**Software Product Vision**

1. **Introduction**

This document outlines the project vision for "AnaCondo," a feature-rich condo management system created to improve and simplify the administration of condominium buildings. "AnaCondo" is a platform that enables effective communication, financial management, and general property administration, responding to the interests of high-level stakeholders such as condo owners, renters, and condo management businesses.

1. **Positioning**
   1. **Problem Statement**

| The problem of | fragmented communication, manual property administration, lack of a transparent financial system, absence of a centralized platform |
| --- | --- |
| affects | Condo owners, Rental users, Condo Companies, Property Managers & Employees |
| the impact of which is | Limited understanding of financial aspects; Inefficiencies in property management; Communication gaps among stakeholders |
| a successful solution would be | * providing a complete system for all condo companies and clients * Financial transparency / log history of financial aspects * All help & documentation in arm’s length * User-Friendly system for all ages |

* 1. **Product Position Statement**

| For | Condo owners / Rental Users / Condo Management Companies / Staff |
| --- | --- |
| Who | need an application that will help with managing any services or real estate needs. |
| The “AnaCondo” | is a online system for Condo Management |
| That | has:   * very intuitive interface * really reliable way to communicate to a specific person / company * that will group more than just one condo company / owners * secured and transparents financials |
| Unlike | other systems where its only for one condo company (making it hard whenever there is a relocation); doesn’t have a good communication system or not a complete one; hard to use for certain type of users; the interface not being appealing |
| Our product | has a very good looking design while still being easy to use for everyone; has a complete communication system to connect you to the right person / company; thinking of security and transparency of financials aspects to users |

1. **Stakeholder and User Descriptions**

For this new system, the stakeholders that will be part of the Requirement Modeling Process are The condo owners, which are the people that owns a condo of a condo company, condo rental users, which are clients that are only willing to rent a condo from the company, the properties managers, which are the people that manages clients problems or organizes the management companies, the management companies, which are the companies that takes cares of maintaining the condo buildings, and the IT support & maintenance teams / development team, which needs to have a system that is easy to understand and not complex in the coding aspect with detailed documentation. All these stakeholders have 2 big requirements which is the need to have a system that has a very good communication implementation and intuitive interface to make it appealing and user-friendly. For the condo owners and rental users they will have a system that will make them have a communication system that is reliable and intuitive to use to communicate with their condo company managers and also manage their use of the condo facilities. The condo companies have a dashboard with all information about the facilities, finances and other aspects very clear and easy to use.

## Stakeholder Summary

| **Name** | **Description** | **Responsibilities** |
| --- | --- | --- |
| Support & Maintenance | These stakeholders are the people that will be helping to improve and fix bugs in a continuous way to prevent end-users not being able to access the information they need or to make actions that are urgent. | * Ensure system stability * Continuous Functionality * Data Backup & recovery * Scalability to users need * Documentation * Technical Support |
| Project Manager | They will be responsible of managing the entire project | * Execute the project according to the plan they have developed * Follow the plan and ensure project is organized, timely and budgeted |
| Condo owners | Public individuals who own individual condo unit | * Main users of the functionality in our app * Manage their tenants demands on the app * Store any important documentation in the app such as finances or important property demands |
| Rental User | Public individuals who will rent individual condo unit from the condo owners | * Use the features of the app while the duration of their lease * Create an account, manage their profile * Send requests through platforms * Contribute to conversations with other tenants * Communicate with management for specific services |
| Condo Management Company | Users who manage the condos and represents the company | * Create profiles on the app * Manage any financial aspects related to the company * Manages employees and distributes them tasks |
| Condo Management Employee | People who work for the condo management company | * Ensuring to complete their tasks * Communicating and helping the customers to the best of their abilities * Updating their superiors on the status of their tasks |
| App developer | People who will develop the entire system | * Develop all the required features * Ensure that the app will deliver to the user’s expectation |

## User Summary

| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| --- | --- | --- | --- |
| Condo Owner | Individual condo unit owner | * Manages personal profile * Views property details * Handles financial interactions * Submits requests | Condo owners |
| Finance Manager | Manages all financial workers | * Manages financial transactions * invoicing specific documents to users * Making budgeting plans for the building * Creating payment plans for user | Condo Management company |
| Maintenance Manager | Manages all maintenance workers | * Oversees maintenance requests from users * schedules any repairs or specific maintenance requests | Condo Management company |
| Property Manager | Manages the property | * Manages property details * Updates and improves any condo units | Condo Management company |
| Rental User | Individual/s renting a unit | * Manages rental profile * Handles financial interactions * Submit requests | Rental Users |
| Customer Service Representative | Answers to condo renter/owners | * Handles the main inquiries and complaints | Condo Management company |
| Accounting Worker | Assists any financial needs | * Makes sure all finances on profiles and kept clean and updated * help process payments related to each units | Condo Management company |
| staff management | Employee responsible for daily operations | * Performs day-to-day operational tasks * Manages resident requests * Implements company policies | Condo Management company |
| Front desk Clerk | Greets people and handles on site demands | * Takes care of reception * Accepts packages and mails * Provides general assistance | Condo Management company |
| Security personnel | Ensure building is secure | * Provides a safe environment in the building * monitors access points * responds to immediate emergencies | Condo Management company |
| Condo Management Company | Represents management company | * Creates property profiles * Manages financial aspects * Handles unit and facility details * Distributes registration keys * Manages employee roles | Condo Management company |

