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| Temporary Workspace Management App Project |
| Project Vision Document | |
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| 10/4/2020 | |
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# Introduction

The Temporary Workspace Management (TWM) app project is targeted to develop an app for the TWM company, whose business is to lease their premises temporarily to other companies or individuals for workspace and potentially the utilities required to do their work. This project document outlays the strategies and procedure to automatize the client-relations, transactions and communication of Temporary Workspace Management (TWM) Company. This document provides the detailed analysis of the objective, scope and business processes which effects the development of this application. The business will provide workspace to clients in two modes:

1. Coworking space

Coworking space is a shared space, where a working space will be provided to the client. They can rent the space at fixed hours everyday, or flexible hours everyday. The payment will be charged monthly, regardless of use of space or lack of the same. This service can be cancelled anytime

1. Private space

Private space could be a room or a cubicle, that will be exclusively provided to the client who books the space. This kind of space is provided 24 x 7 to the client, with the payment being charged monthly or based on the agreement signed between the company and the client. A pre-meditated agreement can be made to confirm the duration of usage, resources included and number of people using the space.

## Purpose

The purpose of this document is to guide the development team through the procedure for generating the app. This document will collect, analyze and define high-level needs and features of the TWM. It focuses on the necessities of the stakeholders and the target users, including any sort of training required to operate this application.

## Scope

This vision document guides the Temporary Workspace Management (TWM) app project developed by Gr14 Development. The Gr14 will develop the client-server interface which will allow the transaction, support and feedback between the Workspace Management Team (WMT) and their clients. It will also maintain the required database for easy access to information on clients, suppliers and maintenance teams.

### In Scope

This project will deliver features for:

1. transactions between company and clients, such as booking and renting space and making payments
2. communication for support and maintenance, such as request for maintenance or utilities management
3. feedback for further betterment of the business and company-client relationship

### Out of Scope

This project will not deliver features for:

1. Daily administration and office management of TWM
2. Staff and payroll management of TWM

## Definitions, Acronyms, and Abbreviations

This section explains all of the terms and abbreviations that are being used in this document.

|  |  |
| --- | --- |
| Term | Explanation |
| TWM | Temporary Workspace Management |
| CRUD | Create, Read, Update and Delete |
| HLR | High Level Requirement |

## References

| Reference File Name | Version | Description |
| --- | --- | --- |
| TWM\_Project\_Summary\_V1\_0\_0.docx | 1.0.0 | The summary of the project plan including project features. |
| TWM\_HLR.docx | 0.0.0-1.0.0 | The high level requirements of the project |

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

|  |  |
| --- | --- |
| Name | Link |
| Staples Studio Canada | <https://studio.staples.ca/> |
| Office 146 | <https://office146.com/> |
| Breather | <https://breather.com/> |
| The 9 types of coworking space available | <https://www.upsuite.com/blog/the-9-types-of-coworking-space-available-today/> |
| Devhub (Coworking space for developers) | <https://www.devhub.ca/about/> |

# Positioning

## Business Opportunity

There are multitude of TWM companies in Canada. All of them have developed platforms for automation of their business in one way or the other. However, the currently available similar apps in the market provide a platform for transaction between the company and clients.

In the current pandemic situation, many companies have been forced to reshape their business in terms of size, modus operandi and management for survival and sustainability. The businesses are rapidly switching from brick-and-mortar companies to online presence, and full-time office premises to temporary occupancy strictly on need basis. This switch has generated and escalated the scope of workspace management companies, and many such companies have developed lately. However, the issue is that either these companies target the high-end corporate clients and have a near-to-perfection online app, or those in the budget level for the low-to-medium businesses and individuals have websites overloaded with information or irrelevant features and services, thus overwhelming the users.

Thus, to provide an efficient functioning client-management system for TWM company and simple user-friendly platform that allows current and potential clients to find exactly the space, features and services they need, this multi-function web application is being developed.

## Problem Statement

|  |  |
| --- | --- |
| The Problem of | Lack of intuitive interface for clients and more company-friendly rather than client-friendly applications |
| affects | The TWM company and the clients |
| the impact of which is | the company not being able to communicate effectively and the clients struggling to find the solutions they require |
| a successful solution would be | an application which would, in concise manner, provide an efficient platform for proper transaction and communication between the company and the client, which would save time and budget for the company while providing the clients information and services they require efficiently. |

Table 1 Problem Statement

## Product Position Statement

|  |  |
| --- | --- |
| For | TWM company and clients |
| Who | need a user-friendly platform that connects the company and client |
| The TWM App | is a web-based application system |
| That | is easy to use and allows the TWM company to automatize and optimize their service delivery pertaining to client support and satisfaction (such as maintenance and utilities management) and lets the clients to find the required services without any hassle |
| Unlike | currently existing apps in market, which overloads the features and information, thus making it difficult for the clients |
| Our product | will provide a user-friendly, and easy and more efficient system to achieve the goals of the TWM company |

Table 2 Product Position Statement

## SWOT Analysis

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

|  |  |  |
| --- | --- | --- |
| **Strengths** |  | **Weaknesses** |
| - intuitive interface | - no mobile platform |
| - relevant features and information | - app update planning not included in the project |
| - responsive app |  |
|  | | |
| **Opportunities** |  | **Threats** |
| - limited TWM apps in the market | - pandemic (clients’ uncertainty) |
| - shift of business towards online (users number increase) | - with increase in TWM business, new rules and regulation might be formulated |
| - overload information & features in these apps | - with change in technology new competitive apps with better performances and platforms may appear in market |

# Stakeholder and User Descriptions

This section provides the profile of the stakeholders and users involved in the project, and the main requirements they perceive to be addressed by the proposed solution.

