**System Vision Document**

**Problem Description**

With recent developments in the sports industry, more and more schools are looking out for ways to inculcate different games in their curriculum. WWS is already a large company and a source for sports equipment,tools and opportunities, but is geographically confined to Winnipeg and Brandon. The company now seeks to expand throughout Canada and eventually to the rest of the world, to develop an online ordering system for individual customers and retail stores (Walmart, Sports Check, etcetera) too. Earlier the company only manufactured equipment for schools, but now the new system would allow single buy customers and retail stores to buy products.

The new system should be accessible to all customers. Schools within and outside Winnipeg and Brandon should have the ordering web page included in their intranet, so as to order directly and get an invoice within two operational hours. Individual customers should be able to access the site on all platforms including ios and android.

**System Capabilities**

* Collecting and storing product information; names, specifications, uses, etc
* Collecting and storing supplier information; supplier of raw materials
* Collecting and storing customer information
* Locating available shipping carriers rapidly
* Keeping track of whether or not equipment is in stock (Inventory Management)
* Availability and functionality on all platforms
* Functioning as a stand-alone without connection.

**Business Benefits**

* Speed up the rate at which consumers can get access to equipment, thereby improving customer company relationship. (Customer Relationship Management System)
* Increase communication speed between shipping carriers and manufacturers , thereby increasing the rate at which products get to consumers.
* Assign available shipping carriers as soon as an order is confirmed. Again, reducing shipment times.
* Delivering all over Canada, therefore getting more exposure as a brand and increasing profit
* Maintaining correct product information and images, thereby facilitating the development of catalogs and web pages

**Stakeholders**

* Managing Directors (Co-owners)
* Investors
* Senior Executive managers
* Strategic and Operational level employees (Swing Managers)
* Warehouse and shipping personnel; deal with packaging and distribution
* External shipping carriers
* Customers (including everyone in a school organisation i.e. students, teachers,etcetera and individual buyers)
* Government (Gaining taxes and keeping a check on the pollution levels the factory makes)
* Community around the warehouse and factories (The environment gets affected by the waste)
* Partner Organisations (Walmart, SportsCheck and other outlets selling our products)
* Internal auditors
* External auditors



**REQUIREMENTS GATHERING APPROACHES**

* **Observation**

Products are being shipped out in large quantities to various places, through the means of **OBSERVATION** certain qualities of the system can be tracked. For example the speed at which products are being assigned carriers and also whether or not the equipment ordered was accurate and if it came in the right amount. This approach was selected because it is easy to keep track of and it also provides useful feedback which can be acted upon to improve the system.

* **Interviewing**

Since the number of stakeholders are large, interviewing different people is not a good idea. Rather, a **JAD** (**Joint Application Development**) workshop is more beneficial in this scenario. Not only it would reduce the cost and time to interview different stakeholders, it is a good way of understanding conflicting views by counter questioning both sides. For example, a Government official present would raise concerns about the emission from the manufacturing plants, a compromise and constructive solution to this could be the agreement of the government regulators and managing directors on the quantity and quality of the raw material used for manufacturing so as to reduce environmental hazards. The reason for picking this approach was because of the large number of people feedback needed to be gotten from so this is an effective way to get different opinions as well as a general standpoint on the matter

* **Questionnaires**

Questionnaires are a great way of asking for feedback. Customers, shipping carriers and even the employees can be asked about ways to improve the system that they work in and for, through a questionnaire. One more use is handing out theses questionnaires designed specially for JAD sessions reviews and feedbacks. What were the topics that they found most appealing, what were the things not discussed adequately during the session and the ways to improve the session to make it more engaging? These questions are very beneficial in helping to improve the system.

* **Collecting active user comments and suggestions**

This is just to determine the usability of the app and website; how easy it is to use the app, what features should be improved or added, etc. Users are able to comment or add reviews and rate the app in the App Store or Play Store, and they can rate and add reviews for the website on google or other rating sites. We are able to gather their feedback and improve on our system. We could also test out new features to be added in certain regions and see how the users react before adding the features to all other regions.

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| **Requirement Category (Functional / Non-functional)** | **FURPS+ Category** | **Requirement Description** |
| Functional |  |  |
| Non-functional |  |  |