## User Environment

* Support and maintenance will continuously improve our system and ensure that it runs as smoothly as possible while fixing bugs. This team will consist of around 10 to 15 people and can vary depending on the workload. The team will most likely be working from an office using a preferred computer to work on their tasks. They will require strong wifi network connection.
* Condo owners/rental users will create profiles and manage them on our system. They will also refer to financial documents regarding their condo on a specific page on their account. They will submit requests for maintenance or any kind of service needed and track the progress. They will need a compatible browser to use our application or a mobile phone.
* Staff management will use the system to manage the requests sent in by the residents and will ensure that they are being tended to by updating their status. They will also use the system to store the company policy documentation. Anacondo will also help manage the operational tasks to be done and track what is left to do.
* Condo Management Company will manage financial obligations by uploading documents on pages to specific profiles. They will also create profiles to showcase properties. They will also use the communication pages to divulge important messages about the condominium management. They will also manage their employees by using the platform to assign roles and to schedule the employees.

## Key Stakeholder or User Needs

Lack of communication within condominium:

| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| --- | --- | --- | --- | --- | --- |
| Broadcast messages on messaging channels | high | Lack of communication within condominium | Send email to potentially the right person | | Enable users to have a page where they can communicate directly within the condominium |
|  |  |  |  |  |  |

Lack of maintenance and priority on resolving issues:

| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| --- | --- | --- | --- | --- | --- |
| Page to request maintenance services | high | Lack of maintenance and priority on resolving issues | Send email for assistance but with the lack of details in email process takes longer | | Maintenance page on our application where you can request service and also track the status of that specific request and get direct and quick feedback |

Poor financial management:

| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| --- | --- | --- | --- | --- | --- |
| Page to manage financial obligations | high | Mismanagement of financial aspects where irregularities in accounting occur | Paper based system where documents are not organized and financial matters are dealt non efficiently. | | Users can use our finance page dedicated to keeping track of all financial obligations. Make sure that there are no discrepancies or missing sums in transactions. The page may also store any financial documents such as invoices and receipts. |

Profile Management

| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| --- | --- | --- | --- | --- | --- |
| Users need to be able to create, edit and add a profile to use the application | high | Without the profiles, the company won’t know the request and services belong to who | Send email for assistance but with the lack of details in email process takes longer | | Each user will have a profile associated with them and will be able to personalize it. |

Creating new property

| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| --- | --- | --- | --- | --- | --- |
| Condo management company need to create new properties on the website | high | Without the profiles, the companies won’t be able to save new information about newer property and won’t be able to add it to the system | Send email or manually ask register the new property and update it with new information every time | | Condo owners will be able to create property profiles for the condo management companies to utilize them. |

Updating property information

| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| --- | --- | --- | --- | --- | --- |
| Condo management company need access to edit properties and hold records to proper information | high | Without the profiles, the companies won’t be able to save new information added about the properties | Send email or manually ask register the new property and update it with new information every time | | Condo owners will be able to update property profiles for the condo management companies to utilize them. |

Buy properties

| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| --- | --- | --- | --- | --- | --- |
| Potential condo owners will need to be able to browse through different properties up for sale | medium | Without the properties up for sale, sellers will struggle to advertise and buyers will have less luck finding what they like | browse online and try to find a perfect condo to buy | | Our properties to sell will have all the needed information and will be all displayed for the user’s best interest |

Sell properties

| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| --- | --- | --- | --- | --- | --- |
| Potential condo buyers will need to be able to browse through different properties up for sale | medium | most sellers struggle to sell their properties because of poor advertisement | try to post the properties on websites to advertise but will not be efficient | | Our page will be able to showcase the properties for sale with all the right information and will not give the owner a hard time |

Reserving a Facility

| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| --- | --- | --- | --- | --- | --- |
| Many users would want to reserve facility in their building for personal reasons such as the tennis court, office room, etc | high | Most users don’t know how to proceed to reserve common facilities | No reservation and overcrowded common rooms | | Users can request to reserve common rooms to complete specific needs. The BBQ area for an afternoon to enjoy a good meal with friends. The Office area to have a personal working area form 2 pm to 5 pm. |

Set up a new Facility

| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| --- | --- | --- | --- | --- | --- |
| Condo management would want to be able to add a new facility in the building | high | Need to document the changes in the building if new facility is to be integrated | No documentation or way to show users that there is a new facility | | Adding the new facility will allow the users to then reserve it and be able to use it like the other common facilities |

