Vanier College

Faculty of Science and Technology

System Development

420-436-VA

Deliverable 02

Brown Team

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*In collaboration with **Justin Eberwein***

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We, the Brown Team, certify that this assignment is our own work

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Executive Overview

The overview highlights the key findings and aspects of the project, focusing on the client's business, namely, to provide more context and knowledge about the company's background, and the problem the client is facing as a small organization.

Our client, Justin Eberwein, launched "Just B Fitness" in 2016 and is looking to improve the overall management of his fitness business. Currently, he does not have a dedicated database to keep track of everything despite individually managing a clientele of over 100 clients. In consequence, scheduling appointments with clients can be tedious and time-consuming since he does not rely on a database management system.

Our mission is to build a booking web application to ensure a smoother and more efficient booking process for Justin and his fitness business. Justin is looking to expand Just B Fitness online and offer more services beyond fitness training sessions for his clients.

JUST B
FITNESS

Client/Business Information

Business Domain

The personal training/fitness industry is a huge industry that has grown a lot over the past decade. The industry strives for consumers who are health-conscious and have enough disposable income to spend on bettering themselves. Personal trainers work hand in hand with individuals to help them achieve their personal health and fitness goals. Trainers are required to study individuals and take what they learn to implement it into these new regiments. Career stability in this environment is good and is important for trainers to not get burned out and have breathing room in their schedule. It is important for them to be able to teach and train properly. The use of proper equipment and form is crucial and that is why it is so much more important to acquire a well-trained professional coach.

Business Environment

Based on what we know, our client is a gym trainer who works at Monster Gym. Throughout a typical day, he transitions between clients, making adjustments to workouts, monitoring progress, and offering guidance in collaboration with nutritionists. One of his work processes involves spending entire Sundays scheduling individual sessions with his clients over the phone. Despite having over 100 clients, he does not use a database. He uses the FitLog[1] app to assist his clients in achieving their fitness and health objectives. This dynamic and active environment demands adaptability to effectively meet clients' fitness goals.

Description of Client

Justin does not have a technical or computer science background, but he is a businessman and personal trainer who prioritizes personal relationships with his clients. While he may not have in-depth knowledge of programming languages or database management, he is eager to adopt new technologies for his fitness business.

Business Problem

The new booking web application is poised to address critical business challenges that have been plaguing Justin Eberwein's "Just B Fitness." Firstly, the absence of a dedicated database and the reliance on a manual client management process has led to inefficiencies in scheduling and information management. Justin currently manages a substantial clientele of over 100 clients, and this manual approach has proven to be both time-consuming and prone to errors. **Without a centralized data repository, client information is scattered and challenging to access, update,**

[1] FitLog is a mobile app for managing coaching that lets businesses make personalized workout plans, meal schedules, supplement recommendations and other things.

and utilize effectively. This reduces the overall operational efficiency of the fitness business, increases the risk of scheduling conflicts, and can result in missed appointments and frustrated clients.

Secondly, Justin's exhaustive working hours, which extend from 6:30 AM to 11:30 PM, Monday to Saturday, present a considerable business challenge. The current booking process consumes his entire Sundays as he schedules sessions individually with clients. This not only takes a toll on his personal well-being but also limits his capacity to focus on other vital aspects of growing and managing his fitness business. It is unsustainable in the long term, and Justin's dedication to his clients should be channeled into more strategic and growth-oriented activities. **Therefore, the new booking web application is expected to alleviate the strain on Justin's schedule, allowing him to optimize his time and energy for broader business development while ensuring a more efficient and client-friendly booking process.**

Open Questions

In the area of data management for “Just B Fitness,” we understand that Justin Eberwein currently lacks a dedicated database to streamline his operations. However, there are several critical questions that remain unanswered due to our lack of expertise in this field.

While we know Justin manages a large clientele of over 100 clients, we do not know the specifics as to how it is managed. Details such as the type of client data being collected, where it is currently stored, and how it is organized are essential. Understanding the existing data handling process will enable us to design an effective database system that aligns with the business’s needs.

Scheduling appointments is a tedious process, a deeper exploration is needed to identify specific pain points. Are there recurring bottlenecks or challenges in the current scheduling workflow? Pinpointing these issues will help us develop a booking web application that streamlines the scheduling process and eliminates these hurdles.

