

## CIS 3300 – Fall 2022

Team Project Scope Statement	
<b>Date</b>	11/30/2022
<b>Team Name</b>	K&C Systems
<b>Team Members</b>	Kyle Johns, Chase Hunter
<b>Project Name</b>	WorldWide Concierge
<b>Project Objective</b>	Create a tool to provide a more efficient way of storing vehicle data, customer information, and location information, while ensuring customers can enjoy a stress-free service that makes the customer want to come again.
<b>Current Scenario</b>	<p>Worldwide Concierge is a service system offered worldwide that is often purchased by valet companies working malls, restaurants, golf courses, and large events. Worldwide Concierge identifies themselves as a company providing a service.</p> <p>When the WorldWide Concierge system is purchased, the valet companies who use the service can use it as they desire, however, the recommended method is: One employee is set up at the front of the venue, managing the valet kiosk, the second employee is handling the vehicles to be valeted, and the third employee works with the venue to handle miscellaneous tasks and ensures Worldwide Concierge's service is running smoothly. The employee managing the kiosk is responsible for the operation of the WWC system. This employee will add all the customer data into the system.</p> <p>Typically, valet businesses without WWC operate in a manner similar to this: If a car is being valeted, the employee manning the kiosk takes the keys, then gives the customer a ticket to retrieve their vehicle. This works but creates problems as there is</p>

	<p>too much room for error, and no logged receipts of the interaction that took place.</p>
<b>Project Description</b>	<p>Create a system to link customer information provided by valet employees to their HQ to ensure an effective and efficient receipt of encounters. The WorldWide Concierge system consists of a website that functions as both advertisement for the product, as well as hub for the system itself. Valet employees use the system to aid in the management of customer cars, provide fast information to customers and other employees, and communicate with their management team at HQ. This process will create receipts for all valeted cars and customer interactions, which will allow Worldwide Concierge employees to note:</p> <ul style="list-style-type: none"> <li>• What employee handled the customer's vehicle</li> <li>• Input car details to make the process more efficient for future customers</li> <li>• Note car location to prevent fraud</li> </ul>
<b>Project Deliverables</b>	<ul style="list-style-type: none"> <li>• Website advertising and displaying the systems features</li> <li>• Forms used by customers of WWC</li> <li>• Functional database that can be applied to any location contracted and can be monitored from WWC HQ</li> </ul>
<b>One Time Cost</b>	<p>WorldWide Concierge is available as a one time purchase of \$800, which gives customers: unlimited information storage, unlimited employee logins, and lifetime system support services. If a customer does not want unlimited access to the system, there are monthly plans, but they come at a cost.</p>
<b>Recurring Cost</b>	<p>For \$100 per month, customers have access to the WWC system, 20GB of information storage, 25 employee logins, and lifetime system support services. For \$200 per month, customers have access to the WWC system, 40GB of information storage, 50 employee logins, and lifetime system support services.</p>

<b>Duration</b>	October 3 <sup>rd</sup> – November 30 <sup>th</sup>
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