if you have got it.

3.0 Wireframe drawings:
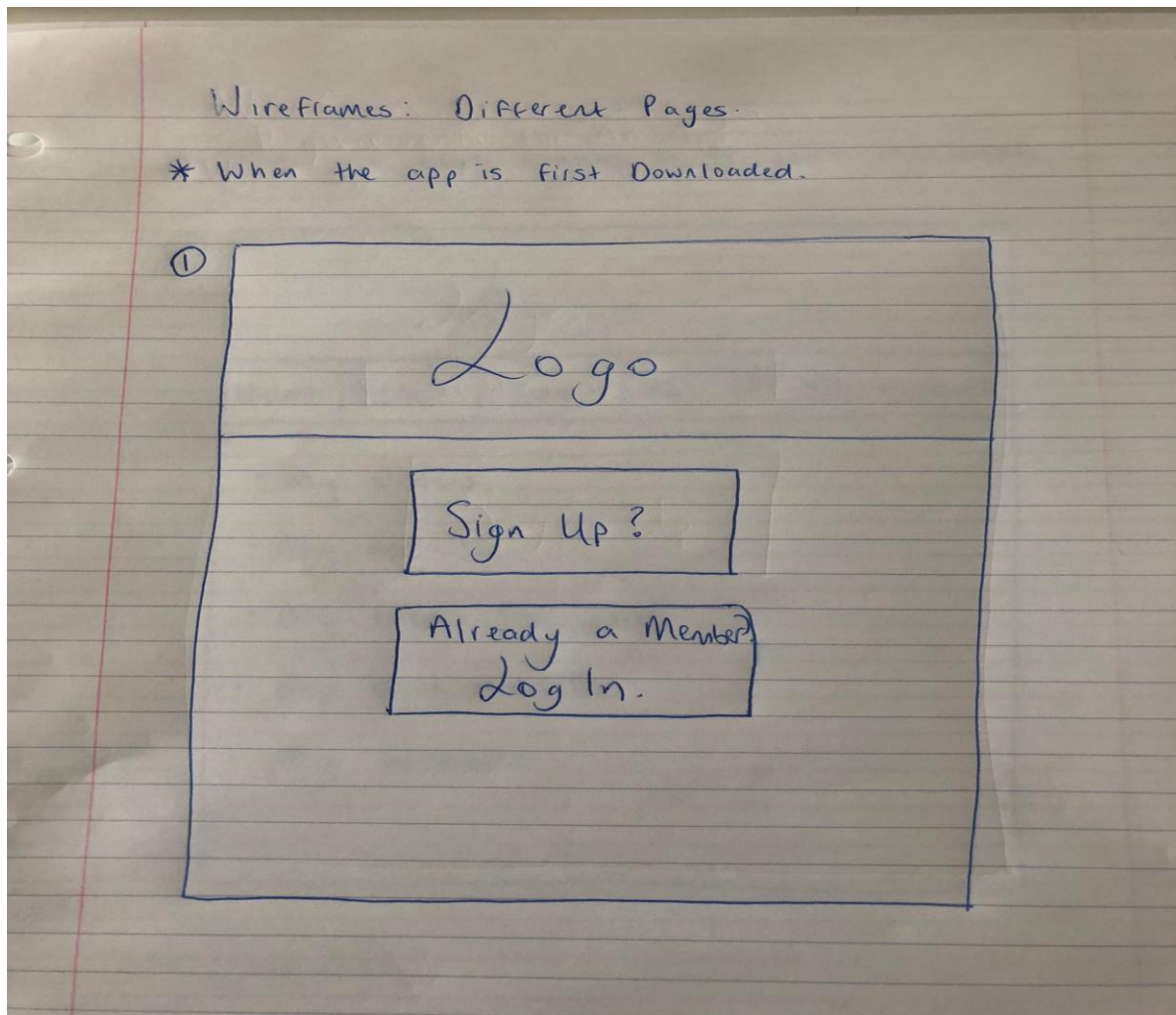
Here we have the first mockup of what the app is going to look like. This is the page you will see when you download the app for the first time. I will have the application name on the top of the page so that it has an appealing look too it. There will be a sign-up option and an already a member option, you can choose which one you like. Once you have signed up you won't be shown this page of the app on the device you have it downloaded on.

* Once you have logged in to your account.

② Logo

| Home | Sell | Buy | History | My Account |

- My Orders
- My details
- My Items for Sale.
- My bank details
- My Wish List.
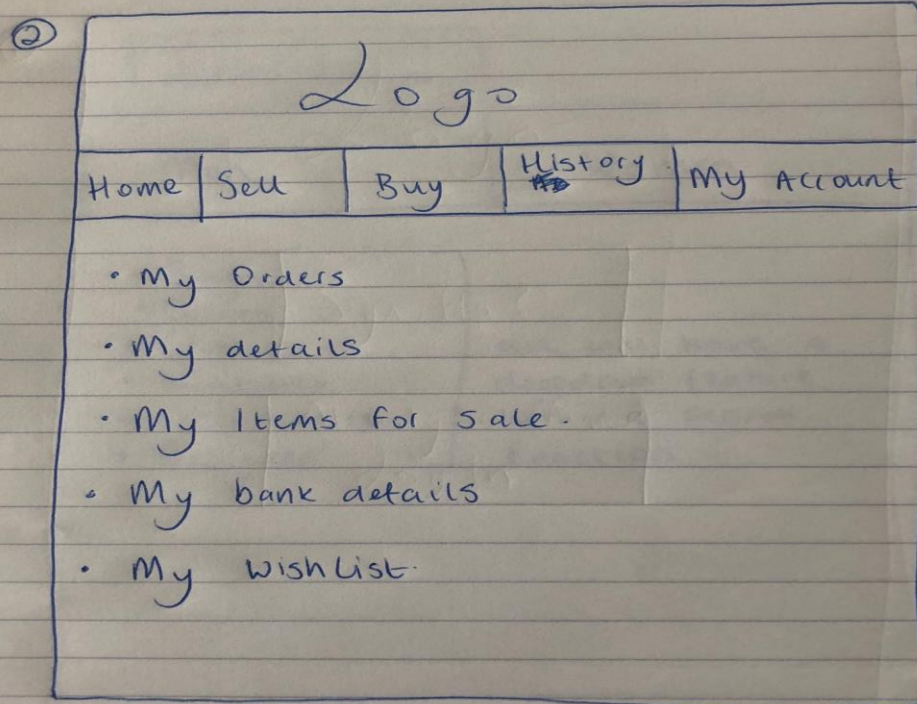
This is the second page that you will see when you open the app, it will be your account. It will have a bar across the top with the different areas of the app and if you can click on whichever one you like and it will bring you to that page. On the account page you will see a list of the important features regarding your account, such as your orders, your private details, if you have got any items up for sale you will be able to look at them from here, you will also see an area with your bank details this is for when you are making a purchase or receiving payment from somebody. There will also be a section called my wish list, this is where you can add different items you come across on the app that you like but maybe don't have the money for and it will be saved for future reference. I really like the wish list feature as it means if you find something that catches your eye you can save it and always have it there too look back on for when you have got the money to go and actually buy something similar. It is almost like an inspiration page.

When you are in the buying section.

