System Request

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Business Need

Istanbul Technical University (ITU) seeks to improve its sports facility reservation process. The current manual and disconnected booking and payment methods are inefficient and lead to student dissatisfaction. This initiative aims to develop an uninterrupted reservation system that enhances student engagement with ITU's sports facilities.

Business Requirements

The proposed system will enable students to effortlessly reserve sports facilities through a secure and user-friendly application. Key features include:

- **Student Identity Verification:** Facilitated by student ID and password authentication.
- **Integrated Payment Solution:** For seamless transactions within the app.
- **Security:** Priority throughout the reservation and payment process.

Business Value

By integrating a new reservation system, ITU aims to enhance the student experience and improve the university's operational efficiency and financial health. We anticipate:

- **Increased Facility Usage:** Streamlining booking and payment processes is expected to increase sports facility usage from the current 32% to over 50%.
- **Revenue Growth:** This growth in utilization is expected to directly contribute to an improvement in revenue generated from sports facilities.
- **Cost Savings:** The decrease in administrative errors and optimization of facility scheduling are projected to yield cost savings, enhancing the university's financial standing.
- **Strategic Investment:** This project represents a strategic investment in ITU's infrastructure, promising immediate improvements in student satisfaction and long-term financial and operational benefits.

Special Issues or Constraints

- **Data Security:** Implementing the new system must prioritize the security of student information and payment transactions.
- **Scalability:** The solution needs to accommodate growing student numbers and be adaptable to future technological advancements or changes in university infrastructure.