Regarding the scheduling, information from the client should be asked accordingly, however, we currently do not know the minimum amount of information that is necessary for an appointment to be filled. What kind of information is needed from the clients? Is the focus on basic personal information so that the client is not overwhelmed with the initial process or do we try to get as much information from the client to begin with in order to make the process fast and efficient with no confusion on what the client is scheduling an appointment for?

Questionnaire

1. **What do you do on a typical day at work?**

   I am usually fully booked for the entire day and start earlier in the morning at 6:30 AM and finish work at 11:30 PM. I work closely with my clients and guide them toward their fitness goals and objectives for the day. What we focus on can vary from exercising different sets of muscle groups for personalized workout plans and offering professional advice and guidance to my clients.

2. **How long have you been working as a trainer?**

   I have been working as a personal coach and trainer for more than 16 years!

3. **What do you like most about what you do?**

   My favorite thing about my work is to help my client and encourage them in their journey to grow and improve! I love to engage in conversations with my clients—they are awesome and cool people!

4. **Do you ever plan on expanding or creating your own brand?**

   Yes, I am currently looking to expand my fitness business and offer more services on Just B Fitness! In the future, I intend to include other service types such as dietitians, physical and recovery therapists, yoga instructors, and much more.

5. **Who created your current website, and do you have access to the whole website?**

   No, I don't have direct access to the website. It was created by my former colleague, Silo, who is no longer collaborating with me. In the near future, I intend to contact Silo for future website modifications.

6. **Do you have prior experience with coding and/or web development?**

   No computer or programming skills.

7. **If we include a payment option on the site, would you be interested in using an API? Payment APIs will require a fee of about 2.5-3.5% per transaction.**

   Yes, I would be interested! However, if integrating a secure Payment Methods API proves to be not feasible, I don't mind if you implement a "cash payment" option for the prototype.

8. **Do you have a design format you want us to follow for the page?**

   No specific format design is specified for the prototype.

9. **Are there any specific details you want us to include with the booking web application?**

   I want to include an option for individual or group (up to 2 individuals max) bookings. If possible, I would love to have an automated email/text message reminder system set up for my client along with a cancellation option!

10. **What are the key aspects of the gym trainer's schedule management that we should consider when designing the website?**

    Please keep in mind to allow flexibility in the booking application so we can include other service types beyond trainers as the business evolves.

11. **What questions do we need to ask to ensure the scheduling system meets their specific requirements and preferences?**

    I am interested in including my colleagues in the booking web application so I will have to consult them about that! But, definitely, our availability and pricing for our individual training sessions may vary so we might need to consider these specific details for future plans.

Client Brief

Client Background

- In 2016, Justin established Just B Fitness.
- He had a limited social media presence (only FB and IG) until 2020 when he launched a website.
- The website was created by Silo, who is no longer collaborating with Justin. If needed, Justin will reach out to Silo for website modifications.
- Justin presently works independently but maintains contact with former colleagues Francesca and Ian.
- He conducts client sessions at Monster Gym, renting their space.
- Justin has worked with fitness models in his career (refer to testimonials on his webpage).
- No computer/programming skills.
- For reference, visit: https://www.justbfitness.ca/en/.

Current Booking and Work Process

- Manages a clientele of over 100 clients with no database.
- Working hours: 6:30 AM to 11:30 PM, Monday to Saturday.
- Spends entire Sundays scheduling sessions with clients individually.
- Uses the FitLog mobile app to keep track of his clients' fitness and health goals.
- Collaborates with nutritionists to provide customized diets through the FitLog app.

Booking App Development

- Develop a booking application with two categories: individual and group bookings (up to 2 individuals per group).
- Allow users to choose a trainer and select a date and time based on the trainer's availability.
- Price sessions at $60 per hour with flexible time slots (for now).
- Implement automated appointment reminders via email/text, including a cancellation option with associated fees.
- Include a user login/signup feature to maintain an organized client database, ensuring a faster booking process.
- If integrating a secure Payment Methods API proves challenging, consider implementing a "cash payment" option for the prototype.
- No specific format design is specified for the prototype.
- For reference, visit https://monsieurtroy.ca/.