③

Search.

| Men | Women. |

- Bags
- Shoes
- Clothes
- Watches
- Accessories
- Designer.

all will have a dropdown feature with a search function.
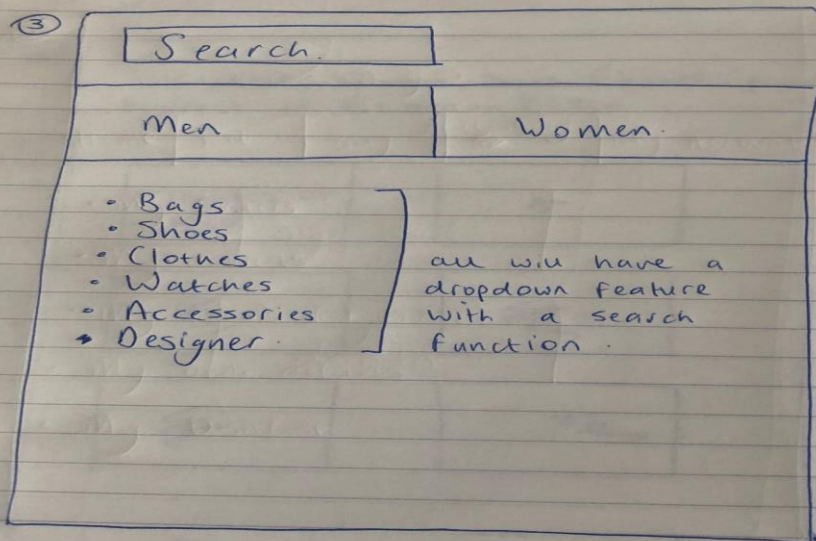
When you are looking to purchase item's you will see this page, there will be a search button at the top for if you are looking for something that is not very specific and then you will see a list of options that will allow for you to go and search for a specific item, the search features will include a list of items available for sale on the app including,

1. Bags
2. Shoes
3. Clothes
4. Watches
5. Accessories
6. Then you can choose the designer

Each of these sections will have a drop-down feature that allows for you to be a bit more specific e.g. if your buying shoes you will be able to add in what shoe size you are and what colour shoe you are looking for. And this applies to all of the different sections.
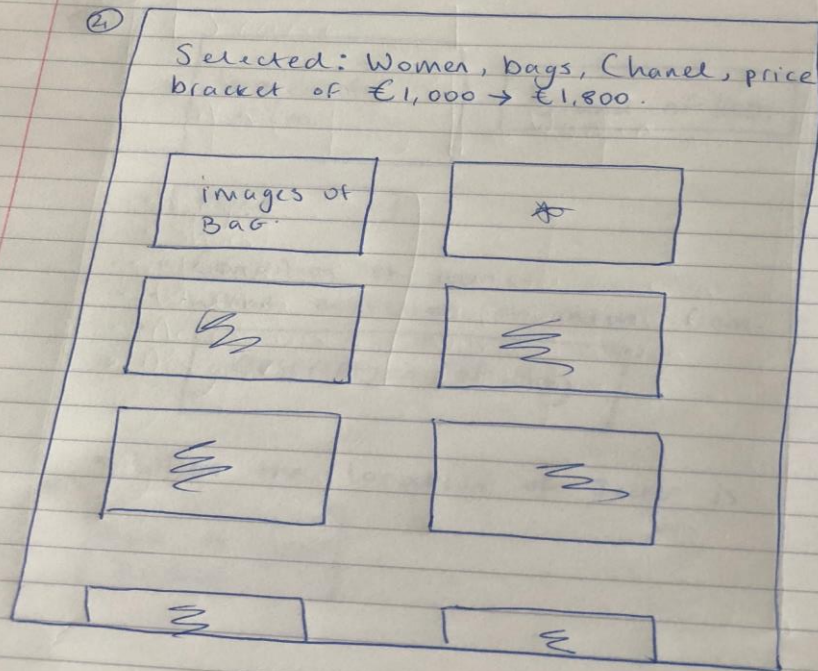
This is the page you will see when you select the item you are looking for, at the top will be a list of the specific requirements you have selected for the item you are looking for. Images of the items you are looking for will appear on the screen and you will be able to scroll through them until you find the item that is exactly what you are looking for. These pictures will have the prices underneath all of them which is a handy feature because you do not have to go and click into the different pictures to find out how much the item costs.

* When you select a bag after scrolling this is what you will see.

