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| RepairBud |
| Project Vision Document | |
| **Version 1.1** | |
| 9/30/2019 | |

**Revision History**

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| Revision | Date | Author | Reviewed By | Summary of Changes |
| 1.0 | 09/25/2019 | Aslm Patel  Elham Salmanian  Patrick Parreno  Artem Dryevov |  | Preliminary version of the RepairBud car servicing application Project Vision. |
| 1.1 | 09/27/2019 | Aslm Patel  Elham Salmanian  Patrick Parreno  Artem Dryevov |  | Secondary version of Repair Bud car servicing application specific requirements and defining Scope |
| 1.2 | 09/29/2019 | Aslm Patel  Elham Salmanian  Patrick Parreno  Artem Dryevov |  | Finalizing the project vision and all requirements captured |

**Document Approval List**

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# Introduction

## Purpose

The purpose of this document is to outline the requirements and high-level level feature that will be implemented in the RepairBud’s car servicing application. It features a detailed description of the stakeholders current problems and outlines solutions for these problems. This document portrays details of how the RepairBud car servicing application resolves the problems the stakeholder faces.

## Scope

The RepairBud application with help servicing teams with processing customer information quicker and easier by digitalizing the current procedures in place. It will move fluently from one process to the next. From checking-in the customers, to preparing and storing repair order, to checking-out the customer and booking there next desired appointment. It will move in a fluent direction eliminating the chance of human error and the risks associated with the use of paper currently in place. The system will be ran and developed for a variety of platforms ranging from hand-held devices, and desktop application.

The RepairBud application is only for internal company employees where customers of that establishment will not interact with the system.

## Definitions, Acronyms, and Abbreviations

N/A

## References

N/A

# Positioning

## Business Opportunity

Big dealership service departments have a low margin for error when handling customer vehicles. With a lot going on throughout a typical service day, it is easy to lose track or lose paperwork around the office space. With the opportunity we are given we can implement a system that completely digitalizes the service process removing the risk of human error.

## Problem Statement

|  |  |
| --- | --- |
| The Problem of | Paper-based process of big automotive dealerships. Along with Problems and risk associated with processing and storing paper documents. |
| affects | Dealership service department |
| the impact of which is | loosing paper document which can be important information of customers, cost of purchasing stationary, consumes time because employee writes everything by hand, if there is any mistake, employee will have to go all over again, an employee occupied to maintain and organize paper documents, human errors by employee when they write important information about customers on paper and limitation of storage to store documents |
| a successful solution would be | Completely digitalized system will reduce cost of stationary, reduce number of employees occupied to the maintain and organize paper documents, reduce the cost of storing paper documents, organization will have user friendly interface and everything will be digitalized. System will be only for internal employees, so it will be secure and easy internal access to customer information for employees and easy-going process of dealership all over. |

Table 1 Problem Statement

## Product Position Statement

|  |  |
| --- | --- |
| For | Car Service Department employees |
| Who | Dealership’s who want a more cost effective, digital way to process and store customer data |
| The <product name> | Is a software application |
| That | Provides dealership’s with a more secure and reliable way to process and store customer data coming in for servicing. |
| Unlike | The current system implemented using most paper documents to store sensitive customer information. |
| Our product | Digitalizes the processing and storing of customer information. |

Table 2 Product Position Statement

# Stakeholder and User Descriptions

## Stakeholder Summary

| Stakeholder Name | Represents | Role |
| --- | --- | --- |
| N/A | N/A | N/A |
|  |  |  |
|  |  |  |

Table 3 Stakeholder Summary

## User Summary

| User Name | Description | Responsibilities | Stakeholder |
| --- | --- | --- | --- |
| Service Manager | Primary End User of the system | * Overseeing internal changes within a specific workorder/inspection sheet * View Appointment status * Manage work order | Self |
| Service Concierge | Primary End User of the System | * Check-in Customers from the appointment schedule Sheet * Add new customer profile for new clients * Edit/Add/Delete customer profile information * Note down additional services/problem a customer has * Grabbing a signature from the customer to finalize inspection/check-in process | Self |
| Service Coordinator | Primary End User of the System | * Check-out customer and finalize Repair Orders * Store Close Repair orders * store them in a folder unique to the service coordinator that did it * Book appointments for customers * Bring up appointment schedule to book accordingly * Email receipts upon customers request | Self |
| Service Advisor | Primary End User of the System | * View inspection sheet * Create/open a new work order for customers coming in for service * Save and store the newly created repair order in the customers profile * Forward a repair order to a technician waiting for a job * Set Repair Status on a Repair Order | Self |
| Administer | End User of the System | * Responsible for system consistency * Managing users | Self |
| Manager | End User of the System | * Monitor any changes or new additions within the business processes (New customers, Repair Orders, Appointment Schedule * Send message to a specific staff if they have filled in any entries wrong | Self |

Table 4 User Summary

# Stakeholder Requirements

| ID | Requirement | Stakeholder |
| --- | --- | --- |
| N/A | N/A | N/A |
|  |  |  |
|  |  |  |

Table 5 Stakeholder Requirements

# System Features

| ID | Feature | Stakeholder Requirement ID |
| --- | --- | --- |
| Check-in Customer Vehicles | check-in a customer for their servicing appointment via multiple forms |  |
| Prepare & Store Repair Orders | RepairBud will allow users to take the inspect sheet credentials and form a repair order based on the output present in that inspection/check-in log  Ability to store and view repair orders for future reference  Easy access to employees to add/edit repair order from any machine  Ability to send Repair orders remotely to a technicians screen for quick workflow |  |
| Inspect Customer Vehicle | RepairBud will provided the ability to inspect a customer’s car digital through either a touch pad with a car template or via photo or video |  |
| Bring Up customers profile and Service History | Able to bring up or edit a customer’s profile with predefined information already in the system (customer name, car model, make, service history .etc) |  |
| Creating new Customer Profile | Users will be grant the permission to create a new customer profile is new to the establishment |  |
| Booking Customers Appointments | RepairBud will have an appointment booking system which allows users to book an appointment for a customer under there profile |  |
| Viewing Customer Appointments | RepairBud will have a system in place where users can view upcoming customer appointments in user defined increments (daily, weekly, monthly). A wide view range for better internal organization |  |
| Sending Customer Receipts via Email | User will have the ability to email a copy of customers receipt upon their request |  |

Table 6 System Features

# Assumptions

RepairBud car servicing application will be a software developed in the delay time span of 8 months.

End-users will be present for testing during implementation of the software through various phases.

The company will perform implementation and planning with the agile methodologies

Company will write the solutions in the Java language

# Constraints

The timeframe of implementation and deployment set of 8 months, starting from September 2019

Stakeholders are expecting 4 agile sprints for presentation and updates

Technologies are limited to the teams personal devices