Team Members: **Allison Kim, Chris Di Matteo, Saeed Mohiti, Sinan Can Imamoglu, Alejandro Mesa Suarez**

Professor : Tevin Apenteng

Course Code :SYS366 C

Date Submitted: March 17, 2017

Team Number and Name: Group One: Rogue One

**Seneca College School of Information and Communications Technology**  
**Appendix A: Project Initiation Document**

|  |  |
| --- | --- |
| **Date Submitted:** | March 17,2017 |
| **Team Number and Name:** | Group One: Rogue One |
| **Team Members:** | Allison, Chris, Saeed, Sinan, Alejandro |
| **Project Title:** | PID |
| **Client Information:** | Antoine’s Landscaping & Pools |
| **Target Completion Date:** | March 17, 2017 |

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

|  |  |
| --- | --- |
| *The Problem of* | increased workload as a result of the merger of two companies |
| *Affects* | manager's workload, the submission of expense reports |
| *The impact of which is* | possible loss of ability to pay bills, higher than necessary donation cheques, overworked managers |
| *A successful solution would* | Reduce manager workload, allow timely submission of expense reports, also facilitate ability to support finance, customer service, and project management. |

1. **Stakeholders and Users**
2. **Stakeholders**

|  |  |
| --- | --- |
| **Stakeholder Title (Name)** | **Category/ies** |
| Owner / Marketing Manager | Sponsor / User |
| Equipment Supply Company | Customer |
| Supply Company | Customer |
| Operations Manager | User |
| Project Manager | User |
| Customer Service Manager | User |
| Finance Manager | User |
| Workshop Manager | User |
| Pool Consultant | User |
| Bank/Financial Institute | Customer |
| Engine Repair Shop | Customer |
| Customer | Customer |
| Students @ Schools | Customer |
| School Breakfast Program | Non-human Customer |
| Delivery Company | Customer |
| Promotion Events | User |
| Part-time Employee | User |
| Contractors | User |
| Schools (5% Donations) | Customer |
| Government (Taxes) | Authority |
| Web Development Company | Developer |
| External Payroll Company | Customer |
| Social Media | Customer |
| Website | Non-human User |
| Seasonal Employees | User |
| Insurance/Benefit Companies | Customer |
| Technicians | User |

1. **Key Stakeholder and User Needs**

|  |  |
| --- | --- |
| **Key Stakeholder** | **User Needs** |
| Project Manager | Assist in blueprint design efforts |
| Operations Manager | Keep track of requests for equipment maintenance support and warranties |
| Marketing Manager | Help to improve and modify the marketing activities |
| Customer Service Manager | Reducing the volume of works |
| Finance Manager | Ease in expense report submission and recalculating the profit cheque to charities in terms of increasing the ability to pay the bills |

1. **Product Position Statement**

|  |  |
| --- | --- |
| *For* | Antoine’s Landscaping & Pools |
| *Who* | Require a centralized system that supports finance, customer service & project management |
| *The* | Business Computer System is an integrated business software package |
| *That* | Provides the ability to support design methods, marketing activities, track requests for equipment maintenance |
| *Unlike* | Performing the business functions separately and manually |
| *Our product* | Will provide efficiency, flexibility, reliability and measurability of business goals for the foreseeable future. |

1. **Scope of System Being Developed**

|  |  |  |
| --- | --- | --- |
| **Feature** | **Functionality of the Feature** | **Use Case Name** |
| Aid in workshop maintenance | Monitor & support equipment maintenance | TrackMaintenanceRequest |
| Aid in marketing efforts | Posting simultaneously to website, Facebook, Twitter | PostToSocialMediaAndWeb |
| Aid in Finance | Follow up with customers to receive payment | FollowupCustomersPayment |
| Process payment | ProcessPayment |
| Make bank deposit | MakeBankDeposit |
| Aid in Customer Service | Track customer request progress Modify Customer Info | RespondToCustomerFeedback  ResolveCustomersConcern  UpdateCustomerInfo |
| Creating monthly invoices for customers | CreateMonthlyInvoice |
| Aid in Project Management and Design | Provide central system for planning, forecasting, staffing, and scheduling projects. | ScheduleEmployeeWorkShift  ScheduleProject  PurchaseMaterials |
|  | Design customer solutions (computer assisted drawing) | CreateDesignSolution |
| Aid in Office Management | Track staff employment details |  |

**Signatures Date**

**Alejandro Mesa Suarez March 17, 2017**

**Sinan Can Imamoglu**

**Chris Di Matteo**

**Saeed Mohiti**

**Allison Kim**