

Online Cleaning System

Business Requirements Document (BRD)

Byford Hotels

November 2022
Version 1.0

1 Document Revisions

Date	Version Number	Document Changes
3/11/22	1.0	Initial Draft

2 Approvals

Role	Name	Title	Signature	Date
Project Sponsor				
Business Owner				
Project Manager				
System Architect				
Development Lead				
User Experience Lead				
Quality Lead				
Content Lead				

3 Introduction

3.1 Project Summary

3.1.1 Objectives

- Building an online cleaning system to replace the offline system that client has in their hotel to clean rooms.
- Cleaning staff will be able to input availability, view their schedule and fill their checklist on the online system.
- Supervisors will be able to view their schedule and review the rooms assigned online.
- Admin will be able to assign rooms to supervisors and cleaning staff online, by viewing reservations and will also be able to view the cleaning and the review reports online.
- The system will be able to eliminate the use of paper and confusion by streamlining the entire process to make it efficient.

3.1.2 Background

The online cleaning system is necessary for simplifying the process of cleaning rooms. The users should be able to access the system through their mobile or laptop and the system will allow the client to streamline the entire cleaning process helping in reducing errors and confusion. A good cleaning system will in turn help in increasing customer satisfaction and allow the client to increase their revenue in the long run.

3.1.3 Business Drivers

- Cleaning staff will be using the system to view their schedule, record the time taken by them to clean a room and submit the cleaning form.
- Supervisors will be using the system to view their schedule and fill the cleaning review forms.
- Admin will be the person who will assign the rooms to supervisors and cleaning staff according to the reservations.

3.2 Project Scope

The scope of this project is to design and develop an online cleaning system for the client. The website will be used by the admin, cleaning staff and supervisor. The admin will be able to view reservation slots and assign rooms for review and cleaning to the cleaning staff and supervisors. The admin will also be able to view the reports submitted by the supervisors and the cleaning staff. The supervisor will be able to view the rooms assigned to them as well as submit the review reports which will include rating the cleaning. The cleaning staff will be able to view their schedule, fill the cleaning form and view their ratings.

3.2.1 In Scope Functionality

- Admin:
 - Registration
 - Login
 - View Reservations
 - Assign Rooms to Supervisor

- Assign Rooms to Cleaning Staff
- View Rooms Assigned

- View Cleaning Reports
- View Cleaning Review Reports
- Logout

- Cleaning Staff:
 - Registration
 - Login
 - Input Availability
 - View Schedule
 - Use Timer
 - Fill Cleaning Report
 - Submit Cleaning Report
 - View Ratings
 - Logout

- Supervisor:
 - Registration
 - Login
 - View Schedule
 - View Cleaning Report
 - Fill Cleaning Review Form
 - Submit Cleaning Review From
 - Logout

3.2.2 Out of Scope Functionality

- Users cannot use app/website to call each other
- User cannot use app/website to text each other

3.3 User Rules

Role	Description
Admin	<ul style="list-style-type: none">• Registration• Login• View Reservations• Assign Rooms to Supervisor• Assign Rooms to Cleaning Staff• View Rooms Assigned• View Cleaning Reports• View Cleaning Review Reports• Logout

Role	Description
Cleaning Staff	<ul style="list-style-type: none">• Registration• Login• Input Availability• View Schedule• Use Timer• Fill Cleaning Report• Submit Cleaning Report• View Ratings• Logout
Supervisor	<ul style="list-style-type: none">• Registration• Login• View Schedule• View Cleaning Report• Fill Cleaning Review Form• Submit Cleaning Review From• Logout

3.4 System Perspective

3.4.1 Assumptions

- Byford Hotels has 10 hotels in the same state with the same time zone.
- There is 1 admin per hotel.
- There is more than 1 supervisor per hotel.
- Each hotel has 200 rooms.
- There are 2 clean staff shifts (Morning and Evening).

3.4.2 Constraints

- Trainings
- Additional features or changes in features and functionalities described in document may require changing the time and cost estimation of the project development.
- Budget
- Schedule (15 November 2022 delivery date)

3.4.3 Risks

- Lack of training to the employees regarding use of system.

