TSPA - Fort Myers Universal Portal Requirements Document

Target release	9/01/2022
Document status	DRAFT
Document owner	[Chris Frank]()
Designer	[Chris Frank]()
Tech lead	[Chris Frank]()
Technical writers	[Chris Frank]()
QA	[Chris Frank]()

Objective

TSPA is a beauty school in which the students personally handle clients as part of their curriculum. With a growing population of students, there is also a growing population of clients. The students are split up into schedules, which allows more students to be enrolled at one time, but also adds a layer of complexity to the scheduling and management.

The Salon Professional Academy of Fort Myers (TSPA Ft Myers) has a constant flow of students and customers for which they need to keep track of every aspect. They are split into several divisions.

Success metrics

Goal	Metric
• The first portion to be completed of the system is the employee scheduling system. This should include the means for management to view and manage the schedule, and for staff to only view the schedule. This basic framework must be completed by Dec 1, 2021.	Director/ Administration creates an employee schedule on a calendar view, and the employees view and understand the schedule (which will be gauged with surveys for the first 5 schedules created). Users with corresponding access modify the schedule within the noted parameters 3 times per schedule and the employees can view the changes, which are also noted in the surveys.
• The next goal is for the student attendance information to automatically store in an accessible system by the management. This can be accessed through local computers on-location through the same application, but separate tab as the employee scheduling system. This must be completed a month after the first portion, Feb 1, 2022.	Administration is able to access student attendance without any interactions occurring with the fingerprint scanner itself. This needs to function for 3 weeks, along with weekly surveys to ensure any bugs have been addressed and fixed. There needs to be no known bugs for 3 weeks to be considered accomplished. Weekly surveys continue up to three weeks after last reported bug. Surveys will go to 10 select students, and all administration. Surveys will be optional for more students if there is any information they need to convey.
• A goal to be followed shortly after the student attendance view, the inventory count on hand will be entered on a list, by the employees related to this task. Each time the inventory count changes, there will be a log as to which user changed it, along with the date and time and an optional comment field. This will be completed within two weeks of the student attendance view, June 15, 2022.	Support staff is able to operate an inventory count using the system, independent of the previous system for 2 months. This includes a minimum of 10 separate alerts to the director/ administration, notifying them of the items that need to be ordered, based on the given threshold. This will come with its own weekly survey, which will continue up to 2 months following the last reported bug.

Assumptions

- Assuming the automatic logging of student attendance, there will be no more discrepancies that have been confirmed to happen during the transition from the logging system to the excel sheet where the data was stored for long-term record-keeping.
- The system will be accessible for each relevant user in a more convenient manner due to the nature of a unified system accessible through a web-based API.
- Since the information will be accessible and managed through a simple user interface, the logging and accessing of information will occur more in the background, allowing the flow of business to occur more smoothly than the previous systems.

Requirements

Key	Summary	P
SPA-9	As a Student, I want to view my work accomplished to track progress to graduation.	↑
SPA-8	As an Employee, I want to view work schedules so I don't have to ask for an excel document.	↑
SPA-7	As an Educator, I want to view Student appointments by time so I'm able to easily keep track of each of them.	↑
SPA-6	As a Student, I want to view appointments so I can prepare without wasting time.	↓
SPA-5	As a Director, I want to manage staff access to accomplish fluidity among roles.	↑

5 issues

Key	Summary	P
SPA-29	When the admissions department accepts a student into the program, the system shall create a profile for that student for storing graduation progress within 3 business days.	↑

SPA-22	When a student completes specialized training, the system shall allow the director to give the specified student additional client permissions for special appointments, within the next 2 business days.	↓
SPA-21	If a student is not checked out within one hour of their completed class time, the system shall log them out with a notification to administration via their web portal, within a minute after the action has occurred.	↑
SPA-20	Upon the scheduling of a client's first appointment, the system shall create a new user profile within 5 minutes of information being entered.	↑
SPA-19	Upon submission of updated schedules, the system shall display the schedule in the calendar view to display 3 weeks prior and a year ahead.	↑
SPA-18	When a new schedule is created, administrators shall have the ability to edit the calendar view beginning two days from the current date.	↑
SPA-17	The Scheduling system shall display an Employee work schedule after it has been posted by administration.	↑
SPA-16	Upon completion of a student appointment, an educator shall have access to verify the appointment within a 30-minute window of the scheduled time.	↑
SPA-15	The Director shall have access to view and edit the running total of products at any time to account for purchasing replacements when a threshold of on-hand is crossed.	↑
SPA-14	The Product Tracker system shall allow support staff to edit the running total of products available, used, and sold throughout the given workday.	↑
SPA-13	The system shall allow a student to view their overall graduation progress from their profile at any time, updated per appointment.	↓
SPA-12	Upon successful completion of a client appointment, the system shall store the category of appointment under that student's profile as a categorical count for graduation tracking, within 5 minutes of verification.	↑

SPA-11	When a student checks in, the system shall store the name of the student along with the current time, in order of arrival.	↑

13 issues

User interaction and design

Mockup

Open Questions

Question	Answer	Date Answered
Will the data be relayed from a third-party cloud service to ensure access when the local network is unreliable?		

Out of Scope

Currently, due to security concerns, personal information by the student will not be accessible through the system until all security possibilities are addressed. Due to this, the enrollment for each student will not be managed through the system. Additionally, payments will not be transferred, viewed, or interact in any way with the system. Each of these must be stored on a separate device and network as the system, once the system is accessible via the internet.