Aaron Camp

CSD-460

Module 2

This document will lay out the data gathered from persona user cases and Moffat Bay marina project requirements. It will be a reference to help guide the team through the development process.

Terminology\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Slip – A parking spot for a boat.

Reservation – A booking that saves a slip for a customer.

Waitlist – A list of people waiting for a slip when none are available.

Customer ID – A special number given to each customer to tell them apart.

Username – The customer’s email, used to log in.

Session – The time a customer stays logged into the system.

Authentication – Checking if a user is who they say they are.

We will look at user cases provided by the following personas.

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| John Smith | Customer |
| Cindy Wells | Mariana Employee |
| Rick Stills | Account manager |

JOHN SMITH

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| As a customer, John wants to be able to view his user account to find his account balance and information on the marina slip he is renting |
| He would like to be able to transfer to a different slip closer to the parking lot when one becomes available since his wife has mobility issues. |
| He would like to easily manage additional services the marina provides in his account dashboard. Boat maintenance and storage. |

CINDY WELLS

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| As a marina employee, Cindy wants to be able to find slips by searching customer names. |
| She would like to be able to search available slips by size to view availability. |
| She would like to be able to easily add and remove additional services to the user account |

RICK STILLS

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| As an account manager for the marina, Rick needs to be able to pull up account payment information to see if any customers are past due on their marina fees. |
| Rick also needs to view how many openings are available by slip size so he can advertise special prices for slip sizes with several vacancies |
| Rick needs to be able to access customer contact information by slip number to contact owner if any violations are found. |