6
- Image of Item.
- Brand of Item.
- Price
- • Condition of Item.
  • What material it's made from.
    Description of Bag.
- • Where the location of seller is.
- Add to your Basket.
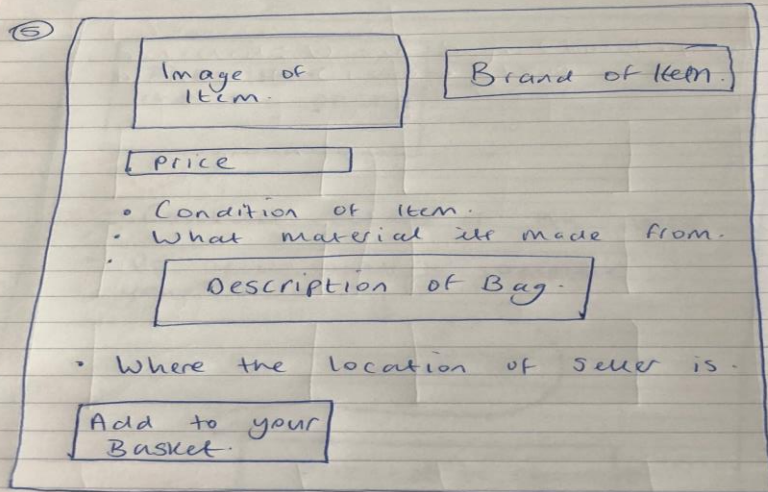
Once you have clicked on an image of the item you wish to look at a new page will open with a lot of information on it, a picture of the item will appear in the top left-hand corner and beside that there will be the name of the brand and then under that we will have the price. Then the seller will have a bit of information regarding the item such as the condition of the item, the material the item is made from, when the bag was bought, is there a dust bag and box with the bag etc. The seller will also have a rough location of where he/she is based so that way the buyer will be able to see how close or far they are from the seller. At the bottom of the page there will also be an add to your basket button and once you click this the item will be transferred into your basket and you can either continue looking on the app or you can go ahead and arrange payment.
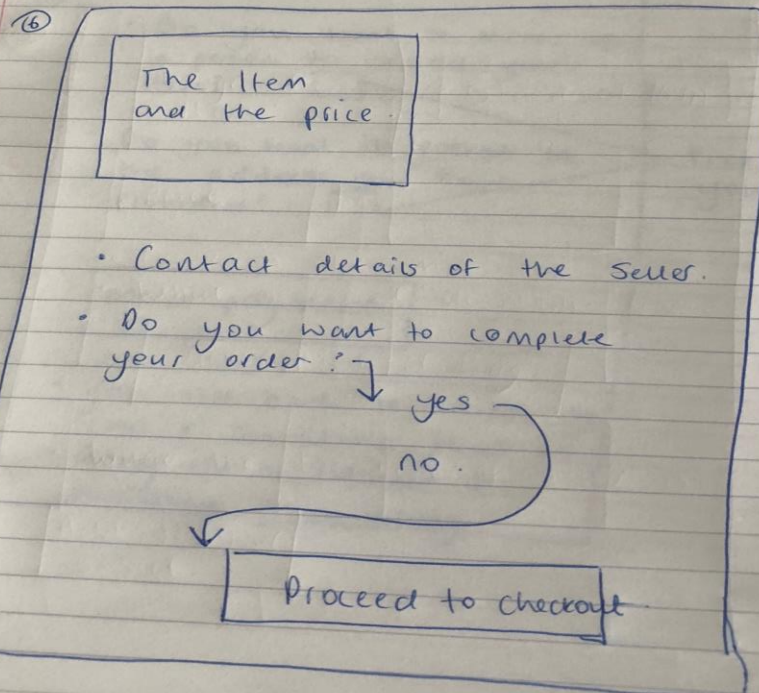
This is the page you will see when you go into your basket to complete a purchase. The details of the item that is in your basket will be displayed and the contact details of the seller will also be on display. You will be given the email address and the mobile number of the seller. You will also see a section at the bottom that asks you if you want to proceed to the checkout. If you do want to proceed then you can click the button and if you don't want to complete the order you will have the option to select no and it will bring you back to the home page.
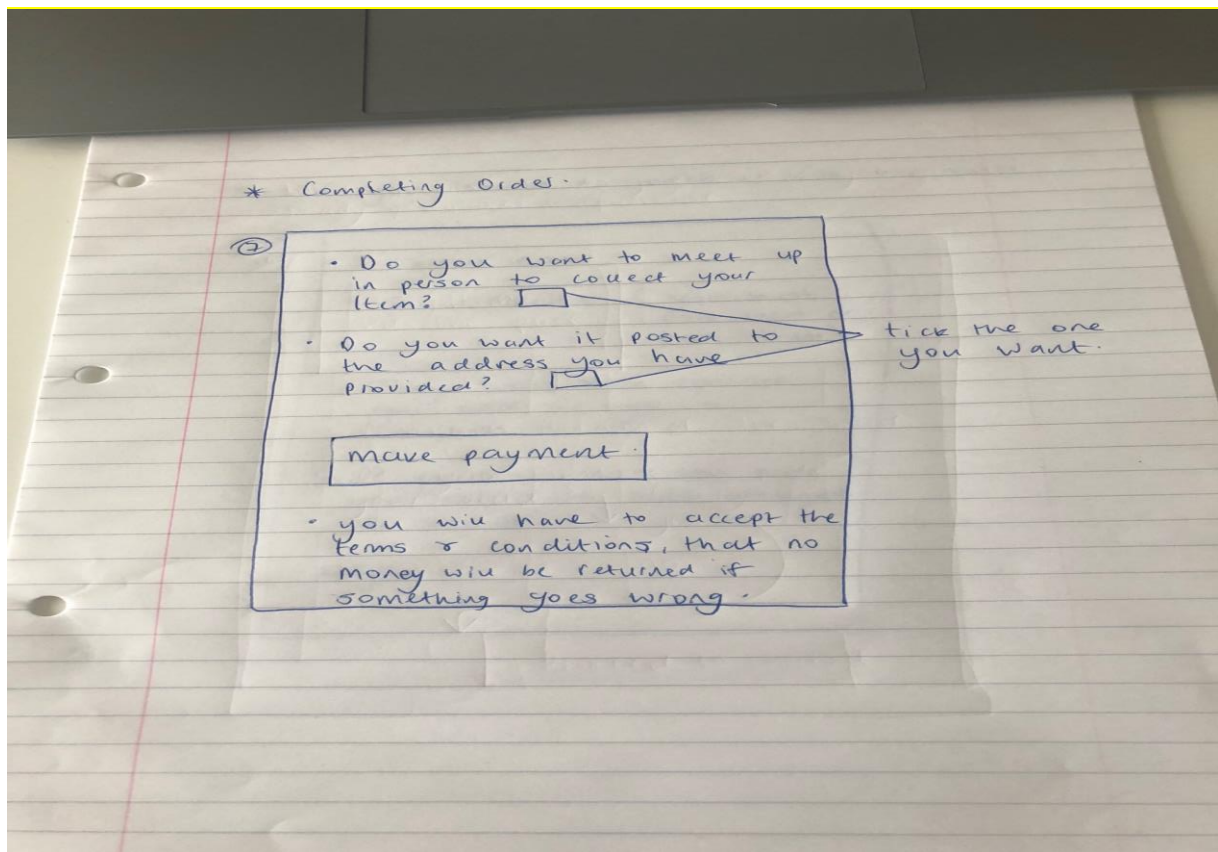
Then you will be directed to this page if you previously clicked the proceed to checkout button, here you will be given the two options. The first option is asking you if you would like to meet up in person to collect the item from the seller and the second option is asking you if you would like to have the item sent out to you by post. You will tick the box that is beside the option you have chosen. You will then be asked to agree to the terms and conditions and once you have done that you will then be asked to make a payment. You can do this by clicking on the button at the bottom of the page.

* If you choose to meet up with the seller.

⑧

- Sellers name.

- Sellers number. (you must call them or text them).

- They will please contact you and arrange a location.

- Payment will be taken once you and seller have arranged a location.

This is the page you will have pop up if you selected the option to meet up with the seller in person. The details of the seller will pop up on the screen and these will include the sellers name, number and email address. You will have to contact them yourself to meet up, but as hopefully you have chosen to buy an item from someone in your local area it won't be too far for you to travel. The payment for the item will be taken once you and the seller have been in contact with one another. The seller must let the PreLoved Luxuries team know that they have been in contact with the buyer.

* If you are selling:

(9)
- List the brand
- List the item & the model.
- Add in all details about the item.
- Add the price you are going to sell for.
- Specify if you will meet up in person, or send out in the post. Or if either suits you.

This is the page that will appear if you are selling an item with PreLoved Luxuries. You will be asked to fill out a number of different details about the item you are selling, these included the brand, the type of item, you need to add in a short description about the item, then you need to add in the price you are willing to let it sell for and lastly you will need to specify if you would like to meet up in person or to post it out to the person so that way when someone buys the item off you they will know what option they can pick .

* Terms & Conditions page. & Questions page.

⑩

Logo.

- Buying @ your own risk -
- No money will be subsidised if something goes wrong.
- Can you cancel an add?
- Can I track my delivery once I have been told its in the post?
- Can I pay in installments?

This is the last page that will be on the app and you will find this in my account section, this is just letting the users know what type of policy PreLoved luxuries has so that they are not in for any shocks if something goes wrong during their process of shopping or selling with us, which hopefully won't happen often.

