Operational Concept Description (OCD)

Sharethetraining.com

Team 11

Xiaoting Cai - *Project Manager, LCP*

Junfeng Wu - *Operational Concept Eng, SA*

Yi Ding - *Feasibility Analyst*

Shubham Gaur - *Requirements Engineering, LCP*

Dongxue Wang - *Prototyper*

Chao Lin - *Operational Concept Eng, SA*

Patrick Horng - *IIV&V*

10/20/2014

Version History

Date	Author	Version	Changes made	Rationale
10/12/14	SG	1.0	• Original template for use with ShareTheTraining v1.0	• Initial draft for use with ShareTheTraining v1.0
10/20/14	SG	2.0	• Update system boundary and capability goals • Update LOS • Update Business workflows • Update organizational and operational transformation	• FC Package

Table of Contents

Table of Tables

Table of Figures

1. Introduction

1.1 Purpose of the OCD

The purpose of the Operational Concept Description (OCD) for ShareTheTraining.com is to describe to the stakeholders of the system how the system will function in practice. The functions of the system are included in the operational concept as well as the interactions of the system users.

The stakeholders include the customer, the users, the project manager, and the developers. The customer is Stacy White who is the founder of ShareTheTraining.com. The users include Course-attendees, Trainers, and Admin.

The OCD will provide clear and concise documentation to the stakeholders, especially for reference and guidance for all parties, to ensure that the correct system is being developed and the system is being developed correctly. A clear understanding of how stakeholders will interact with the system and how they interact with each other with regards to the system is a crucial function of the OCD. Specifically, the main goals of the OCD are to enable the operational stakeholders to evolve knowledgeably from their current and inadequate operational concept to the new operational concept, and to enable stakeholders to collaboratively adapt the operational concept as new developments arise. Therefore, the operational concept description is written in the common language of all interested parties.

1.2 Status of the OCD

The status of the OCD is to develop the initial draft for the development phase. The scope of the ShareTheTraining project has been evaluated to accommodate all challenges and risks associated with the system. Stacy herself chose to be the maintainer for the system during initial days.

2. Shared Vision

In order to understand or know what projects or related initiatives are required for program management we create a Program Model as shown below. The model helps in designing and managing programs. Understanding the concept of a program – how it is different from traditional projects and what it brings to them – is the first major step to embarking on the route to effective, proactive benefits management.

The Program Model starts out with five components as shown in the table below :-

Table 1: The Program Model

Assumptions Business people would like better quality training close to home and at lower cost. Companies/enterprises are seeking more specialized courses deployed quicker and at lower cost. People may like sharing through social media. Trainers like to work more and make more money.			
Stakeholders (Who)	**Initiatives (What)**	**Value Propositions (Why)**	**Beneficiaries (For Whom)**
Developers ShareTheTraining Stacy Maintainers	1.Develop the system 2.Regional developments 3.Marketing: social; recruitment(trainers); revenue share 4. Analyze rating and review feedback	1. Find bussiness training locally 2. Increase local clients for trainers 3. Reduce travel cost and time away from the office 4. Reduce marketing cost for getting new clients 5. Increase quality transparency of trainers/courses 6. Increase revenue and profit	course attendees corporations trainers ShareTheTraining

2.1 Benefits Chain

The benefits chain diagram illustrates the following information
- **Stakeholder(s):** What are the success critical stakeholders who create and receive benefits from the developing system? The Stakeholders in ShareTheTraining includes: Developers, Client (Stacy), Trainers, Course-attendees, and Shapers.
- **Initiative**: What are the actions that stakeholder(s) performs that could contribute benefit to the system. Initiative should be represented in Verb-form. E.g. Develop the new ShareTheTraining system, provide requirements, perform marketing and promotions.
- **Contribution**: What are the results of the initiative that will add to the benefits to the system? E.g. Enhanced capabilities, registration in the new system, review and rate a trainer or a course.

