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| Queen of Apostles Website |
| Project Vision Document |
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**Revision History**

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# Introduction

<Write an introduction of the Project Vision Document providing an overview of the entire document. >

The Project Vision Document provides a comprehensive overview of the goals, requirements, and objectives for the development of a customized software solution for the Queen of Apostles Renewal Centre. This document outlines the vision, purpose, and anticipated outcomes for the project, aiming to modernize and optimize the management of the center’s operations, including guest registration, scheduling, and room assignments. By defining the project’s scope, key stakeholders, and essential features, this document establishes a foundation for ensuring the project meets the specific needs of the retreat center and facilitates a streamlined and user-friendly experience for both staff and guests.

## Purpose

<Specify the purpose of the Project Vision Document and why the organization would create this document.>

The purpose of this Project Vision Document is to define the goals, requirements, and scope for developing a tailored software solution for Queen of Apostles Renewal Centre. This document is intended to ensure a clear understanding among stakeholders of the project’s objectives, key features, and anticipated outcomes. By capturing detailed requirements and establishing a shared vision, this document will serve as a guiding framework for developing a system that addresses the unique operational needs of a retreat center, such as simplified registration, improved departmental coordination, and enhanced guest experience. The organization has created this document to facilitate communication, align stakeholder expectations, and provide a foundation for a successful project execution that supports modernization and efficiency in their daily operations.

## Scope

<A brief description of scope>

The scope of this project encompasses the design, development, and implementation of a comprehensive software solution for Queen of Apostles Renewal Centre. The software will modernize key operations related to guest registration, room assignments, departmental coordination, and payment processing. The primary focus is to create an intuitive, user-friendly system tailored to the retreat center's unique requirements, enhancing both internal efficiency and guest experience.

### In Scope

<Write areas in scope for this project>

* **Guest Registration and Management**: Development of an automated registration system for individual and group guests, including options for overnight stays and various accommodation types.
* **Scheduling and Room Assignments**: Implementation of scheduling capabilities for managing conference rooms, dining services, and other facility usage, with support for room assignment and cleaning schedules.
* **Pricing and Discounts**: Calculation of stay costs based on room type, duration, and applicable discounts, such as the Director’s Discount for regular clients.
* **Departmental Communication**: Streamlined communication and task assignment for various departments (e.g., housekeeping, kitchen, front desk) to coordinate guest-related needs.
* **Payment Processing**: Integration of a secure payment gateway for processing deposits and final payments, with invoicing and email receipts.
* **Database and Reporting**: Creation of a database to store guest information, reservation history, and produce reports for future reference and management needs.

### Out of Scope

< Define the processes and system are not affected or influenced by this document >

* **Lobby Display Integration**: While desirable, integration with the Yodeck Dashboard for lobby displays is not a primary requirement for this project.
* **Third-party Software Compatibility**: Compatibility or integration with third-party hotel or booking software is outside the scope of this custom solution.
* **Legacy Data Migration**: Migration of data from the existing system into the new software, if necessary, is not included and would require separate consideration.
* **Non-digital Booking Methods**: Management of phone or in-person reservations that do not utilize the digital platform is not addressed by this project.

## Definitions, Acronyms, and Abbreviations

<This subsection provides the definitions of all terms, acronyms, and abbreviations required to properly interpret the Project Visiondocument. This information may be provided by reference to the project’s Glossary>

This section explains all of the terms and abbreviations that are being used in this document, for those who are unfamiliar with them. Not everybody who reads this document will understand all of the terms, so this section is helpful.

|  |  |
| --- | --- |
| Term | Explanation |
| QofA | Queen of Apostles Renewal Centre, the organization for which the project is being developed. |
| API | Application Programming Interface, a tool allowing the software to communicate with external services, such as a payment gateway. |
|  |  |
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## References