3.1 Electronic Wire frames:

This here is what I would like the actual application to look like when it is developed. There are a few different pages that will appear depending on what you are doing on the app.
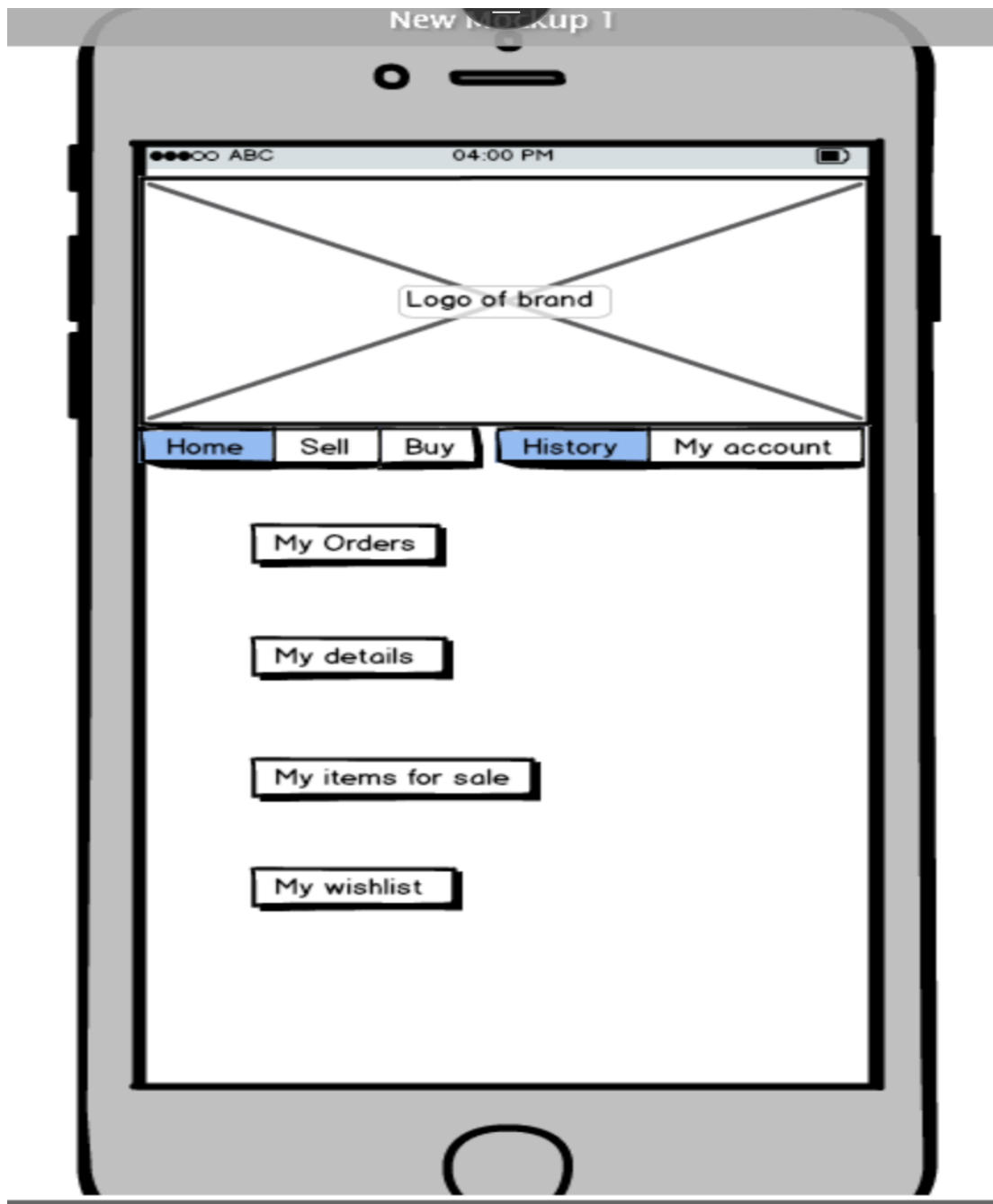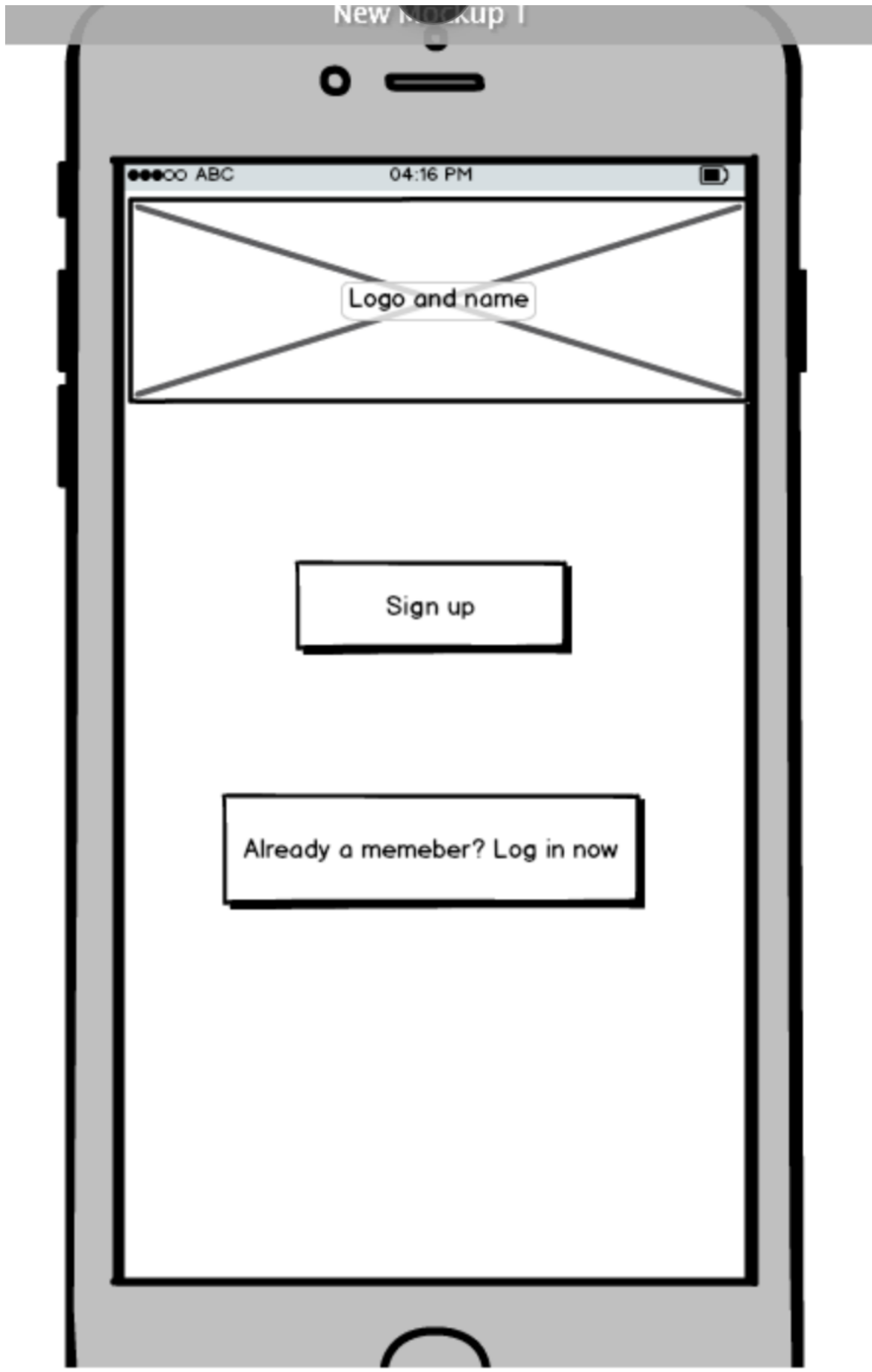
●●●○○ ABC   04:16 PM

Logo and name

Sign up

Already a memeber? Log in now

●●●○○ ABC　　　　　04:16 PM　　　　　▭

Q search

Men	Women

- Bags

- Shoes

- Clothes

- Watches

- Accessories

- Brand

You have selected women, chanel handbags, with a price range of €1000-€1400
Please see below all the options available to you

Some text   Some text

Some text   Some text

Some text   Some text

●●●○○ ABC   04:16 PM   ▣

You have chosen this classic chanel handbag

€1300

Description of the handbag will go here e.g. what conditon it is in, does it come with dustbag or original reciept etc.

