

DELIVERABLE 2

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aka Dynamic Random Access Memory)

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1. **Client Overview:** A client is an individual who makes full use of the services/facilities provided to them for their benefit. The clients here own vehicles that need to be stored during the offseason like, boats and trailers, snowmobiles, recreational vehicles, ATVs and camper trailers. NORVS (Northern Ontario Recreational Vehicle Storage) provides all these services, it consists of both indoor and outdoor space. After the payment, the clients get their space and can pick and door their vehicles according to their convenience. The stakeholders here are customers who own the vehicle, Applepay and Paypal that are required to do payments. Other than that there are resorts available with snowmobile rentals and hotels offer water activities that require boats.

2. **System Vision:**

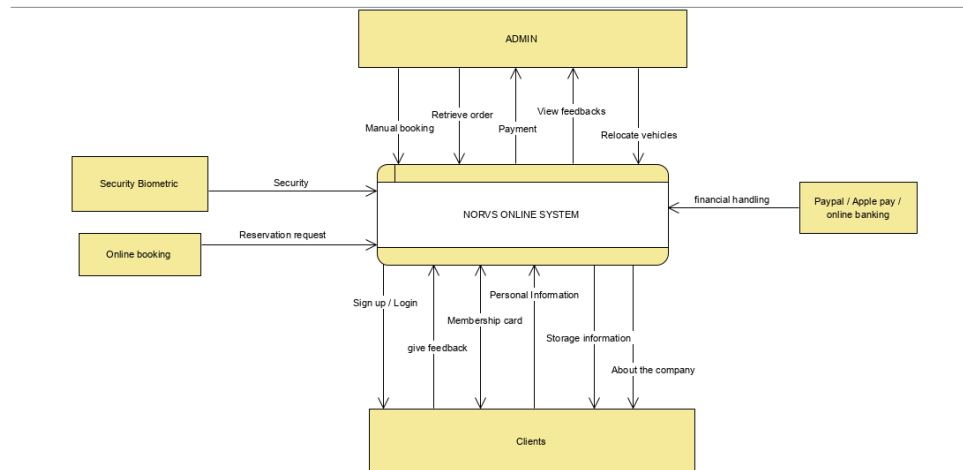
Problem Overview:

The basic problem is that the whole process is manual and very time-consuming. Every time a customer wants to book a spot, they need to call and for the payment, they need to provide their card details. All the information, from contact details to card details is stored manually in a hardcopy, which is not very convenient and not easy to store or retrieve. Also, it could be lost or not captured correctly. And the main issue is when vehicles are often relocated to improve access or to consolidate space, these changes are not made on the whiteboard. Also, the new vehicle arrivals are not frequently listed on the board. Hence, when it is noticed it wastes a lot of time to make it up to date. In addition to that, the maintenance of monthly reports is very difficult.

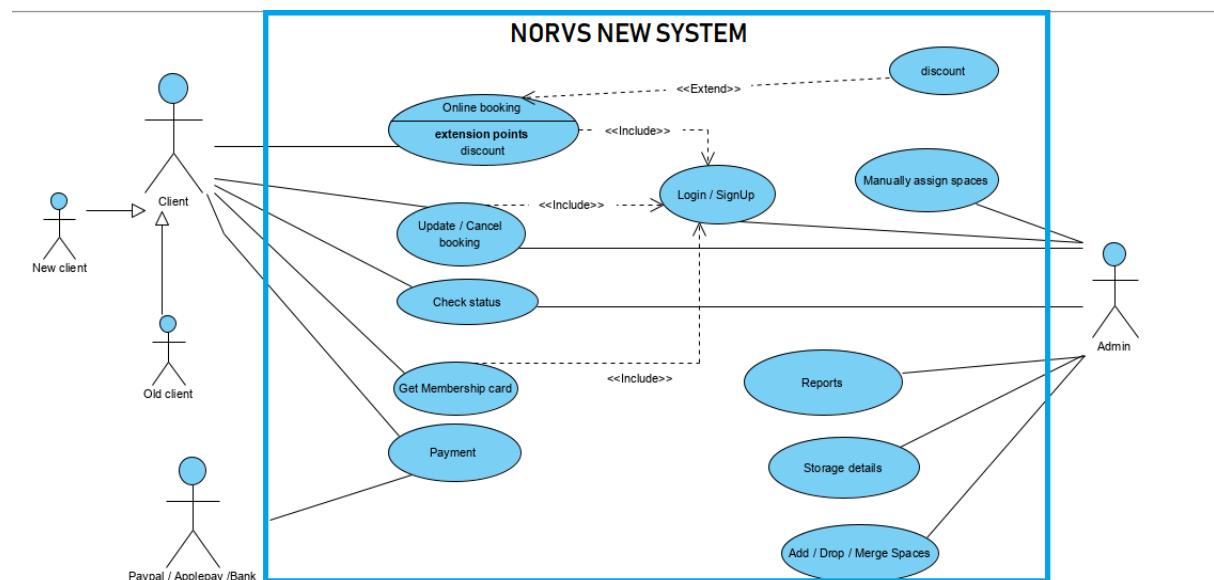
Capabilities of the new system

The new system will be internet-based and help tackle all the problems faced in the old system to a great extent. The new system would allow the customers to book their spot online and the payment will also be done online with their suitable payment method(Applepay, Paypal etc). It would also help in space management and update if a space is occupied or not. Also, the installation of a biometric scanner on the gate will help in accessing the vehicle from the storage unit. All these features will relieve a great amount of burden from the staff and would help in proper organisation.

Context diagram:



Use Case Diagram:



5. USE Case Narrative:

| | |
|--|---|
| | Scenario for booking a space |
| | <ol style="list-style-type: none"> 1. Customers go online to book a space. 2. Clients log into the system. 3. Will check for good offers or deals or discounts. 4. Clients choose what type of space they would like to book. 5. Choose the time period. If the slot is not available they will have 2 options. Either they can change their time period or change the dimension of the space they are looking to book 6. Members will have special offers. 7. Customers confirm the information. (contact detail etc) 8. The system will then guide the client to the payment page, which will be with third party like Applepay, Paypal, banks etc. 9. Customers complete their transaction. |

| | |
|--|--|
| | Scenario for registering a new account |
| | <ol style="list-style-type: none"> 1. Clients go to the registering page. 2. Choose their username and password. 3. Provide contact information: Address, phone number, type of vehicle etc. 4. Offers with deals and discounts will pop up. 5. Clients check the status of the space they would like to book. 6. Choose the time period, if the slot is not available then they can either change the dimensions of the space they are looking for or the time period. 7. Provide the payment information: bank, cards information etc. 8. Will be asked if they would like to sign up for the membership card. 9. Agree with terms and conditions. 10. Confirm the registration. |

Domain Class Diagram:

