Workplace Management

Request for Proposal

Version 1.0

Classroom Information Service System Design

Document History

Version	When	Who	What
1.0	05-Oct-23	Jay Milishia	Initial Drafting
1.1	06-Oct-23	James Djeric	Logo/members/glossary and editing
1.2	06-Oct-23	Ryan Feng	gantt chart
2.0	06-Oct-23	Jacob Sun	Revising and content sections

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1. Problem Description / Expression of Need

Due to the increasing number of UVic students on campus, students often struggle to find suitable study spaces on campus. Although the university offers an online room reservation system for several buildings, it has limited features and several pain points. Here are the observations of the reservation system and common complaints from the student:

- Students can only reserve rooms for up to 2 hours
- There is no real-time visibility of room availability
- There are no reminders or check-in confirmation features to remind students of their reservations or cancel reservations if they are unavailable.
- Integration with campus maps for finding a room from the internal view of a building
- Only libraries and Computer Assisted Language Learning Facility (CALL center) are available for online reservation

2. Project Objectives

The key objectives for the new UVic study space scheduling system are:
- Provide real-time availability information for classrooms, computer labs, and libraries across campus
- Allow students to reserve study spaces for blocks of up to 2 hours based on real-time availability data and extend up to 2 hours when the original reservation has ended
- Send reservation reminders to students via email and SMS before start time
- Provide indoor wayfinding and directions to reserved study space
- Allow students to rate, review, upload photos for study spaces
- Integrate reservation data with room scheduling systems to update real-time availability
- Offer compatibility for mobile devices

3. Current System(s)

The current systems are:
- Basic online room reservation system (NetLink ID login required)
- Physical signage outside rooms showing availability
- CSV data feeds of course schedules

4. Intended Users of the System

Primary users:

- UVic students: access system with NetLink ID credentials
- System admin: maintain reservation system and availability data

Secondary users:

- Faculties: May view availability and usage data to make improvements on certain buildings

5. Known Interactions within or outside the Client Organization

- Single Sign On (SSO) with UVic NetLink for student authentication and sync reservation data with room scheduling systems (Exchange, etc)
- Integration with campus indoor mapping systems for wayfinding
- Email system and SMS system for confirmations and reminders

6. Known Constraints to the Solution

- Access to real-time room availability data from central scheduling systems
- Mobile responsiveness and intuitive UX
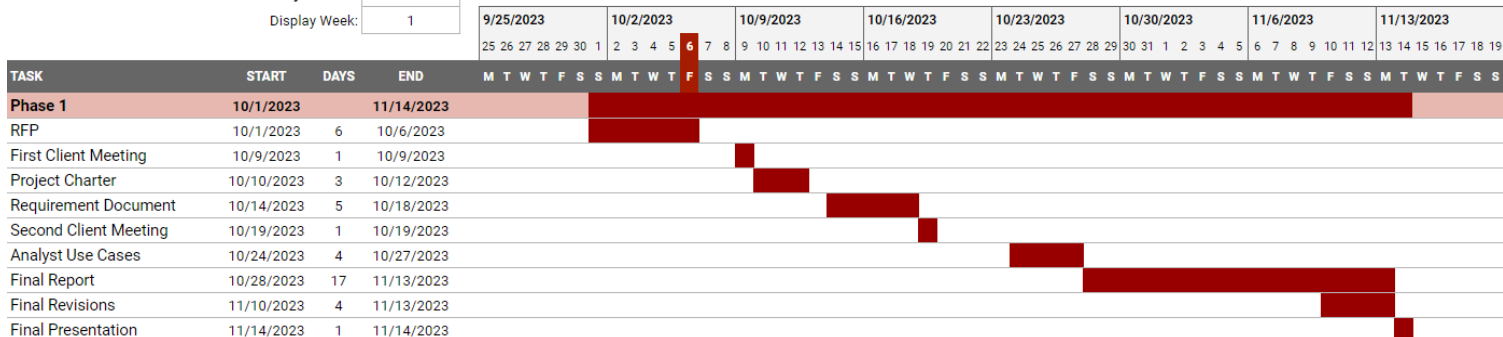- Easy integration with legacy UVic systems

7. Project Schedule

Gantt Chart:

UVic Workspace Management

Project Start: 10/1/2023
Display Week: 1

TASK	START	DAYS	END
Phase 1	10/1/2023		11/14/2023
RFP	10/1/2023	6	10/6/2023
First Client Meeting	10/9/2023	1	10/9/2023
Project Charter	10/10/2023	3	10/12/2023
Requirement Document	10/14/2023	5	10/18/2023
Second Client Meeting	10/19/2023	1	10/19/2023
Analyst Use Cases	10/24/2023	4	10/27/2023
Final Report	10/28/2023	17	11/13/2023
Final Revisions	11/10/2023	4	11/13/2023
Final Presentation	11/14/2023	1	11/14/2023

8. Project Team

Jacob Sun - Analyst

James Djeric - Client
Jasraj Taneja - Analyst
Jay Milishia - Client
Ryan Feng - Client
Zhenhui Zhu - Analyst

Contact info.
csc375analystgroup@gmail.com
csc375clientgroup@gmail.com

9. Glossary of Terms

- NetLink ID: Student identifier for UVic systems
- SSO: Single Sign On allowing use of central credential
- Room Reservation System: The system used to book and reserve rooms or study spaces.
- Wayfinding: The process of finding one's way within an area, in this context, within the university campus.
- CSV Data Feeds: Comma-Separated Values (CSV) files containing data about course schedules.
- System Admin: The individual or team responsible for maintaining the reservation system and availability data.
- Faculty: Academic staff members who may use the system to view availability data.
- Facilities: Personnel responsible for managing and maintaining physical spaces on campus.
- Single Sign-On (SSO): A method for accessing multiple systems with a single set of credentials.
- Mobile Responsiveness: The ability of a website or system to adapt and display properly on mobile devices.
- Legacy UVic Systems: Older or existing systems and software used at the University of Victoria.