

SOFTWARE PRODUCT VISION

1. Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of Condo360. It focuses on the capabilities needed by the stakeholders, and the target users, and why these needs exist. The details of how Condo360 fulfills these needs are detailed in the use-case and supplementary specifications. This document serves as an introduction to our vision, as well as an insight into the needs of stakeholders and users.

2. Positioning

2.1 Problem Statement

The problem of	Inefficient condo management system
affects	condo owners, condo management companies
the impact of which is	Disorganized property management, financial inconsistencies, restricted access to property details, communication problems between resident and owners
a successful solution would be	An accessible, easy-to-use website with its phone application, to effectively manage condos for the resident and owners.

2.2 Product Position Statement

For	Condo owners and condo management companies
Who	Look for a complete and efficient solution to manage condo properties
The (product name)	Condo360
That	Provides accessibility and effective property management by having various features like financial tracking and request handling.
Unlike	Manual (standard) condo management methods
Our product	Provides a user-friendly interface making interaction and navigation easy. It also improves productivity by centralizing all condo management activities within a software platform making it easy to

	track all activities and requests by condo owners and condo management companies.
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3. Stakeholder and User Descriptions

3.1 Stakeholder Summary

Name	Description	Responsibilities
Triet Pham	Team 7's TA	The stakeholder must ensure that all software requirements and interests are communicated with the team, while also validating the market demands for the system's features. In addition, the stakeholder must also monitor and evaluate the progress of the project. The stakeholder must provide constructive feedback for the team to improve the software and meet stakeholder's expectations. The stakeholder must also provide the necessary funds for the realization of this project.
Developer Team	Team 7's developers	The developers are responsible to communicate with the client and ensure that the system being developed meets the requirements. They need to ensure that the system is maintainable and monitor the project's progress. The team will be working in an Agile framework, and they will need to deliver an incremented running system each sprint.
Condo management companies	Organization managing many condo properties and using the system to monitor and supervise their properties	The condo management companies are responsible to manage the condo files and their owners' profiles. They need to enter detailed information about their services (parking, lockers, etc.), and manage the finances of their properties. They also manage reservations and bookings made by the condo owners, and assign roles to their employees.

3.2 User Summary

Name	Description	Responsibilities	Stakeholder
Condo owners	Individuals who own condo units and use the system to manage their properties and access important information	<ul style="list-style-type: none">- Access and manage property information- Monitor financial status- Submit requests for services and maintenance- Communicate with condo management companies for issues	Condo management companies
Public users	Individuals who are potential condo owners who use the system to use condo services based on their ownership status	<ul style="list-style-type: none">- Create their own profile- View property information- Submit requests regarding condo units or rental issues	Condo management companies
Employees of condo management companies	Individuals who are assigned specific roles from the condo management companies. They use the system to handle daily operations and manage property-related activities.	<ul style="list-style-type: none">- Daily operations- Handle financial tasks- Respond requests by condo owners- Communicate with condo owners	Condo management companies

3.3 User Environment

The four most important users of this system are the condo management companies, the condo owners, the public users, and the employees of condo management companies. They have different responsibilities and tasks to complete, and it will not be changing. Task cycle durations are different depending on the complexity of activity. The users can interact with the product both on PC and mobile devices. The task cycle has no set time limit; a user is free to browse the website for as long as they desire.

3.4 Key User Needs

Need	Priority	Concerns	Current Solution	Proposed Solutions
Efficient profile creation	High	Complex profile setup	Manual profile creation with paper forms	Simplified profile creation process with easy interface and reduced steps
Efficient request handling	High	Delayed responses	Email or paper form submission	Implement an online ticket system
Make a responsive design for the software to be accessible across many devices	Medium	Flexibility	None	Have proper CSS organization that allows for a flexible UI
Simplified condo file management	High	Difficulty organizing and accessing files	Manual file organization	Develop digital form repository for easy organization and access

3.5 Alternatives and Competition

When considering alternatives and competition, stakeholders perceive multiple options such as opting for a competitive software, creating their own customized solution in-house, or continuing with the current manual process. While competitors might have larger user bases, they might lack modern features or user-friendly interfaces. To stand out, Condo360 prioritizes user-friendliness, comprehensive features, and seamless device integration.

4. Product Overview

4.1 Product Perspective

Condo360 is designed as an independent and self-contained condo management solution. It centralizes all condo management features, providing a comprehensive and seamless user

experience. There are no external systems, interfaces or components required. The system operates as a standalone platform, catering to the needs of condo owners, condo management companies, and any other user who will interact with the software.

4.2 Assumptions and Dependencies

There are many factors affecting the features stated in the Vision document. The stakeholder feedback will influence the development of features to meet the user requirements. The goal is to develop a product tailored for the stakeholder's needs. In addition, insufficient time and budget will impact the implementation of features. For these reasons, the Vision Document will be updated each sprint.

5. Product Features

There are many features to be developed for the condo management system. The Vision Document will state only the most important ones.

5.1 Condo File Management

The system shall let the condo management companies upload and organize condo files. This will centralize all file storage making it easy for access and management.

The documents uploaded are displayed in a table format displaying the document type, title, belonging type (property (Address) or corporate), the date it was uploaded, the name of the individual or department that uploaded the document, and its status (Pending Verification or Verified).

5.2 Financial Tracking

The system shall have financial tracking allowing the condo management companies and condo owners to record and monitor condo fees, operational budget, and expenses accurately.

The finance page is separated into two main sections. The first listing all the properties with their respective property address, unit number, type of transaction (expense or income), the transaction date, the type of transaction performed (employee salary, maintenance, etc.), description of the transaction, the amount of the transaction and its status (paid or pending).

The second section contains all the budget-related information (total budget, total income, total expenses, and remaining budget).

5.3 Reservation System

The system shall let condo management companies configure facility reservations. The condo owners will be able to book amenities like the gym or the pool.

The reservation page contains two main sections. The first displays all the owner's current reservations in a table format with the option to cancel.

The second section displays all the available facilities with the option to reserve them. Once the reserve option is clicked a popup allows the user to choose the date on a calendar system and place their reservation.

5.4 Request Management

The system shall let users submit different requests related to property management like maintenance issues to condo owners. This will make request handling and solving problems easier.

The condo owners can see a list of the requests submitted by users. The requests are very detailed and display crucial information to help the condo owners decide. They can update the request status by approving or denying it. The users can see the status of all their requests.