**Vision and Scope Document**

**for**

**Hotel Guestroom Inspection System**

**Version 1.0 approved**

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# Revision History

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| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
| Creation | October 8, 2017 |  | 1.0 |
|  |  |  |  |

# Business Requirements

The client has required the developers to develop a mobile application version of their current guestroom inspection checklist process. There are two (2) main features that the client wants the developers to implement with the proposed system. 1 is the implementation of Quick Response (QR) codes for the automation of acquiring the Housekeeping Supervisor’s guestroom inspection time stamp data and for reports to be automatically generated to keep track of the inspector’s performance.

## Background

Given these requirements, the developers have allotted time to research various inspection systems and checklist applications online to conceptualize a final product worth developing and presenting to our client which is Taal Vista Hotel. The developers started conceptualizing their system during their Introduction to Systems Design (INTSDEV). It is during this term wherein the developers took the time to research what kind of product they would create. At the end of the developer’s 1st term, they have conceptualized iSpector. iSpector is a mobile application that digitized and automates the physical processes done in Taal Vista’s current system.

## Business Opportunity

With all the research that the developers have put their time into, it can be said that the market for checklist applications is one that of an open market. There are several applications and systems that feature inspection checklists. This wide variety of inspection checklist application and variety of features is what helped the developers conceptualize iSpector.

iSpector will be exclusive to Taal Vista Hotel. The two main features of iSpector aren’t available in tandem on the market, currently.

## Business Objectives and Success Criteria

The developer’s main objective is to deliver iSpector with the two main functions being a QR code scanner and automated generation of inspection reports. The system will be utilized by the Housekeeping department’s main supervisor via a company-provided smartphone. ISpector requires internet connection to sync up with the database. The checklist functionalities can be used offline. Additionally, an online web interface will also be developed for the housekeeping manager to view all the guestroom inspection reports.

With the (1) automation of assigning inspection checklists to the corresponding room type, (2) automation of obtaining time stamp data, and (3) automation of generated reports, the time and effort to perform guestroom inspections and reports decreases, thus improving performance and worker satisfaction.

## Customer or Market Needs

**Client needs:**

Housekeeping Manager – Requires internet access to view guestroom inspection reports from the web interface of iSpector.

Housekeeping Supervisor – Requires a mobile smartphone to utilize iSpector.

**The System itself:**

1. A database server - handles all the data from the Spa itself

2. A computer - to access the databases (specifically used by the database administrator and the system administrator)

3. And internet access (specifically intranet or Wi-Fi) for the manager to access the web interface.

## Business Risks

Initial implementation may require the iSpector users to go through an adjustment period. However, as time will go on by, the users will find themselves quickly familiarized with the proposed system.

Market competition may lead to iSpector being subpar. But this will depend on the delivery of the final product and the features specified by the client to be at 100% full functionality.

# Vision of the Solution

For all the different systems, the developers envision this to be a singular module that can be integrated into other systems of the Hotel, and can access the same databases that those other systems/modules utilize.

## Vision Statement

This inspection system for Taal Vista Hotel envisions a push in technological innovation as opposed to paper-based processes. The developers hope that efficient technology and practical automation be embraced by companies and businesses.

## 2.2 Major Features

1. Quick Response (QR) code scanner implementations - implemented for the purpose of fast time data gathering to be used for measuring inspection performance.

2. Auto-generated inspection reports – moving from manual paper based reports to auto-system generated e-reports that go directly to the manager’s email or to iSpector’s web application interface.

## 2.3 Assumptions and Dependencies

For the developers to conceptualize and develop iSpector, they had to assume everything that their client’s representative had not mentioned.

# Scope and Limitations

* The system will be exclusive and function within the Housekeeping Department of Taal Vista Hotel.
* The hotel guest room inspection system will only inspect departured guest rooms after being cleaned by the staff of the Housekeeping Department.
* The system will only generate and forward room inspection reports within the Housekeeping Department.
* The users of the system will be the Housekeeping Supervisor and Housekeeping manager of the Housekeeping Department

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## Scope of Initial Release

On the initial release of the proposed system, the 2 major features mention in 2.2. (which are Quick Response (QR) code scanner implementations and Auto-generated inspection reports) should be at full functionality. The developers may have to test the QR codes on each hotel guestroom door before officially stating 100% functionality and server performance should also be double checked.

## Scope of Subsequent Releases

Following the initial implementation of the QR code and auto-reports implementations, employee management should be next. Employees should practice self-discipline as they would be carrying with them a smartphone provided by the hotel. Employees should not be using social media applications during working hours. Proper due care with corresponding due diligence should be observed always.

## Limitations and Exclusions

The proposed system will only create, store, retrieve, and save guestroom inspection checklists. The QR code implementation will be used for identifying the hotel guestrooms to be inspected, and for capturing inspection time stamp data. Lastly, the proposed system will automatically generate inspection reports and send them to the housekeeping manager via email, as well as display these inspection reports in the system’s web interface. Other than all these features, nothing else will be included in the scope of the proposed system.

# Business Context

In a business perspective, iSpector aims to reduce the manual tasks that are in Taal Vista’s current guestroom inspection system. This should boost productivity as it takes would take less time and effort to complete guestroom inspections. Thus, allowing the housekeeping supervisor to perform more inspections.

## Stakeholder Profiles

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Stakeholders | Major Value | Attitudes | Major Interests | Constraints |
| executives | increased employee satisfaction. Thus, increased working environment enjoyment. | See employee satisfaction in utilizing the proposed system. | System is cheaper compared to that found in the market. |  |
| managers | Quick access to reports. Via email/web interface. | Highly receptive as proposed system embraces technology. | Convenient access to hotel guestroom inspection reports. |  |
| staff | Ease of work, work satisfaction. | Highly receptive as proposed system automates manual tasks. | QR Code implementation and auto-generated guestroom inspection reports. |  |

## Project Priorities

|  |  |  |  |
| --- | --- | --- | --- |
| **Dimension** | **Driver (state objective)** | **Constraint**  **(state limits)** | **Degree of Freedom (state allowable range)** |
| Schedules | release 1.0 to be available by the end of the PBL track. |  |  |
| Features | release of version 1.0 should include the all proposed system features. |  | 70-80% of high priority features must be included in release 1.0 |
| Quality | quality on the first release should be satisfactory enough to the client and was able to resolve the current system’s problem areas |  | 90-95% of user acceptance tests must pass for release 1.0, 95-98% for release 1.1 |
| Staff |  | maximum team size is 6 developers + 4 testers |  |

## Operating Environment

● System Requirements - Hardware

○ CPU: Intel Pentium Dual Core

○ Disk space: 1 GB

○ RAM: 1 GB

○ Android smartphone with camera.

● System Requirements - Software

○ Web service: XAAMP Server, Nginx Server, Apache Server

○ Browser: Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome, Safari

○ Operating System: Windows, Linux, MAC OSX