Location of the user will appear here.

Add to your basket
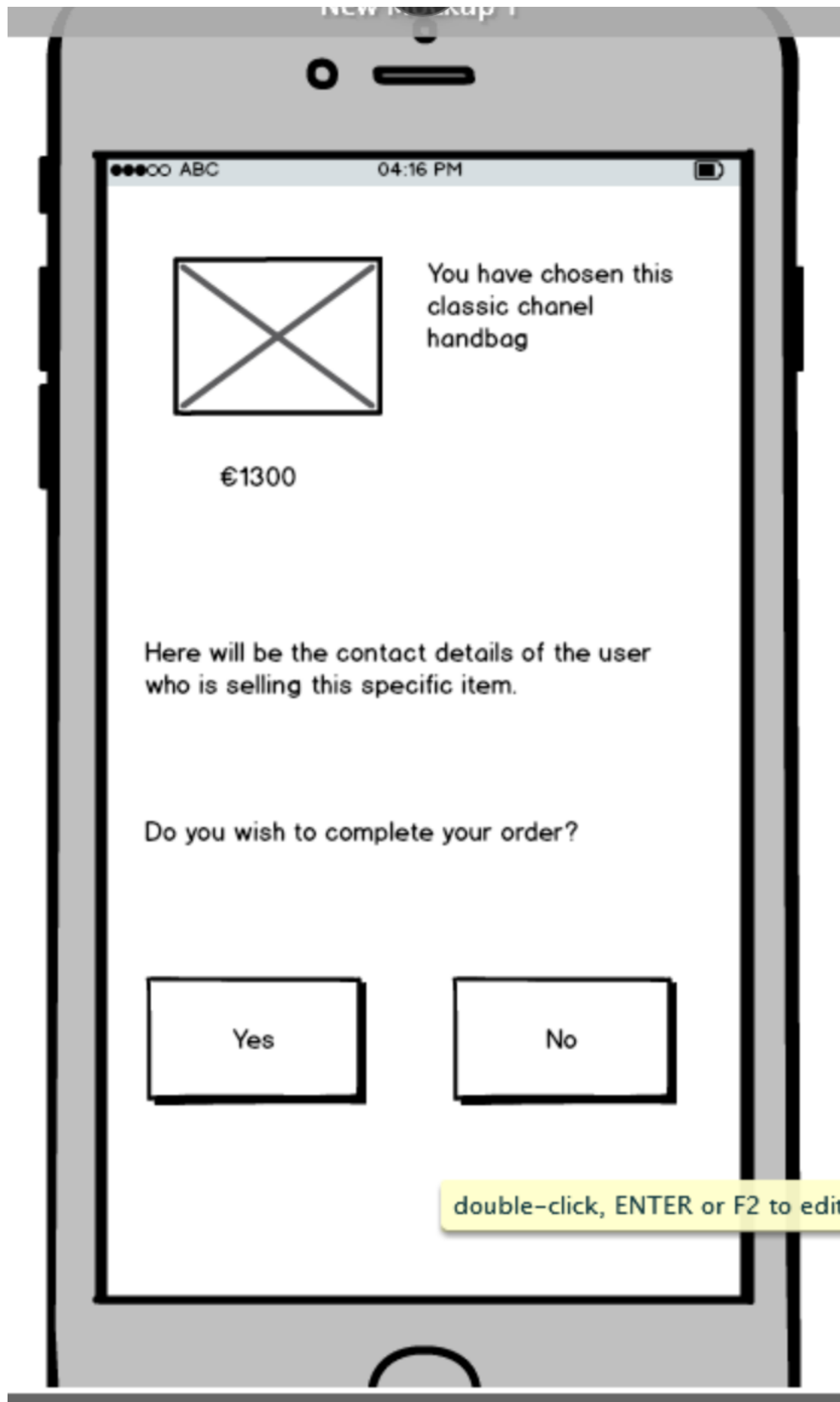
●●●○○ ABC   04:16 PM   ▣

You have chosen this classic chanel handbag

€1300

Here will be the contact details of the user who is selling this specific item.

Do you wish to complete your order?

Yes	No

●●●○○ ABC   04:16 PM   ▣

Please select which way you would like to
recieve your item.

- I would like to meet up and collect this in person ☐

- I would like this sent out in the post.   ☐

Make Payment

●●●○○ ABC 04:16 PM ▭

This is the page that will appear if you want to meet up in person to collect your goods.

- Sellers name.

- Sellers number.

They will contact you and you can arrange a location that suits the both of you.

Payment will only be made when you have met in person.

●●●○○ ABC 04:16 PM 🔋

if you are selling an item this is the page you will have pop up.

- List the brand.

- List the item and the model of it.

- Add the price you wish to sell the item for.

- Specify if you have a prefernce of posting the goods or meeting in person, of if you are easy to do both.

4.0 MoSCoW Analysis:

MUST:
FR1: A sign up page.
FR2: A log in page.
NF1: Only have a single log in to the app.
FR3: Access to a home page.
FR4: Access to a buying page.
FR5: Access to a selling page.
FR6: Access to a history page.
FR7: Access to my account page.
FR8: In my account section, all personal details must go in here.
FR9: Access to the new items page.
FR10: Users can update their information easily.
FR11: Search bar on the buying page that allows you to look for a specific item.
FR12: New arrivals page.
FR13: Ability to check your purchase history.
FR14: Ability to check your selling history.
FR15: provide a selling page that is easy to use.

SHOULD:
1. Including the serial number of the item your selling.
2. Selecting what delivery option, you want to go with.
3. My wish lists.
4. Contact details of users.
5. Ability to edit personal details.
6. Proceed to checkout button.
7. Notification pop up when an item in your wish list becomes available.

COULD:
1. A discount for active users.
2. A notification that reminds users that they have items in their basket.
3.

WONT:

1. Take items out of the basket after a certain amount of time.

It was important to conduct the MoSCow analysis because it gives us a clear understanding of how the different requirements are understood by the stakeholders. The requirements have been divided up into their different sections and levels of importance.

5.0 IEEE Requirement Specification:

5.1 Introduction :

What is the purpose?
The purpose of doing a IEEE requirement specification document is to make sure that key functional and non-functional requirements are identified to ensure that the PreLoved Luxuries app is developed correctly and that in the end we have a product that everyone will love.

Scope:
There are two main shops in Dublin that buy and sell second hand luxury goods, but there is nothing available to those who live down the country etc, so this app will hopefully be of use to those who can't make the journeys to the like of Dublin to look in these second hand shops but would like to have access to a large range of second hand designer goods.

5.2 Functional Requirements:

Functional requirement 1	
Identification Code:	FR1
Title:	Home page section.
Description:	This is what will appear once the user has logged into their account.
Outcome:	It will allow for the users to see the different areas they can go and look at within the app.

