Vision and Scope Document

for

D7 Auto Service Center Web- App

Version 1.0 approved

Prepared by Elite Four

Asia Pacific College

December 20, 2022

Table of Contents

Revision History

Name	Date	Reason For Changes	Version

1. Business Requirements

The requirement of the business is listed by the D7 (Owner and Marketing Department) as follows:

An additional platform that allows D7 to add presence online, to enable a wider scope of customer reach vs. Their current online presence which is their Facebook page alone.

D7 also seeks improvements for their current systems, which may provide more convenience and options for their clients.

1.1. Background

D7 Auto Service Center has been established in Cavite for over 16 years. The company is still running its processes manually. The only innovation they had was when they acquired a Facebook page to reach more customers online. However, with the amount of Facebook pages arising throughout the years, and the number of auto service centers emerging in their area, which makes it difficult for them to stand out.

In line with the requirements for PBL (Project Based Learning) in Asia Pacific College for the program of BSIT-MI, the students of MI 201, grouped and named Elite Four, wanted to provide a solution that will not just help in providing more online presence for D7 Auto Service Center, but also in making transactions have more options for their clients.

1.2. Business Opportunity

The business opportunities that lie within the creation of the solution for the D7 Auto Service Center are:

1. **Bigger Customer Reach** – Since there will be an additional platform for the Auto Service Center, there will be an additional online presence for the company which can help them in being more discoverable online.

2. **Credibility –** The web application will be of immense help with realizing the goal of D7 to make themselves more credible in the auto servicing industry.

3. **Better Information Dissemination –** With an additional platform, comes more areas where D7 can disseminate their information to potential and existing clients. This will allow the company to supply/display information to clients vs. their current system.

4. **Innovative Features –** The additional platform will comprise features not available in their current system. These features are 360 Virtual Tour and Online Booking System.

1.3. Business Objectives and Success Criteria

The goals for this project that support its objectives and deliverables have been specified. The following goals must be attained for the D7 project to be successful.

- Add online presence through the creation of web-app

- Resolve informal reserving process by integrating a reservation system in the web-app

- Include statistics that gather information to help in informed decisions for the business

1.4. Customer or Market Needs

The solution is aligned with D7's strategic plan to:

- Create a big market that covers both professional and private customers and caters for foreign clients as well.

- Address any issue that can occur in the automotive industry and offer prompt assistance to all clients by ensuring compatibility with the greatest number of manufacturers and models

- Preserve the state of knowledge foundation when it comes to servicing.

- Continue providing clients with the dedication and quality they deserve.

- Provide the greatest service attainable that also keeps up with the innovation of business trends.

Any other concern that the company may have been out of the scope of the developers, and rest assured that the inclusion of the solutions as stated above are approved and hereby agreed upon by the D7 Auto Service Center.

1.5. Business Risks

The risks that were identified for the D7 Auto Service Center were identified. Rest assured that the Elite Four team will determine workable solutions for the identified risks that the project poses:

- Data breach through the database of the D7 web-app.

- Bugs within the web-app that may cause system down-time and delays in the online reservation of the clients.

2. Vision of the Solution

2.1. Vision Statement

The Elite Four aims to develop an additional platform for the company D7 Auto Service Center, to be able to add more online presence, as well innovative features for the company's existing system so that the solution may be a part of the company's thriving in the

auto servicing industry, by means of having adding online presence, building more credibility, and creating a formal online ordering system that will be used by the D7 Auto Service Center Owner and Managers.

2.2. Major Features

360 Virtual Tour – A feature that allows their clients to see D7 Auto Service Center without having to visit the place onsite.

Online Booking System – A formal online booking system which will allow their customers to book online, vs. their current systems that only allow bookings on site.

Bot Chat – A tool that will help D7 to answer generalized inquiries from clients, to be able to provide them with immediate responses.

2.3. Assumptions and Dependencies

The presumptions are as follows. All parties recognize that the following assumptions are true and accurate upon consent and signature at the end of this document.

- The client, stakeholders, and the team fully support this initiative.
- Prior to deployment, the company will be made aware of the project's goal.

3. Scope and Limitations

The Elite Four will ensure that the D7 Auto Service Center Web-app project is limited to and focused on creating a web-app as platform for advertising and managing the service center. The web-app is also anticipated to have the following features that are, but not limited to: a system for booking, statistics, login system, customer profiles, live and bot chat, review/feedback section, mobile optimization, support tab, site locator, service gallery, social media buttons, 360 virtual tour, promos and services. Since the project is in the practice of the Agile method, the limitations and scope, as well as features of the project are subject to change.

3.1. Scope of Initial Release

In the product's initial release will occur in January 2023, the major features will focus on account creation, customer login, and shop details for the customer side. These major features are needed to be able for the customer to have their account created and log in. With this being created, they may also view the web-app for shop details.

3.2. Scope of Subsequent Releases

The second release will also begin in January 2023, upon the completion of release one. The team will now concentrate on creating the reviews, service reservations, and inquiries. With these features, the customer will be able to write reviews, book a reservation and ask inquiries. While for the management/administrators' side, this will be the final release. The team will focus on creating the manage web-app and managing the reservation list statistics features. The features are beneficial for the administrators because they will be able to see and manage the web-app accordingly.

3.3. Limitations and Exclusions

The D7 Auto Service Center Web-app features are limited to a reservation system for transactions, statistics, a login system, customer profiles, live and bot chat, a review/feedback section, mobile optimization, a support tab, a site locator, a service gallery, social media buttons, a 360-degree virtual tour, and promos and services. The team only focused on the proposed systems, which are the new booking system, and the additional platform. At the same time, the actual servicing process, workers, and prices are excluded from the proposed solution.

4. Business Context

This section summarizes the D7 Auto Service Center Web-app issues and conflicts around the project, including profiles of major customer categories, assumptions that went into the project concept, and the management for the project.

4.1. Stakeholder Profiles

Stakeholder	Major Value	Attitudes	Major Interests	Constraints
Owner (D7)	Increase in revenue	To increase online presence	To reach more customers and to standout from competitors.	The owner won't be able to edit the main source code.
Manager	More convenient system	To improve current processes	To manage processes	The manager won't be able to edit the main source code and to manipulate the web-app.

4.2. Project Priorities

Dimension	Driver (state objective)	Constraint (state limits)	Degree of Freedom (state allowable range)
Schedule	*Release 1 to be available by January 11,2023* *Release 2 to be available by January 19, 2023* Release 3 to be available by March 2023		
Features	Release 1: • *Account creation* • *Customer Login* • *Shop Details* Release 2: • *Reviews* • *Service Reservations* • *Inquiries.* Release 3: • *Manage web-app* • *Manage Reservation List* • *Statistics*		
Quality			

4.3. Operating Environment

The assigned vendor for the Web-app of D7 Auto Service Center is the Elite Four. The proposed

solution will be available online. The web- app is available to view on both mobile and desktop

mode. The Elite Four are required to meet Ms. Anne Sydney Simpelo (D7 Auto Service Center

owner) at least once every sprint for a status meeting. In addition, all project gate reviews will be

held online via call messenger and attended by the owner and the Elite Four. The Elite Four will

provide and organize the meeting link for all required meetings.