Future Expansion Plans

- Justin plans to partner up with another trainer, Ryan, and merge their businesses if their vision aligns.
- Discussions about developing a new website are ongoing, but no significant development has begun. Our booking web application will be most likely integrated into the new website if he goes towards that route.
- Plan for potential service expansion beyond trainers to include dietitians, physical and recovery therapists, yoga instructors, and more.
- Maintain flexibility to accommodate various service types as the platform evolves.

References (APA Style)

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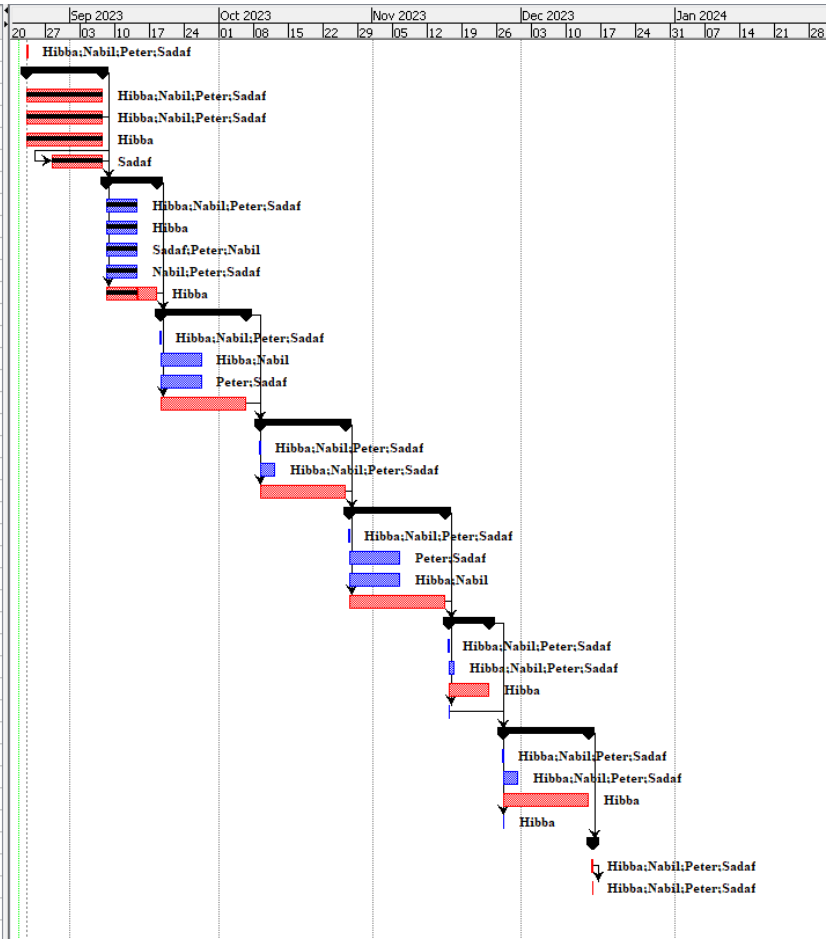
Project Plan