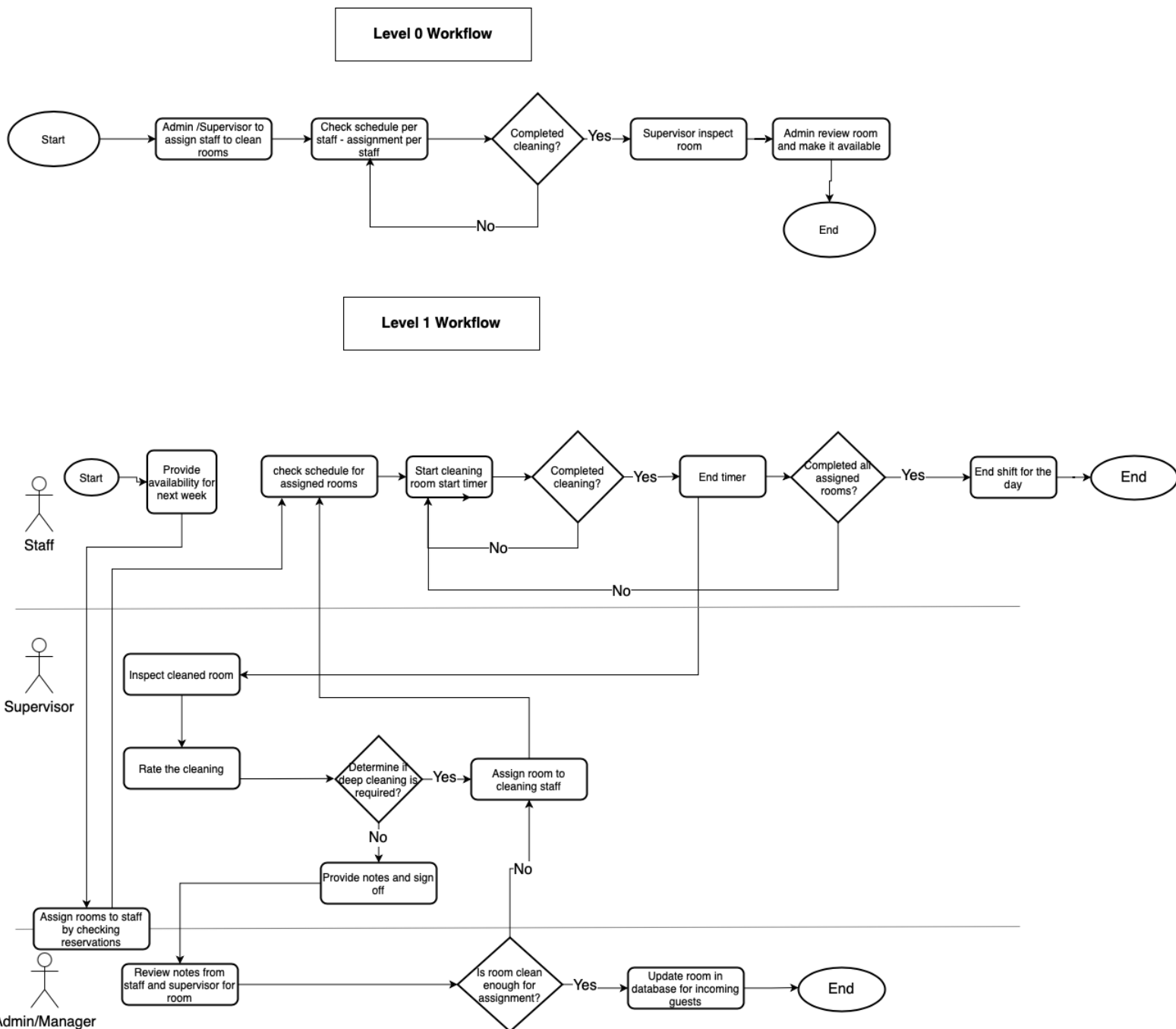
3.4.4 Issues

- Auditor approval of our new process and system
- Developer Resources

4 Business Process Overview

- The cleaning staff, supervisors and admin register themselves on the website/app.
- The cleaning staff input their availability by selecting the shift that they want to work in.
- The admin checks the reservations.
- Then the admin assigns a supervisor and cleaning staff for each room.
- The cleaning staff checks the rooms assigned to them
- The cleaning staff starts the timer when they start cleaning a room and turn it off when they are done cleaning it.
- The cleaning staff fills in the cleaning form that includes a task checklist and a text field for inputting any maintenance request.
- The cleaning staff submits the form.
- The supervisor gets notified that the room assigned to him has been cleaned.
- The supervisor reviews the room and checks the cleaning form filled by the cleaning staff.
- Once the supervisor is done reviewing the room he/she fills the cleaning review form where they have to put in a star rating and can add notes in the review notes field box.
- They submit the form.
- The admin gets notified that the cleaning and review of a particular room is done.
- They check the cleaning report and the cleaning review report and once they approve the cleaning the status of the room is changed to clean in the database.
- If the room is unclean they can assign it again to another cleaning staff.
- The cleaning staff can view the rating given to them by the supervisor on their cleaning.
- End of cleaning process of cleaning a room.

4.1 Proposed Business Process(To-Be)



5 Business Requirements

The requirements in the document are prioritised as follows:

Value	Rating	Description
1	Critical	Most urgent and important requirements.
2	High	Urgent but not as critical requirements and important requirements.
3	Medium	Important but not urgent requirements.
4	Low	Low important and not urgent requirements.
5	Future	Future scope requirements.