- **Outcome**: Benefits that is contributed by the system such a complete ShareTheTraining system.
- **Assumption**: What are the conditions that have to be true in order to make this benefit chain to be true.
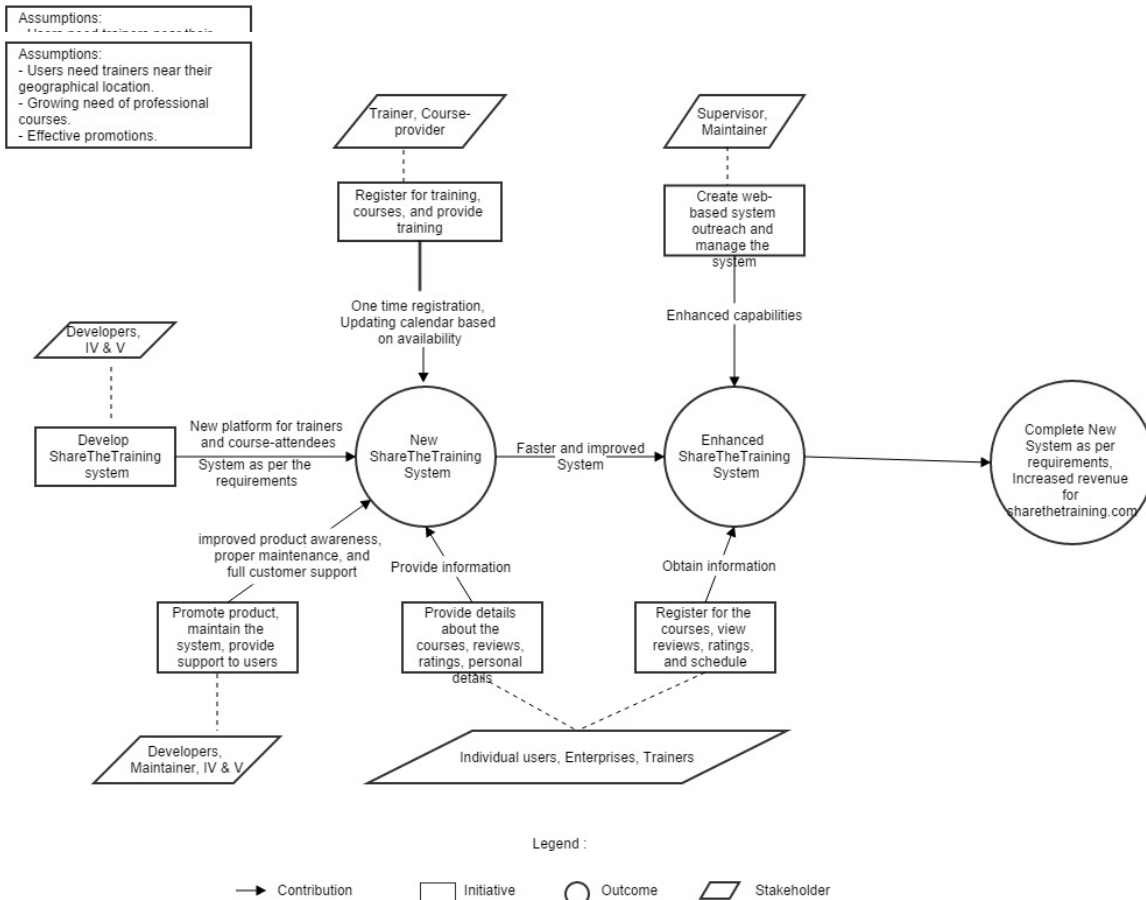
Below is the Benefit Chain Diagram:

Figure 1: Benefits Chain Diagram of ShareTheTraining System

2.2 System Capability Description

Provide an "elevator test" summary of the project's expected benefits, i.e., a short executive summary that could convince a potential funder (venture capitalist) "during the course of a short elevator ride." (See Geoffrey Moore's Crossing the Chasm (Harper Collins, 1991, p.161)). Such an "elevator test" summary includes:

- The type of system to be built
- The target customer(s) for the system
- The need or opportunity that will be satisfied by the system
- A compelling reason for the customer to buy/use the system
- The closest competitor of the system

The system's primary differentiation from, or benefit over, the closest competitor or alternative approach, if there are competitors or alternatives ah the time

