**Pool Management System Scenarios**

***Scenario one***

* *Scenario Title* – Manager finds past due payments
* *Actor* – Claire, a community Manager for a large community with a pool.
* *Setting* – Office of the Managing Agent for the HOA.
* *Scenario Goal* – Deny pool access for residents who have fallen behind on their payments.
* *Scenario Narrative* – Claire is searching through the HOA accounting records and notices that three residents whom she knows have been using the pool regularly are behind on their payments. According to the HOA’s policies, anyone who has fallen behind on their payments will not be permitted to use any recreational facilities offered. Claire must now ensure that the lifeguards are aware that these residents are not permitted access to the pool until further notice. When each account is brought current, Claire must be sure that the lifeguards are also made aware immediately.
* *Utility Analysis*
  + *Benefits*:
    - Claire can update the resident’s profile to show they are not allowed.
    - Lifeguards no longer have to check each pool ID against a “Do not admit” list
    - System can be updated immediately once payment is processed.
  + *Costs*:
    - The cost of the computer to run the software.
    - Possible training for lifeguard/ managerial staff
  + *Risks*:
    - Unhappy residents berate lifeguards.
    - Lifeguards let residents in without actually checking them in.

***Scenario Two***

* *Scenario Title* – Manager and HOA board review pool attendance numbers
* *Actor* – Claire, Community Manager, and 5 members of the HOA board
* *Setting* – a meeting at the managing agents office.
* *Scenario Goal* – To review the pool attendance numbers and see if any adjustments are warranted.
* *Scenario Narrative* – Claire and the board members would like to review pool attendance numbers from the past year. Some of the board members feel that they are spending too much money to staff the pool during hours of little to no usage. On the other hand, the lifeguards have been complaining that there are too many people at the pool on the weekends for them to keep an eye on the water, enforce pool rules, and keep the are clean. The pool is open from 10am-8pm daily.
* *Utility Analysis* –
  + *Benefits*:
    - The Group can review attendance records by the hour and may find that there is not a sufficient number of people to justify opening the pool before noon.
    - The also realize that peak hours are all day on the weekends so they request to have the pool staffed with an extra guard.
  + *Costs*:
    - The cost of the software.
    - Additional labor costs are possible if they have a net increase in working hours.
  + *Risks*:
    - Pool management company may not be willing to adjust contract at the mid-point of the season.
    - A small vocal minority of residents may not appreciate the change in hours.