5.1 Functional Requirements

Req#	Priority	Description	Rationale	Impacted Stakeholders
FR - 001	1	Login	<ul style="list-style-type: none">• Users will be able to log into the website using their employee id and password.• Reset password option will be there for users who forget their password.• Remember me checkbox for users who want to stay logged in.• Users will have different accessibility based on their roles.	Admin, Cleaning Staff and Supervisor
FR - 002	1	Registrations	<ul style="list-style-type: none">• Users will be able to get registered on the website with the following details:<ul style="list-style-type: none">○ First Name○ Last Name○ Employee id○ Email id○ Phone Number○ Password○ Confirm Password• Email id verification will be mandatory to get login into website.• User will receive email verification link on their registered email id to verify mail. Once email id is verified users will be able to login into their website using employee id and password.	Admin, Cleaning Staff and Supervisor

Req#	Priority	Description	Rationale	Impacted Stakeholders
FR - 003	1	Landing Page	<ul style="list-style-type: none"> • User will be able to view the notifications on their home page. • User will have a navigation panel with their details beside their profile picture such as: <ul style="list-style-type: none"> ○ Name ○ Role ○ Employee id • User will be able to access the below sections from the navigation panel: <ul style="list-style-type: none"> ○ Reservations ○ Reports ○ Assigned Rooms ○ Account Settings 	Admin
FR - 004	1	Reservation	<ul style="list-style-type: none"> • User will be able to view reservation slots for a particular month on the reservations page. 	Admin
FR - 005	1	Assign rooms to cleaning staff	<ul style="list-style-type: none"> • The user will be able to assign rooms to the cleaning staff according to their availability on the reservations page. 	Admin
FR - 006	1	Assign rooms to supervisors	<ul style="list-style-type: none"> • The user will be able to assign rooms to the cleaning staff according to their availability on the reservations page. 	Admin
FR - 007	2	View Rooms Assigned	<ul style="list-style-type: none"> • The user will be able to view the rooms assigned on the view rooms assigned page. 	Admin
FR - 008	2	View Reports	The user will be able to view the reports submitted by the cleaning staff and the supervisor.	Admin
FR - 009	1	Landing Page	<ul style="list-style-type: none"> • User will be able to view the notifications on their home page. • User will have a navigation panel with their details beside their profile picture such as: <ul style="list-style-type: none"> ○ Name ○ Role ○ Employee id • User will be able to access the below sections from the navigation panel: <ul style="list-style-type: none"> ○ View Schedule ○ Finished Tasks ○ Input Availability ○ Account Settings 	Cleaning Staff
FR - 010	1	Input Availability	<ul style="list-style-type: none"> • The user will be able to input their availability by choosing the shift that they want to work in upto a week before the actual date. 	Cleaning Staff
FR - 011	1	View Schedule	<ul style="list-style-type: none"> • The user will be able to view their schedule i.e. the rooms that they have to clean on a particular day. 	Cleaning Staff

Req#	Priority	Description	Rationale	Impacted Stakeholders
FR - 012	2	Use Timer	<ul style="list-style-type: none"> The user will be able to use the timer to record the time taken by them to clean the room. 	Cleaning Staff
FR - 013	2	Fill and Submit Cleaning Form	<ul style="list-style-type: none"> The user will be able to fill and submit the cleaning form after they are done cleaning as room. 	Cleaning Staff
FR - 014	3	View Finished Task	<ul style="list-style-type: none"> The user will be able to view finished tasks and the ratings given to them by the supervisor for their cleaning. 	Cleaning Staff
FR - 015	1	Landing Page	<ul style="list-style-type: none"> User will be able to view the notifications on their home page. User will have a navigation panel with their details beside their profile picture such as: <ul style="list-style-type: none"> ○ Name ○ Role ○ Employee id User will be able to access the below sections from the navigation panel: <ul style="list-style-type: none"> ○ View Rooms Assigned ○ Account Settings 	Supervisor
FR - 016	2	View Rooms Assigned	<ul style="list-style-type: none"> The user will be able to view the rooms assigned to them for review. 	Supervisor
FR - 017	2	View Report	<ul style="list-style-type: none"> The user will be able to view the cleaning report submitted by the cleaning staff. 	Supervisor
FR - 018	2	Fill and submit Cleaning Review Form	<ul style="list-style-type: none"> The user will be able to fill and submit the cleaning review form after he/she is done with review. 	Supervisor
FR - 019	2	Logout	<ul style="list-style-type: none"> The user must be able to log out of their account from their device. 	Admin, Supervisor and Cleaning Staff

5.2 Non-Functional Requirements

ID	Requirement
NFR - 001	Scalability: The website repository shall accommodate up to 100 users concurrently.
NFR - 002	Speed: The web page should not take more than 30 seconds to load in good speed of internet.
NFR - 003	Reliability: Web pages should not get broken and display page not found error if page is not available.

ID	Requirement
NFR - 004	Security: SSL security

6 Appendices

6.1 Relate Documents

Not Applicable