Functional requirement 2	

Identification Code:	FR2
Title:	My orders button.
Description:	This is what will appear on the menu bar when the user is on their home page.
Outcome:	It will allow for the users to click into it and be able to see what they have ordered.

Functional requirement 3	
Identification Code:	FR3
Title:	My details button.
Description:	This button will be on the home page of the users device when they are using the app.
Outcome:	It will allow for the users to see the details they have provided the app with and it will allow for them to make necessary changes to those details provided if it is necessary.

Functional requirement 4	
Identification Code:	FR4
Title:	My items for sale button.
Description:	This is going to be on the home page menu bar.
Outcome:	It will allow for the users who are selling items to click into it and check what they have for sale.

Functional requirement 5	
Identification Code:	FR5
Title:	My bank details button.
Description:	This is a feature on the home page for the user to access their information
Outcome:	It will allow for the users to have a look at what credit/debit card they have got linked up to their account.

Functional requirement 6	
Identification Code:	FR6
Title:	My wish list button
Description:	Appears on the home page again as a button the users can click on to see what they have added.

Outcome:	The users can create a wish list with information of a specific item that they have come across, but is not available. All of the info will be stored and when an item is put up for sale the user will be notified.

Functional requirement 7	
Identification Code:	FR7
Title:	Be notified when the item in your wish list is available
Description:	Notification appears on your device.
Outcome:	This notification will pop up once an item that's been in your wish list becomes available and therefore gives you the opportunity to buy it if you're still interested.

Functional requirement 8	
Identification Code:	FR8
Title:	Buying section
Description:	This is going to appear on the home page at the menu bar
Outcome:	Users will go here if they want to see what is available to purchase on the app.

Functional requirement 9	
Identification Code:	FR9
Title:	Selling section
Description:	This is going to appear on the home page beside the buying section in the menu bar.
Outcome:	Users of the app who wish to sell their items will click into this section that is available on the home page and it will allow them to upload their items.

Functional requirement 10	
Identification Code:	FR10
Title:	My history section
Description:	This is going to be a button on the home page.
Outcome:	It will allow for the users to go back and see what they have previously ordered or sold on this app.

Functional requirement 11	
Identification Code:	FR11
Title:	My account section
Description:	This will be an option on the home page for users.

Outcome:	This is where users of the app can go to see what information they have provided us with. They will be able to change their details here as well if they need too.

Functional requirement 12	
Identification Code:	FR12
Title:	New in page
Description:	This is going to be on the home page, it will allow users to see what's new.
Outcome:	It will allow for the users to see what has been uploaded in the past 24 hours.

Functional requirement 13	
Identification Code:	FR13
Title:	Search button/ Look for items
Description:	Allows users to search for whatever they want.
Outcome:	This button will be on the buying page, it means that the users have got easy access to seeing what is available for them to purchase. If they have a specific item in mind then they can just type it in and it will pop up if it's available.

Functional requirement 14	
Identification Code:	FR14
Title:	Men/Women button
Description:	Divides up the two different genders so people know where to look.
Outcome:	Users will hopefully find this helpful because it means they can look up items based on their gender to make it easier, because men's fashion is obviously different to women's fashion.

Functional requirement 15	
Identification Code:	FR15
Title:	Buttons for the different items available e.g. bags, shoes etc.
Description:	This is going to divide up all of the different items into different sections to make it easy for users.
Outcome:	This feature will allow users to gain easy access to an item they are looking for. Say it's a pair of shoes they can just hit that button and it will direct them to that specific area.

Functional requirement 16	
Identification Code:	FR16
Title:	Scroll bar
Description:	This is to make it easier for the users to see the items.
Outcome:	It will allow for the users to see the different items easily.

Functional requirement 17	
Identification Code:	FR17
Title:	Contact details of users.
Description:	This is where the users contact details will be for when they are buying or selling and need to arrange delivery.
Outcome:	This requirement is necessary because it is how delivery of goods is arranged.

Functional requirement 18	
Identification Code:	FR18
Title:	Location feature
Description:	This is what will make the app unique and easy for the users to get their hands on the items.
Outcome:	This function means that users will be able to shop for items in their local area. It means there will be little travelling involved if you are interested in buying or selling an item.

Functional requirement 19	
Identification Code:	FR19
Title:	Description of item
Description:	The seller will put this information in when they are listing the item for sale.
Outcome:	It will let the buyer have a good insight into exactly what they are buying.

Functional requirement 20	
Identification Code:	FR20
Title:	Add to basket button
Description:	This button will allow you to add items to your basket.
Outcome:	Once you click this button the items will be added to your basket and you can then decide if you would like to purchase them or not.

Functional requirement 21	
Identification Code:	FR21
Title:	Proceed to checkout button
Description:	This is what will appear once the user has gone into their basket.
Outcome:	It will allow for the users to go to the final process of purchasing the item they have in their basket.

Functional requirement 22	
Identification Code:	FR22
Title:	Select what delivery option you want
Description:	This is where the user will select what option suits them the best.
Outcome:	This is where the user buying the goods can decided if they would like the goods delivered to them or if they want to collect it in person.

Functional requirement 23	
Identification Code:	FR23
Title:	Make payment button.
Description:	This is the final step the user will take before paying.
Outcome:	It will allow for the users to actually pay for the goods and for the delivery process to begin.

Functional requirement 24	
Identification Code:	FR24
Title:	Be able to put an item up for sale.
Description:	This is for the users who are selling items , it has to be easy for them to do.
Outcome:	This feature allows users to upload any items that they wish to sell through the app.

Functional requirement 25	
Identification Code:	FR25
Title:	Edit personal information.
Description:	This is for users to be able to change any information that they have provided on the app.
Outcome:	The application users will be able to change any information they wish easy and quickly.

5.3 Non-Functional Requirements:

Non-Functional requirement 1	
Identification Code:	NFR1
Title:	Log in button
Description:	This will appear when you first download the app.
Outcome:	Allows users to log into their account if they already have an account and are downloading it on another device.

Non-Functional requirement 2	
Identification Code:	NFR2
Title:	Sign up button
Description:	This will appear when you first download the app.
Outcome:	It will allow for the users to sign up if they don't already have an account.

Non-Functional requirement 3	
Identification Code:	nFR3
Title:	Quick loading app
Description:	Must be quick to load. 5-10 seconds max when changing pages,
Outcome:	When a user changes page it must have a quick response time because users will become impatient.

Non-Functional requirement 1	
Identification Code:	NFR4
Title:	Easy navigation
Description:	App must be easy to work.
Outcome:	If the app is easy to navigate the users will not have any issues and will enjoy using this app.

Non-Functional requirement 1	
Identification Code:	NFR5
Title:	Logging out
Description:	This is an option for users to select if they wish to log out.
Outcome:	Users will click this button on the app if they wish to log out of their account from a certain device.

6.0 Appendix:
   6.1 Project Proposal

1. Objectives

The objective of this project is to develop a detailed requirements specification that matches the IEEE standards for an app that allows for people to buy and sell luxury second hand item's. The requirements for this project will be gathered using the elicitation techniques from BABOK, I will also be doing some online research to show how my idea is different to what is already out there in this market. When I have gathered all of the above information I will then be able to work on the different aspects such as how the app will look, how the app will work etc.