*<This subsection provides a complete list of all documents referenced elsewhere in the Project Vision****.*** *Identify each document by title, report number if applicable, date, and publishing organization. Specify the sources from which the references can be obtained. This information may be provided by reference to an appendix or to another document>*

| Reference File Name | Version | Description |
| --- | --- | --- |
| T177Capstone - Project Summary\_Queen of Apostles Renewal Centre.docx | 1.0 | Summary of project goals, requirements, and scope for the Queen of Apostles Renewal Centre software solution. |
| List of Bedrooms.docx | 1.0 | Room assignment log with guest arrival and departure details for tracking and management. |
| Rooms to be clean form.docx | 1.0 | Checklist for housekeeping, specifying rooms that require cleaning after guest departures. |
| Weekly Schedule.docx | 1.0 | Weekly layout of retreat schedules by day, including meal times and activity breaks. |
| Contract\_Nuns\_7 days.docx | 1.0 | Week-long retreat contract specifically for nuns, detailing meals, rooms, and quiet hours. |
| Contract\_Engaged Encounter.docx | 1.0 | Engagement-focused retreat contract with registration and participation terms. |
| Contract\_Married Couples.docx | 1.0 | Registration terms for couples’ retreats, listing available program dates. |
| Contract\_Groups.docx | 1.0 | Terms for group retreats with overnight stays, including rooming and meal arrangements. |
| Contract\_Individuals\_Overnight.docx |  | Overnight individual retreat contract with terms on meals, room assignments, and policies. |
| Contract\_Groups\_One day, No night.docx | 1.0 | Group day-only retreat contract, outlining registration and dining preferences. |
| Contract\_Individuals\_Just Day.docx | 1.0 | Contract details for individual day-only retreats, covering registration terms and conditions. |

This section also contains links to all other places that were referred to in this document. These may include:

* Web sites
* URLs or network locations
* Research done for similar products

|  |  |
| --- | --- |
| Name | Link |
|  |  |
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# Positioning

## Business Opportunity

< Briefly describe the business opportunity being met by this project >

The project aims to modernize the center’s booking and operational processes, allowing better guest service and operational efficiency.

## Problem Statement

< Provide a statement summarizing the problem being solved by this project. The following format may be used>

The problem of inefficient, outdated registration and operational processes affects staff and guests. The impact is manual labor-intensive processes and coordination issues. A successful solution would automate and streamline booking, scheduling, and operational coordination, enhancing guest satisfaction and operational efficiency.

|  |  |
| --- | --- |
| The Problem of | <Describe the problem> |
| affects | <Who are the stakeholders affected by the problem> |
| the impact of which is | <what is the impact of the problem> |
| a successful solution would be | <list some key benefits of a successful solution> |

Table 1 Problem Statement

## Product Position Statement

< A product position statement communicates the intent of the application and the importance of the project to all concerned personnel >

For the Queen of Apostles Renewal Centre, who need an efficient way to manage retreat activities, our product is a custom software solution that simplifies booking, scheduling, and operational management. Unlike generic hotel management software, our product is tailored for the specific needs of religious retreats, offering customized options for guest types and multi-department coordination.

|  |  |
| --- | --- |
| For | <target user> |
| Who | <statement of the need or opportunity> |
| The <product name> | is a <product category> |
| That | <statement of key benefit; that is, what is the compelling reason to buy> |
| Unlike | <primary competitive alternative> |
| Our product | <statement of primary differentiation> |

Table 2 Product Position Statement

## SWOT Analysis

## <Reference: <https://www.businessballs.com/strategy-innovation/swot-analysis/>)

|  |  |
| --- | --- |
| Strengths | Weaknesses |
| Tailored to the retreat’s specific needs | Initial setup and training required |
| Streamlined communication between departments | Dependency on consistent data input |
| Enhanced reporting and tracking capabilities | Possible resistance to change among staff |
| Improved guest satisfaction through automation | Limited compatibility with third-party systems |
| **Opportunities** | **Threats** |
| Improved guest experience and retention | Competition from other centers |
| Possible future integration features | System disruptions |
| Scalability for expanding retreat programs | Data security and privacy regulations |
| Increased operational efficiency | Dependence on reliable internet and power |

# Stakeholder and User Descriptions

< This section provides a profile of the stakeholders and users involved in the project, and the key problems that they perceive to be addressed by the proposed solution. It does not describe their specific requests or requirements as these are captured in a separate stakeholder requests artifact. Instead, it provides the background and justification for why the requirements are needed>

## Stakeholder Summary

< There are a number of stakeholders with an interest in the development and not all of them are end users. Describe and list the project stakeholders>

| Stakeholder Name | Represents | Role |
| --- | --- | --- |
| Company Director | Queen of Apostles Renewal Centre | The company director will decide whether the company will implement this project. |
| Project Team | The GBC students who are developing the project. | The project team will be the ones responsible for accomplishing the requirements given by the director. |
| Mediator | The GBC teacher that is in charge of the industry project in the Capstone 1 course. | Will oversee the project and mediate communication between the project team and the company director. |
| Teacher | The Capstone 1 course teacher. | Evaluate the team’s progress in the industry project. |
| Retreat Staff | Center Employees (e.g., Kitchen, Housekeeping) | Users of the system for day-to-day operations |