Request Submission

| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| --- | --- | --- | --- | --- | --- |
| Many users would want to be able to send requests to management about issues such as requesting new fobs, reporting a violation,... | high | Most users need to communicate their needs to management but its is not effective because there are no designated areas for these concerns | Send email for assistance but with the lack of details in email process takes longer | | Users can go on our website and fill in a request for which ever need they need and will get a quick feedback from management |

Calculating Condo fees

| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| --- | --- | --- | --- | --- | --- |
| Many condo owners buy condos and don’t know that there is a condo fee every month. This will give them information about condo fees and will calculate the prices for them. | high | Condo owners will not know how much they need to pay each month for their condo fees | Send finance through paper mail and shock owners with the amount of money they owe for condo fees | | This tool will allow owners to know how much condo fees they owe |

## Alternatives and Competition

Stakeholders will use alternatives available to them to solve their issues. Instead of using our application, stakeholders can stick to traditional methods and manage with a paper based system or use external email platforms. When needed to file a request they will either fill in a form and send it to the management team in their office or they can send the request from their personal mail. The strengths for this option is that you can have paper proof of the requests and have heavy documentation. However, you can also lose or misplace a document leading to problems where the person who sent the request will get feedback. As for the emails, sometimes they may end up in junk mail leading to the same problem. They can also use another third-party platform that will most likely be our competitor. The strength for this option is that it will most likely fill the stakeholders needs, however our option is better because our app can be customized to their liking. For example, if they want to add a page for their new service they can.

1. **Product Overview**

## Product Perspective

Anacondo an independent product and is not related to external products or environments. It is self-contained. All of the application’s systems and layers will be built from within our team.

## Assumptions and Dependencies

In the rare cases where the user does not have access to the internet to be able to use our application, then any features present will not be at his disposal. Moreover, if the stakeholder and users decide to change a requirement, it will affect this Vision document. Another factor would be design, if the stakeholder does not approve of the design interface then we will also need to make alterations.

1. **Product Features**

Some key features Anaconda will have are:

Maintenance management: Users will be able to send in requests for service and this feature will also allow them to track the status of their submission and receive notifications. Maintenance team can use the same platform to create a schedule for the staff and to assign them specific service requests.

Financial management: Users can use our financial page to pay for any assessments such as a resident paying monthly condo fees or rent. The page will give them access to the invoice and receipt once they have paid to keep it as history.

Communication portal: Users can use this page as a means to talk to other residents. They can create channels and message whoever they need. There is also an announcement tab where news and important messages can be broadcasted to the residents. Residents can receive notifications from the community with updates about certain matters or emergency alerts.

Common area booking page: Most condominiums have shared common areas, however you can rent them out for specific private events. Therefore, users can go on the booking page and reserve specific dates for their events. The calendar will show available time slots.

Securitized portal: all the information about the condo community can be sensitive and private to the residents, therefore there will be a secure login to have access to specific pages such as important personal documents.

Visitor access: Online service to register guests before they come to visit. This allows the management team to have a log of all visitors for security purposes.

1. **Other Product Requirements**

High security to handle data privacy and to protect against cyber threats.

The application must be used on all web browsers such as google, safari, edge…It should have a design that will please the user’s experience but also be responsive. It also needs to be scalable for future modifications for the user’s needs.

It should be high performing and fast loading, it should have efficient database management to be able to manage all the user’s requests, needs, documents… High performing enough to have real time notifications and updates.

Cloud-based deployment to ensure that we are reducing the need and cost on hardware.

High performance: good response time and throughput to handle as many users as possible.

Robustness: our app will be able to handle errors and give feedback to users instead of crashing.

Fault tolerance: if ever a failure occurs, Anacondo has a backup system that will temporarily be up and running for the users in the meantime.

Usability: the UI will be very aesthetic but also straightforward and will allow users to find what they need without wasting their time.

Security: users will need to authenticate themselves when entering the system to ensure that only authorized people are accessing specific things.

Reliability: our system will have tools to monitor its performance and ensure that it is at its best for the users. This tool will show the system’s health and performance metrics.

For design constraints, our system will be flexible and allow for future changes when users want to add a page or other features. Therefore, we need to keep in mind the space and aesthetic to add those options into our system.

For external constraints, our system needs to ensure that it will still be responsive on different types of devices such that it can go from a web browser on a mobile phone to a laptop.

For other dependencies, some people are not as used to technology therefore, we need to set some time aside for the people that will need a tutorial on how our product works.

A user manual may help with the older generation that will use our product. The user manual will explain to them in detail what our product is capable of doing and how they can utilize it. Anacondo also needs to anticipate people who will refer to online help and how the team will cope with that aspect.

The priority of the other requirements are medium level, the main concerns are the main features that will satisfy the users. The other requirements are beneficial for the users however it can be risky for Anacondo team members because it creates more pressure to deliver on time and to respect other aspects such as budget and resources.