		Name	Duration	Start	Finish	Predecessors	Resource Names
1		Revise Project Guidelines	1 day	23/08/23 8:00 AM	23/08/23 5:00 PM		Hibba;Nabil;Peter;Sadaf
2	✔	**Deliverable 1: Planning**	12 days	**23/08/23 8:00 AM**	**07/09/23 5:00 PM**		
3	✔	Team Planning	12 days	23/08/23 8:00 AM	07/09/23 5:00 PM		Hibba;Nabil;Peter;Sadaf
4	✔	Find Client	12 days	23/08/23 8:00 AM	07/09/23 5:00 PM		Hibba;Nabil;Peter;Sadaf
5	✔	Plan Prototype with Client	12 days	23/08/23 8:00 AM	07/09/23 5:00 PM		Hibba
6	✔	Team Lead Presentation 1	8.5 days	28/08/23 12:00 PM	07/09/23 5:00 PM	4	Sadaf
7		**Deliverable 2: Client Sun**	7 days?	**08/09/23 8:00 AM**	**18/09/23 5:00 PM**	**2**	
8	✔	Team Planning	5 days	08/09/23 8:00 AM	14/09/23 5:00 PM		Hibba;Nabil;Peter;Sadaf
9	✔	Get Client Summary	5 days	08/09/23 8:00 AM	14/09/23 5:00 PM		Hibba
10	✔	Business Domain, Environm	5 days?	08/09/23 8:00 AM	14/09/23 5:00 PM		Sadaf;Peter;Nabil
11	✔	Create Questionnaire	5 days	08/09/23 8:00 AM	14/09/23 5:00 PM		Nabil;Peter;Sadaf
12		Team Lead Presentation 2	7 days	08/09/23 8:00 AM	18/09/23 5:00 PM	6	Hibba
13		**Deliverable 3: Use Cases**	14 days	**19/09/23 8:00 AM**	**06/10/23 5:00 PM**	**7**	
14		Team Planning	0.25 days	19/09/23 8:00 AM	19/09/23 10:00 AM		Hibba;Nabil;Peter;Sadaf
15		Use Cases	7 days	19/09/23 8:00 AM	27/09/23 5:00 PM		Hibba;Nabil
16		UML Diagram	7 days	19/09/23 8:00 AM	27/09/23 5:00 PM		Peter;Sadaf
17		Team Lead Presentation 3	14 days	19/09/23 8:00 AM	06/10/23 5:00 PM	12	
18		**Deliverable 4: User Stori**	14 days	**09/10/23 8:00 AM**	**26/10/23 5:00 PM**	**13**	
19		Team Planning	0.25 days	09/10/23 8:00 AM	09/10/23 10:00 AM		Hibba;Nabil;Peter;Sadaf
20		Re-Evaluate Requirements	3.5 days	09/10/23 8:00 AM	12/10/23 1:00 PM		Hibba;Nabil;Peter;Sadaf
21		Team Lead Presentation 4	14 days	09/10/23 8:00 AM	26/10/23 5:00 PM	17	
22		**Deliverable 5: Database**	14 days	**27/10/23 8:00 AM**	**15/11/23 5:00 PM**	**18**	
23		Team Planning	0.25 days	27/10/23 8:00 AM	27/10/23 10:00 AM		Hibba;Nabil;Peter;Sadaf
24		Design Database	7 days	27/10/23 8:00 AM	06/11/23 5:00 PM		Peter;Sadaf
25		Implement Backend Featur	7 days	27/10/23 8:00 AM	06/11/23 5:00 PM		Hibba;Nabil
26		Team Lead Presentation 5	14 days	27/10/23 8:00 AM	15/11/23 5:00 PM	21	
27		**Deliverable 6: Prototype**	7 days	**16/11/23 8:00 AM**	**24/11/23 5:00 PM**	**22**	
28		Team Planning	0.25 days	16/11/23 8:00 AM	16/11/23 10:00 AM		Hibba;Nabil;Peter;Sadaf
29		Create UI	1.75 days	16/11/23 8:00 AM	17/11/23 3:00 PM		Hibba;Nabil;Peter;Sadaf
30		Update Client	7 days	16/11/23 8:00 AM	24/11/23 5:00 PM		Hibba
31		Team Lead Presentation 6	1 day	16/11/23 8:00 AM	16/11/23 5:00 PM	26	
32		**Deliverable 7: Implemen**	14 days	**27/11/23 8:00 AM**	**14/12/23 5:00 PM**	**27**	
33		Team Planning	0.25 days	27/11/23 8:00 AM	27/11/23 10:00 AM		Hibba;Nabil;Peter;Sadaf
34		Implement All Features	3.5 days	27/11/23 8:00 AM	30/11/23 1:00 PM		Hibba;Nabil;Peter;Sadaf
35		Update Client	14 days	27/11/23 8:00 AM	14/12/23 5:00 PM		Hibba
36		Team Lead Presentation 7	1 day	27/11/23 8:00 AM	27/11/23 5:00 PM	31	Hibba
37		**LIA Demonstration**	0.5 days	**15/12/23 8:00 AM**	**15/12/23 1:00 PM**	**32**	
38		Debug and Analyze Proble	0.25 days	15/12/23 8:00 AM	15/12/23 10:00 AM		Hibba;Nabil;Peter;Sadaf
39		Present Project	0.25 days	15/12/23 10:00 AM	15/12/23 1:00 PM	38	Hibba;Nabil;Peter;Sadaf



[Link to WBS and Gantt Chart & PDF Version]