## Stakeholder Summary

| **Stakeholder Name** | **Description** | **Roles/Respnsibilities** |
| --- | --- | --- |
| TWM Company Owners | Owns the premise and the company which requires the incorporation of the TWM software. | The owners initiate the project and are closely involved in guiding the business requirements and functionalities of the target software. Project requirements and other processes are directly influenced by them. |
| TWM Executive Managers | Executive managers are the top management who direct the organization’s strategy and take decisions on the company policies, business management and premise management. | Executive managers are responsible for executing the project. They provide the detailed business model to the development team, executes all the financial transactions required, participates, monitors all the processes and steps in if necessary. |
| Financial Institutions | External entity that provides channel for secure payment | Financial institutions provide service to conduct the online payment procedure securely. |
| System Analyst | Works with executive managers, owners and all other parties involved to analyze their needs | System analyst is responsible for analysis of the system requirements and coordination among all the business needs and system incorporation. |
| Project manager | Manages the project development and team management | Manages the entire project development lifecycle. |
| Project Advisor | Mentors the project team | Actively supervising all the aspects of the entire process. |
| Project Development Team | Technical development team and product testers. | Handles the development of project |

Table 3 Stakeholder Summary

## User Summary

| Username | Description | Responsibilities | Stakeholder |
| --- | --- | --- | --- |
| Corporate Client | End user | Corporate clients can register, create profile, and log in, add/remove team members, request customized features, make payments through third parties and request for maintenance. | Self |
| Individual Client | End user | Clients will be able to view the spaces, book a tour, book spaces, and make payments directly through the app. Clients can request for maintenance through the app directly. They can provide feed to the company. | Self |
| App admin | End user  (Website Administrator) | The admin will be able to change/update the settings of payment rates and all other important administrative settings. | Self |
| Staff | End user (Internal user) | Facility manager will be able to receive maintenance requests and keep track of them. | Self |

Table 4 User Summary

# Stakeholder Requirements

|  |  |  |
| --- | --- | --- |
| **ID** | **Requirement** | **Stakeholder** |
| SR01 | Able to register, sign up/in | TWM staff, clients |
| SR02 | Able to add, remove, update the services being offered | TWM staff |
| SR02 | Able to enable and disable service category upon availability | TWM staff |
| SR03 | Able to view and request the needed services | Corporate/Individual clients |
| SR02 | Able to generate and send notifications, reports | TWM staff |
| SR03 | Able to get notification/reports | Corporate/Individual clients |
| SR04 | Able to provide secured online payment system and document transaction | Financial institutions, TWM company, Clients |
| SR02 | Able to maintain (create, backup) internal database | TWM staff |
| SR05 | Able to add or remove the team/team members | Corporate clients |

Table 5 Stakeholder Requirements

# System Features

| **ID** | **Feature** | **Stakeholder Requirement ID** |
| --- | --- | --- |
| SF01 | Simple and intuitive interface | SR03 |
| SF02 | Sign up and sign into the system | SR01 |
| SF03 | View and customize services | SR03 |
| SF04 | Online transaction (booking, e-documents, payment) | SR03 |
| SF05 | Notification, reports | SR01, SR04 |
| SF06 | Dashboard for statistical and graphical presentation of information | SR01 |
| SF07 | Platform for service rating, feedback, blog | SR03 |
| SF08 | CRUD operation | SR02 |
| SF09 | Create team list, add, or remove team members | SR05 |

Table 6 System Features

# Assumptions

1. All necessary business process and business/financial models will be identified in time
2. All necessary development, testing, and hosting applications and infrastructure will be made available from the patron institution
3. Required developer skills will be acquired by time the development process begins
4. Each project member will be able to dedicate at least 15 hours a week towards accomplishing this project.
5. Any developmental and technological issues that arise during the project will be addressed in time.

# Constraints

1. Team members may be required to take up multiple roles as needed
2. Required development, testing, and deployment environment may be cost restrictive; therefore, costs must be allocated cautiously.
3. None of the project team members have the necessary industry knowledge; therefore, discovering business processes and legal frameworks for the given business model may be difficult or may remain incomplete
4. Final requirements may necessitate purchase of some expensive third-party tools; at this point, if the costs are prohibitive, features or functionalities may need to be adjusted, or dropped entirely.
5. Since the project has a hard-stop, unforeseen delays may cause lead to failure in delivering the project as expected on the go-live date
6. User documentation (Help files and Users manuals) will not be produced due to resource (time and skills) scarcity.
7. As students we have to distribute our time to all the subjects we are studying, hence the time contribution to the project will be limited.
8. Due to the current pandemic, the team has to depend on virtual communication, which might cause issues in managing teamwork.