How the app is going to work is both the buyer and the seller will download the app which will be available to download from the app store and the android store. Every person that downloads the app will have to create an account with details such as their name, gender, email and what country they are living in. These details are vital as when it comes to either purchasing or selling the items both parties should ideally be from the same area unless one of them is willing to travel to buy the item.

The seller will have to upload pictures to their page of the item or item's they are selling, they will have to upload the designer of the product, how much they paid for the item when they bought it, the quality of the item currently, they must also provide information on whether or not they bought it second hand. The seller can also choose the option to have a bid on the item or if they just want to sell it for a set price.

The buyer when they log into the app will have a pop up that allows them to search for exactly what item they are looking for, the app will match their location to a seller's location who has the product they are looking for and will give them the list of all the item's available that the buyer has searched for and in the buyer's location. The buyer will be able to see if they can buy the item straight away or place a bid on it, this means they are not guaranteed to win the item as someone else may come in with a better offer.

When a buyer, buy's an item the seller will be able to contact them directly through email and they will then arrange how they will receive the item, it can be faced to face or sent in the post.

In order for me to achieve my best grade there are other aspects to this project that I must do such as regular meetings with my supervisor, the monthly reflective journals, midpoint presentation and the end of year project showcase.

This application is only going to focus on the Irish market for the beginning so we can see how it works out for us, if anything was to go wrong at least it wouldn't have a major effect as Ireland is not a huge place. But ideally we would love to hopefully expand it globally as we feel as though it would be very successful no matter where abouts in the world it was to go, as I feel a lot of people in today's day and age likes the idea of being able to buy luxury designer goods second hand for a fraction of the price, it also allows them to have the freedom to get rid of the items they buy and upgrade them to a newer fashion item whenever they feel like it as there will always be people willing to buy.

2. Background

I came up with my project idea during the summer of 2017 after my 21st birthday when I wanted to buy myself something really nice. I had been browsing the shops and got a real insight into just how expensive the designer world is. Having grown up with a mother who is very into fashion and designer good's there was no doubt that I would have an interest in it. However, these designer items can be extremely expensive to buy and people like me, my age, student's and even adults just simply can't afford to buy the product's brand new. I know there are physical shop's out there that sell second hand designer luxury good's but they are very scarce and mainly exist in only the major cities, for example there are only two in Dublin that have got a good 100% authentic reputation. So, I thought my idea was ideal for those who didn't have access to these shops and wanted to buy good's second hand.
I am really excited to do this project as I get to explore an area that I have a real passion for. I think it could be a very successful app and that a lot of people would enjoy the idea of it. I feel that because I enjoy the area I'm going to be working in the project will be a fun task for me to be working on during the year.

3. Technical Approach

The technical approach for this project will begin with a lot of online research to see if there are other app's similar to what I am working on and to figure out why there hasn't been any app's similar to this one out there yet. Once this section of the technical approach is done I will move onto the different elicitation techniques that I feel are needed to determine what exactly will be required to make the app user friendly, attractive to the specific audience's. I think this step is really important because the users of the app are the ones who are going to be using it and they need to be satisfied with how it looks and works.

4. Special resources required

I will be using the IEEE requirement's document template and I will also be using BABOK to help me correctly write up my requirements specification document as I know that the information from that will be of a great help to me getting the correct requirements for my specific application.

5.Project Plan
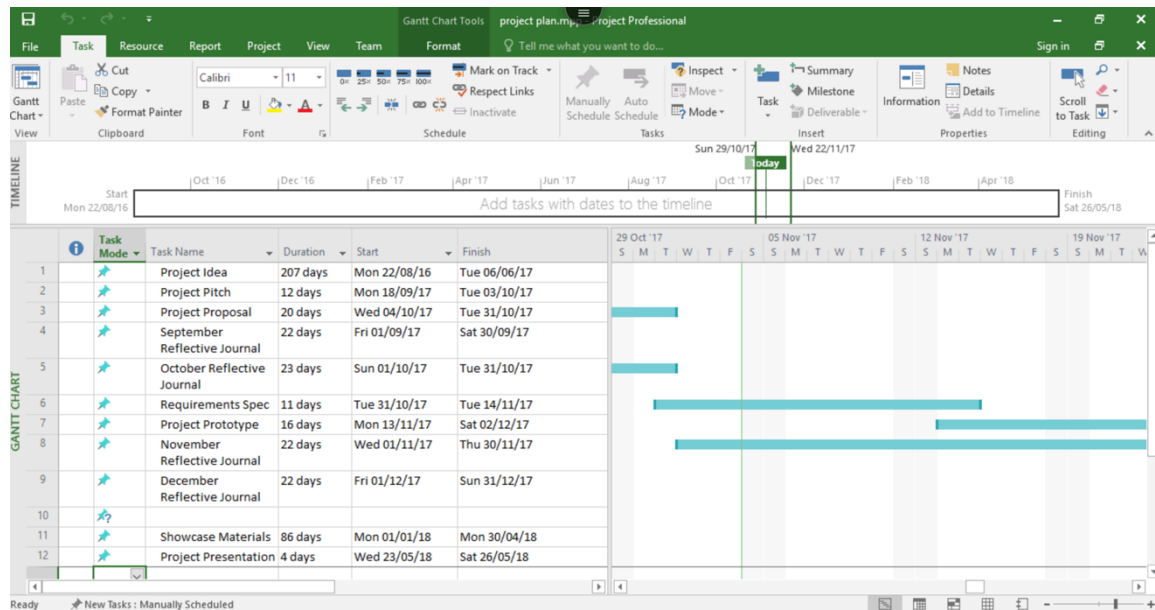
6.Technical Details

I will be using balsamiq for making a mock app, this way I will be able to show everyone exactly how I want the end product to look. I feel as though it is a really good idea to give all of the people taking part in the interviews a visual to look at so that they can really get a feel for how the application will look when it is all finished. If they can see the visuals it allows for them to then give me feedback as to what parts of it they liked and what they didn't like, so therefore I can go back to the drawing board and if I feel anyone had a good valid point about how it all looked I will go ahead and apply the change because at the end of the day they are the ones who are going to be using the application and if they are not happy with it there isn't any point in me going ahead with the original design with none of the changes applied.

7.Evaluation

Most of the work for this project will be completed as soon as I have done my midpoint presentation as after that is done I will know if the techniques I have chosen are actually going to be useful for my project. I will meet with my supervisor after this and make sure he approves of the requirement's I have gathered and whether or not they will be good enough for my final presentation in May.

6.2 Journals:

6.3 September Journal 2017:

So, for the month of September I was really hesitant about making a start on anything to do with my project, as I was so unsure about what I needed to do! When we were in class listening to our lecturers about what we needed to do and all of the deadlines for the project it was quiet daunting at the start but once they had explained exactly what we needed to do and they went through the deadlines it made it all a lot easier! By the end of September, I had a much clearer understanding of what was expected of me as I had been so unsure leading up to then. I had to prepare my project proposal for the 4th of October, so for the end of September I was concentrating on that. This was when I had to do a lot of research to see if there was businesses or business idea's out there that were similar to what I was thinking. All of the information I found was really beneficial and gave me a much greater understanding of where I was going with my idea and exactly how I wanted my app to look and run.

