# KiaOra Campervans

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# Introduction

# Positioning

## Problem Statement

[Provide a statement summarizing the problem being solved by this project. The following format may be used:]

The problem concerned in this vision document is that of the IT expansion in order to support new offices for the KiaOra Campervans company. This primarily affects the company, KiaOra Campervans and it's customers, however it will also affect our own firm in the form of potential impacts on our reputation. This should impact the stakeholders in a positive way, with KiaOra obtaining a modern technological solution to it's IT services, including a way to book campervans online, and an automated system to keep track of the campervans and schedule their availability, including scheduling their servicing in such a way that there is never a point where too many campervans are unavailable or require servicing. This system will also be able to handle crashes during bookings. Finally, this system will be secure, with little to no faults in it's security protocols.

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| --- | --- |
| The problem of | [describe the problem]  IT expansion to support new offices. |
| affects | [the stakeholders affected by the problem]   * KiaOra campervans * Frank Hibert * Our Firm |
| 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]   * A system to keep track of Campervans, which can be accessed from any depot * An online booking system * The system keeping track of the campervans will also monitor their condition, and schedule tune-ups in such a way that there is never too many vans requiring tune-ups at the same time, and there are always enough vans available for renting |

## Product Position Statement

[Provide an overall statement summarizing, at the highest level, the unique position the product intends to fill in the marketplace. The following format may be used:]

The product is for KiaOra Campervans, who desire an upgrade to their IT systems, specifically to do with their rental services.. This upgrade will be both modern and simple to use. It will fulfill all of the current needs of the company, as well as be scalable should the company decide it wants to expand in the future, as opposed to their current system, which is not only antiquated, and time consuming, but likely causing a loss of business.

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| For | [target customer]  KiaOra Campervans |
| Who | [statement of the need or opportunity]  Need an upgrade to their IT systems, specifically to do with their rental services. |
| The (product name) | is a [product category] |
| That | [statement of key benefit; that is, the compelling reason to buy]  This upgrade will be both modern and simple to use. It will fulfill all of the current needs of the company, as well as be scalable should the company decide it wants to expand in the future. |
| Unlike | [primary competitive alternative]  Their current system |
| Our product | [statement of primary differentiation] |

[A product position statement communicates the intent of the application and the importance of the project to all concerned personnel.]

# Stakeholder Descriptions

## Stakeholder Summary

| **Name** | **Description** | **Responsibilities** |
| --- | --- | --- |
| [Name the stakeholder type.]  KiaOra Campervans | [Briefly describe the stakeholder.]  The client, a campervan rental company currently residing in Auckland, but with plans to expand to two other cities, and potentially others in the future. | [Summarize the stakeholder’s key responsibilities with regard to the system being developed; that is, their interest as a stakeholder. For example, this stakeholder:  ensures that the system will be maintainable  ensures that there will be a market demand for the product’s features  monitors the project’s progress  approves funding  and so forth]  KiaOra Campervans will be responsible for the sponsorship of the project. They will ensure that it is funded and that the goals are in line with their desires, and they will monitor the projects progress. |
| Our Firm | The firm developing the project | Our firm will be responsible for the development of the project. Including planning it and distribution of funds. |
| KiaOra Customers | The End user of the product. | The responsibilities of the end user will involve using and providing feedback on the final product. |

## User Environment

[Detail the working environment of the target user. Here are some suggestions:

Number of people involved in completing the task? Is this changing?

How long is a task cycle? Amount of time spent in each activity? Is this changing?

Any unique environmental constraints: mobile, outdoors, in-flight, and so on?

Which system platforms are in use today? Future platforms?

What other applications are in use? Does your application need to integrate with them?

This is where extracts from the Business Model could be included to outline the task and roles involved, and so on.]

There are two target users, the customers of KiaOra Campervans (Hereafter referred to as “The Customer” or “Customers”), and the employees of KiaOra. Customer (Hereafter referred to as “The Employee” or “Employees”).

Customers will use the product via an online site. This site will allow the user to fill out the necessary forms in order to book a campervan. It is expected that multiple users may use the site at any given time, and that the average time spent booking the campervan will be relatively short (Less than half an hour). The site is expected to work on all common web browsing devices, namely desktops, phones, and tablets, and that the site will work on the three most popular web browsers (Chrome, Firefox and Internet Explorer).

This application will communicate with a server chosen by the client (Either hosted by a separate company or managed by the company itself). This server will contain all the necessary files and data for completing the transaction, such as the available campervans or their associated costs. This side of the system needs to be completely integrated with the side of the system that employees will be using.

Employees will use the product via a program which can be installed on desktop computers or laptops, which will communicate to a server which will house the relevant data. This program will not be designed or developed for other operating systems or systems (Such as Macintosh Computers, Tablets or Phones). Each task has different expected times to completion, ranging from very short amounts of time (Less than 10 minutes), to longer periods (Up to an hour).

# Product Overview

## Needs and Features

[Avoid design. Keep feature descriptions at a general level. Focus on capabilities needed and why (not how) they should be implemented. Capture the stakeholder priority and planned release for each feature.]

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| **Need** | **Priority** | **Features** | **Planned Release** |
| Online ordering form | Very High | Secure, simple series of web pages that allow the user to book a campervan between two dates.  Will be able to handle a break in the process (E.g. System fails mid-payment won't result in the booking not being made). | Whilst the site will likely be complete within a couple of months (Including security), it relies on other sections of the project, such as the inventory management system, and as such won't be released until those are finished. |
| Campervan Inventory Management System | Very High | A system to manage the available campervans and track these, including their current location at the various depots, their “Home” depots, and the specific features that campervan has. | One month |
| Campervan upkeep system | Medium-High | A system to ensure that the campervans are in working order, not only by keeping track of the work done after it has been returned by customers, but by also keeping track of it's miles and time since it's last tune-up, and schedule these in such a way that there are always available campervans and there are never too many needing tune-ups at the same time. | Two Months |
| Server | Medium | The server that will hold all of the data and it's relations as well as any necessary files. | One Month |

# Other Product Requirements

[At a high level, list applicable standards, hardware, or platform requirements; performance requirements; and environmental requirements.

Define the quality ranges for performance, robustness, fault tolerance, usability, and similar characteristics that are not captured in the Feature Set.

Note any design constraints, external constraints, assumptions or other dependencies that, if changed, will alter the **Vision** document. For example, an assumption may state that a specific operating system will be available for the hardware designated for the software product. If the operating system is not available, the **Vision** document will need to change.

Define any specific documentation requirements, including user manuals, online help, installation, labeling, and packaging requirements.

Define the priority of these other product requirements. Include, if useful, attributes such as stability, benefit, effort, and risk.]

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| --- | --- | --- |
| **Requirement** | **Priority** | **Planned Release** |
| Performance – Online Booking | High | On release of Online booking system |
| Fault Tolerance – Online Booking (Includes Security faults) | Very High | Before release of Online book system, with maintenance afterward. |
| Performance – Inventory and upkeep systems | High | On release of the individual systems |
| Online Help, for both customers and employees | High | Before release |
| Assumption: The computers running the employees software will be a variant of Windows, specifically 7 and up. | Medium-High |  |
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