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Project B.2: SE Process – Requirements Gathering

Initial Notes from Requirements Gathering:

Bend, Oregon is a small town situated on in Central Oregon. Because of its proximity to the Deschutes River and civic improvements it has seen growth in tourism. Recreational biking, along the Deschutes River, is a popular activity. The Bend Bike Shop rents bikes on a daily/hourly basis and has seen growth so that an automated system for rentals and other management functions is needed. What is desired is a web-based system where customers can reserve and pre-pay for bike rentals. Kiosk stations will be available in the store for customers that have not made advance reservations. This system must also handle inventory management for the bikes.

Bikes available for rental have a number of characteristics to accommodate a wide variety of customers – including young adults interested in higher performance biking, older adults wanting a more comfortable biking experience, bikes for children, and other special needs bikes. To accommodate the bicyclist needs, the system must be capable of displaying an inventory of available bikes. The customer must be able to search the inventory for available bikes matching search criteria. The customer must be able to select a group of bikes for rental on a given day. To complete the transaction the customer enters credit card information and other personal data. The credit card is not charged until after the bikes are returned.

The in-store kiosk stations function the same as the general web-based interface with the exception that they have a credit card swipe capability so that the customer does not need to key in their credit card information. All rentals require a valid credit card. Store employees are available for customers requiring assistance at the kiosk stations. Reservations may be changed or cancelled until 24 hours before the scheduled rental time.

Upon return of a bike the duration of the rental is noted and compared to the requested rental duration. The final rental charge is determined and the credit card is charged. Store employees record any problems with bikes upon their return. A returned bike is out of service until it has been inspected by a store employee. A late fee is assessed if the bike is returned more than 30 minutes after the requested rental return. The late fee is reduced if the renter phones the store to notify that the rental will be late.

Management must be able to set the charge for reservation changes and cancellations. Management must also be able to set the bike rental rates. Typically rates reflect seasonal variations in bike usage. However, rates must also be able to be changed to reflect holidays and other events. Bike rental rates are set by the type of bike – performance, recreational, or other.

Management also must be able to take bikes out of service for maintenance and be able to add bikes to the inventory. Adding a bike to the inventory requires entering data to the system to describe the bike.

Various reports are needed from the system, such as a summary report describing the inventory and summary reports of rental history for the inventory. The system must also be able to report on the rental history for individual bikes, noting how often the bike has been rented and any problems recorded during inspection and maintenance.

Follow-Up Questions:

1. Will the kiosks be credit card only? What about debit/cash/check/bitcoin?
2. Where is the Bend Bike Shop in relation to the Deschutes River and other recreational biking areas? This could affect sales and maintenance costs if customers have to travel far from the shop to use your bikes
3. What will you use to keep track of bikes in terms of hardware and software? GPS tracking? Databases?

Recorded Responses:

1. Just credit card or debit card. We don't want to mess with the hassle of other methods.
2. The shop is close to recreation areas.
3. We'd like a database to hold all the bike info, but we don't do any physical tracking right now. Now that you mention it, we do track frame serial numbers for theft recovery purposes.

Additional Follow-Up Questions:

1. What is the range from the store that customers are allowed to use your bikes? How will you enforce this?
2. What will be the primary key(s) to uniquely identify each bike/person/transaction?

Recorded Responses:

1. There's no maximum distance they can take the bikes.
2. I'm not sure what a primary key is so I don't know quite how to answer! But each person would be uniquely identified by name and contact information.

Other Student Questions and Responses:

1. How would you like customer personal data, such as credit card information, be securely stored and managed within the system to ensure privacy? Do you want to use a third-party system, or do you want us to build something?
   1. We have a third-party system already for payment processing, but we don't have a way to store that data. So it would need to be built or some third party used so it would be secure.
2. How do you want to communicate late fees during registration, and how do you want the fees to be managed? Does it keep increasing over time, would there be a button for an employee to press to reduce the fee, or would they manually change it, etc.?
   1. The late fee info can be part of the user agreement they click OK on.
   2. We have a fixed daily late fee, and if they are 7 days late with no contact, we charge the price of the bike.
   3. The managers should be able to override the late fees.

Additional Notes:

The kiosks will be debit/credit card only at this time. This info will be stored securely using a third party system.

It was clarified that the kiosks will be stationed near said recreational areas.

There will be a fixed daily late fee after 7 days late with no contact. This rate will be equal to the cost of the bike; however, this can be manually overridden by the manager. This fee will be informed to the customer via the user agreement.

Information will be stored and managed using a database. The name and address will be use to uniquely identify customers

There is no maximum range that bikes can be taken however the serial numbers of the bikes will be tracked for theft prevention purposes