Table 3 Stakeholder Summary

## User Summary

< Present a summary list of all identified users of the system >

| User Name | Description | Responsibilities | Stakeholder |
| --- | --- | --- | --- |
| Guests | Individuals or Groups | Make and manage reservations for retreats | Company Director |
| Housekeeping | Staff | Access cleaning schedules based on check-outs | Retreat Staff |
| Kitchen Staff | Staff | View guest counts for meal planning | Retreat Staff |
| Reception | Center Admins | Manage reservations, room assignments, and guest communications | Retreat Staff |

Table 4 User Summary

# Stakeholder Requirements

< Categorize and list the requirements from the perspective of the business stakeholder and potential system users >

| ID | Requirement | Stakeholder |
| --- | --- | --- |
| 1 | User-friendly interface for all age groups. | Project Team |
| 2 | Different room types and price descriptions. | Project Team |
| 3 | Multi-option registration process tailored to various group types. | Project Team |
| 4 | Approval required for registration by Director or Secretary. | Project Team |
| 5 | Direct integration of guest information into the center’s database. | Project Team |
| 6 | 9+ registration options based on guest type and accommodation preferences. | Project Team |
| 7 | Automatic price calculation based on registration choices and discounts. | Project Team |
| 8 | Apply "Director’s Discount" for eligible clients. | Project Team |
| 9 | Unique identification code generation for future reference. | Project Team |
| 10 | Accessible housekeeping schedules based on check-out times. | Housekeeping |
| 11 | Display the center’s daily schedule, including meal times and activity breaks. | Project Team |
| 12 | Secure 20% deposit payment integration using API. | Project Team |
| 13 | Send email confirmations and receipts to guests upon booking and final payment. | Project Team |
| 14 | Post-stay balance payment processing for guests. | Project Team |

Table 5 Stakeholder Requirements

# System Features

< List and briefly describe the system features. Features are the high-level capabilities of the system that are necessary to deliver benefits to the users. Avoid design. Keep feature descriptions at a general level. Focus on capabilities needed and why (not how) they should be implemented >

| ID | Feature | Stakeholder Requirement ID |
| --- | --- | --- |
| 1 | User-friendly registration interface with multiple guest options | 1, 3 |
| 2 | Room type description and pricing flexibility | 2 |
| 3 | Approval workflow for registration requests | 4 |
| 4 | Direct database integration for guest management | 5 |
| 5 | Customized pricing and discount application | 7, 8 |
| 6 | Unique identification code generator for tracking reservations | 9 |
| 7 | Housekeeping schedules for check-out rooms | 10 |
| 8 | Daily schedule display for meal and activity times | 11 |
| 9 | API-based payment gateway for deposit and balance payment | 12, 14 |
| 10 | Automated email confirmation and invoicing | 13 |

Table 6 System Features

# Assumptions

*<List all assumptions made about any of the content provided in this document. Assumptions should be applicable to the scope, desired solution, requirements, business process, and stakeholders >*.

* **Staff Training**: All relevant staff will undergo training to effectively use the system for managing registrations, schedules, and guest needs.
* **Availability of Necessary Infrastructure**: The center will provide internet access, compatible devices (e.g., computers, tablets), and multimedia equipment (HDMI-compatible) for optimal system usage.
* **Primary Use via Digital Platform**: Guests and staff will primarily access and manage bookings through the online platform, reducing reliance on manual or phone-based registrations.
* **Data Compliance**: The center’s data privacy and security measures will comply with local regulations to protect guest information.
* **Project Resource Availability**: The project team will have access to needed resources and tools to complete development and testing within the set timeline.

# Constraints

*<List any process constraints, external constraints or other dependencies >*

* **Project Timeline**: Must be completed within the Capstone 1 course timeline, from October 7th, 2024, to March 13th, 2025.
* **Budget Limitations**: Limited budget may restrict the inclusion of advanced third-party integrations or extensive customization.
* **API Access**: Payment gateway API access will be limited to standard options unless additional budget or permissions are allocated.
* **Data Security and Compliance**: Strict adherence to data security standards, particularly around payment information, may limit certain functionalities or storage options.
* **On-Site Infrastructure**: The center’s existing internet and hardware infrastructure may limit system performance or availability in certain areas.