Shannon Bolton
X14431668

6.4 October Journal 2017:

After my project pitch on October 4th I was told I needed to add a feature to my application to make it a bit more innovative so I decided to add the location function (this is explained in my proposal document). I was also assigned my supervisor, I got Patrick Delaney which I was a bit nervous about at the start as it is his first time ever supervising the final year project but after my first meeting with him I was extremely relieved as he seemed to be really on board and enthusiastic about the whole situation and wants each and every one of us to achieve a high grade at the end of the year. We had a few meetings where we discussed all the different aspects about the project and again this time around I got an even clearer picture of what was expected of me and the work that had to be done. I worked on my requirements specification document which we uploaded on the 24th of November, I also worked on my survey questions and some interview questions but I still have a lot of work to do on them to make sure they are perfect in order to get the correct answers.

6.5 November Journal 2017:

The month of November was an incredibly busy month when it came to college work, there was a lot of CA's and assignments to be done before we finished up for Christmas. I have worked on my survey questions this month and tried to play around with different approaches to take when asking the questions to get the best possible answers that I know will really benefit me in my research. When I met with my supervisor Pat we had a good discussion about changes I could make to have a better survey. I was also working on my midpoint presentation near the start of this month as it has to be uploaded by the 30th of November. My presentation went well even though I was incredibly nervous about the

whole thing, to me standing up and speaking to people is one of my biggest fears, but I got through it and was happy enough with how I got on. I feel as though I am making good progression with my project, and I am excited to get a good chunk of it done before I start studying for my exams which start the beginning of January.

6.6 December Journal 2017:

December was a bit of a crazy month for me between college and home life. All of my modules had CA's that were due for the first week or so in December so that was a stressful start to the month making sure I had got everything done for them. Along with that my parents had a really stressful month, they have an engraving company and the lead up to Christmas is always incredibly busy so they were working from very early to really late which meant I had to do a lot of stuff at home which left me with very little time to do project work, and then Christmas was there in the blink of an eye. And then it was onto studying for my Christmas exams which started around the 6th of January. So, with regards to my project December was pretty much a write off I didn't make any progress which was really stressing me out. But I knew that once my exams were over on the 12th of January I would be completely focused on getting stuck back into my project.

6.7 January Journal 2018:

For the first two weeks of January I was completely focused on studying and getting my exams over with. This was an extremely stressful time and typical me I ended up with the worst cold that I could not shift for weeks. My body was physically exhausted by the time I got to the 12th of January. My exams went well though so that was a relief all of the studying was worth it. I took the weekend off after my exams to try and get myself better and to have some rest and I started to work on my project on Monday the 15th. I sent out my survey on the 19th of January because my supervisor and I had gone through my questions near the end of November as I was anxious to get the survey out so that I could start the actual work on my project. On the 20th of January, I held my brainstorming session and this was a great success, I gained a lot of information from doing this. The session took place in Starbucks college green at 1:30pm and I had a total of six people excluding myself, I also made sure that I had three males' and three females' so that everything was equal.

6.8 February Journal 2018:

The month of February was a good month when it came down to college work, I was really focused on my lectures and on my project and on getting my CA's

done as I knew that I didn't want to leave them until the last minute as March and April were going to be stressful enough months as it was. I got a good chunk of my project done so I was happy with that, I also had a meeting with my supervisor just to catch up on how the work was going and to see where I needed to go next with my project. In terms of personal life February was a stressful month, there just seemed to be problem after problem and I guess it's true when people say bad things come in three's because that was certainly my case this month. But when the end of the month came around I was very happy to say goodbye. Plus, I had a few exciting events happening in March so that was something to look forward too.

6.9 March Journal 2018:
March was a really hectic month, as my course finishes college on the 9th of April, we had a lot of CA's due for the end of march/start of April so a lot of time was taken up during this month working on those to make sure they were ready on time. We did our profiles with Eamon at the start of this month we had our photos taken and we did up our profiles in class and Eamon checked them all to make sure that they were perfect and that the wording we used to describe what we were doing was correct. We then put everything together so that it looked appealing. My profile was approved and I was given the marks for it, which is nice to have because every mark helps in this case. I did try work on my project as much as I could as I knew April was going to be again like December a bit of a write off as I have my exams towards the end of April. I made progress with actually writing up my document for the project I got my brainstorming section written up, as well as the interviews section. I am still waiting on a few more responses for my survey so I thought I would try and get this section done the beginning of April as it is not as tricky as the others as all of the information is going to be right in front of me and I will just need to evaluate that.

6.10 April journal 2018:
The start of April was me attending my last few lectures, which was bitter sweet. I felt really emotional about finishing college I have made a few really great friends and knowing that I won't get to see them every day again is hard. I handed in my last CA's and I finished on the 9th. Now my focus was on studying for my last two exams which took place on the 25th and the 27th of April. They were challenging but I did it and was so relieved when they were all over. Again, I caught a cold this always seems to happen around exam season when my body is just super tired and I'm up late studying etc. but it was just so not ideal as there was a huge amount of work to be done. As soon as my

exams were over though it was straight back to the project as the deadline was getting very close. I still had a good chunk of work to do on it but was confident that I would get it all done in time. Another thing that I had to do this month was complete an ethics form, this was thrown at us very last minute as the college didn't realise we had to do it. This really stressed me out as it was due before our exams and I didn't really have the time to sit down and start doing out a form like this, I unfortunately forgot to add in one of the most important parts which was my survey questions and this in turn resulted in my ethics form not being accepted which freaked me out eve more. So, I was given until the 4th of May to re-upload it so I left it until my exams were done and I looked after it then.

6.11 May journal 2018:

As I stated above in my April journal my ethics form was not accepted and I had to add in a few bits, I fixed this on the 1st of May and uploaded it straight away. I hadn't heard anything though and was still waiting on the 10th of May. I was getting very anxious because I wanted to get my project uploaded on the 11th and I couldn't do this without the ethics form being approved, and so I contacted my supervisor to see if he had heard anything, unfortunately he hadn't. So, I waited anxiously for an email to come through.

It is currently Sunday morning of May 13th, 2018 and I am writing up my last few bits for this project. Boy was this a journey. It is a really over whelming feeling having completed this project, I feel really proud of the work that I have produced over the past 7 and a half months. The start of may was busy I was really focused on getting the work done for my project, I also celebrated my 22nd birthday so that was a nice excuse to take some time to myself over the bank holiday weekend. I created my WordPress on the 6th and 7th of May, that was probably my least favourite part of the whole process if I'm honest, it's just not really my thing so that is the reason behind me leaving it until the last minute. But I did get it done and I'm happy enough with the outcome of it. I also had to create my poster for the showcase so I did that over the 9th and 10th of May, again this isn't really what I'm into hence why I left it until the last minute as well. I now have to create my PowerPoint for my presentation which is taking place around the 22nd of May, I am going to try and get this completed on Monday the 14th as I would like to get that out of the way and I can get back to work and put all my focus into that until I head away in June. I am feeling really nervous about the presentation as it is a lot longer than what I have ever done before, but I'm hoping that because this is all my idea that whatever questions are thrown at me I will be able to answer them with no issues. And

then on the 31st of May we have got the showcase, I am really looking forward to this day I think it's going to be a great opportunity for me to show what I have done and to speak to different people and see what different opportunities I could have lying ahead.

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