2.3 System Boundary and Environment

The system boundary and environment diagram contains a list of services and functions that the project team will be responsible for developing and delivering, as well as the system environment showing the stakeholders' organizations and other systems for which the project has no authority or responsibility, but with which the delivered system must interface in order to deliver the desired benefits. The figure below shows the basic structure context diagram used to define the system boundary. Below is a system boundary and environment diagram.
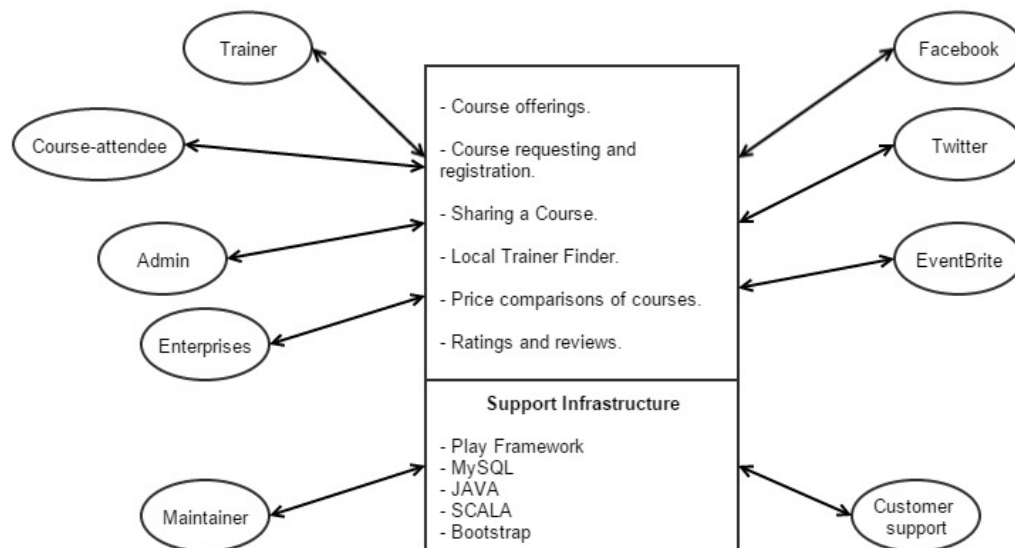

Figure 2: System boundary graph

3.   System Transformation

3.1 Information on Current System

3.1.1   Infrastructure

Hardware:
- 256 MB RAM
- 10 GB SATA Hard Disk.
- Desktop with windows/unix platform.
- Browser (IE7+), Chrome, Firefox

Software tools:
- Microsoft office.
- SQL Server.
- Eclipse IDE

Operating System: Windows XP, Win8, Win7, Linux
Network: Access to internet
Web Server:

3.1.2   Artifacts

Table 2: Artifacts

1	Price and Information of each course	Contains details about each and every course and its details, entered by trainer(and monitored by admin)
2	Course-attendee registration	Registration in a course of their choice.
3	Payment for the course	Fee is payed using the EventBrite API.
4	Search a nearby trainer	Need of an course-attendee to find a trainer nearby his place
5	Request for a course	If a course required by the course-attendee is not available then he can request the same.
6	Review and provide rating	Course-attendee can view rating for a course or a trainer and provide his feedback after attending a course.

3.2 System Objectives, Constraints and Priorities

3.2.1 Capability Goals

Table 3: Capability Goals

Capability Goals	Priority Level
OC-1 Course Offerings: Trainer should be able to offer courses through the website	1
OC-2 Course Requesting and registration: Course-attendee should be able to request/register for the course and make payment using EventBrite.	1
OC-3 Course Share: Course attendees can share the course with their friends(email, social medias)	2
OC-4 Price comparisons of courses: Course-attendee can perform price comparisons of various courses.	1
OC-5 Reviews/Rating: User should be able to see course as well as trainer's ratings/reviews, those course-attendees who have already attended the course could be able to provide feedback as well.	2
OC-6 Local Trainer Finder: Customers can search for trainers/courses by filtering course category, location, time, trainer, and so on	1

3.2.2 Level of Service Goals

Table 4: Level of Service Goals

Level of Service Goals	Priority Level	Referred WinWin Agreements
Concurrent Access: The system should be robust enough to support multiple users at the same time.	Must have	**WC_3474**
Access controls: The system must have access control to allow features of course-attendee restricted only till itself, trainer won't be able to access the same features, and vice-versa.	Must have	**WC_3475**
Reduce promotional cost: Trainer will be able to provide his services without any additional cost of promotions.	Must have	**WC_3099**

(use of Share function)		

3.2.3   Organizational Goals

The purpose of ShareTheTraining is to provide ease of access to those students/professional who are looking for a course nearby their location due to constraints in traveling. While the trainers on the other hand could make use of some extra time they have in making more money.

The system will provide these expected benefits in pursuit of these goals :

OG-1: Create a system to make a search for nearby trainers and courses, using various filters.
OG-2: Reduce time-taken in infrastructure setup and marketing.

OG-3: Provide quality of courses and training to course-attendees.

3.2.4   Constraints

Constraints are:

CO-1: Browser Compatibility: The system have to be compatible with Chrome, Safari, Firefox, IE 9+
CO-2: Java as a Development Language: Java will be used as a development language.
CO-3: Schedule of 3 months: As the part of curriculum, the project needs to be developed within time framework of 3 months.
CO-4: Use of EventBrite for Payment: The course-attendee should use EventBrite for payment purposes.

3.2.5   Relation to Current System

Current system doesn't exists. System needs to be build from the Scratch.

3.3 Proposed New Operational Concept
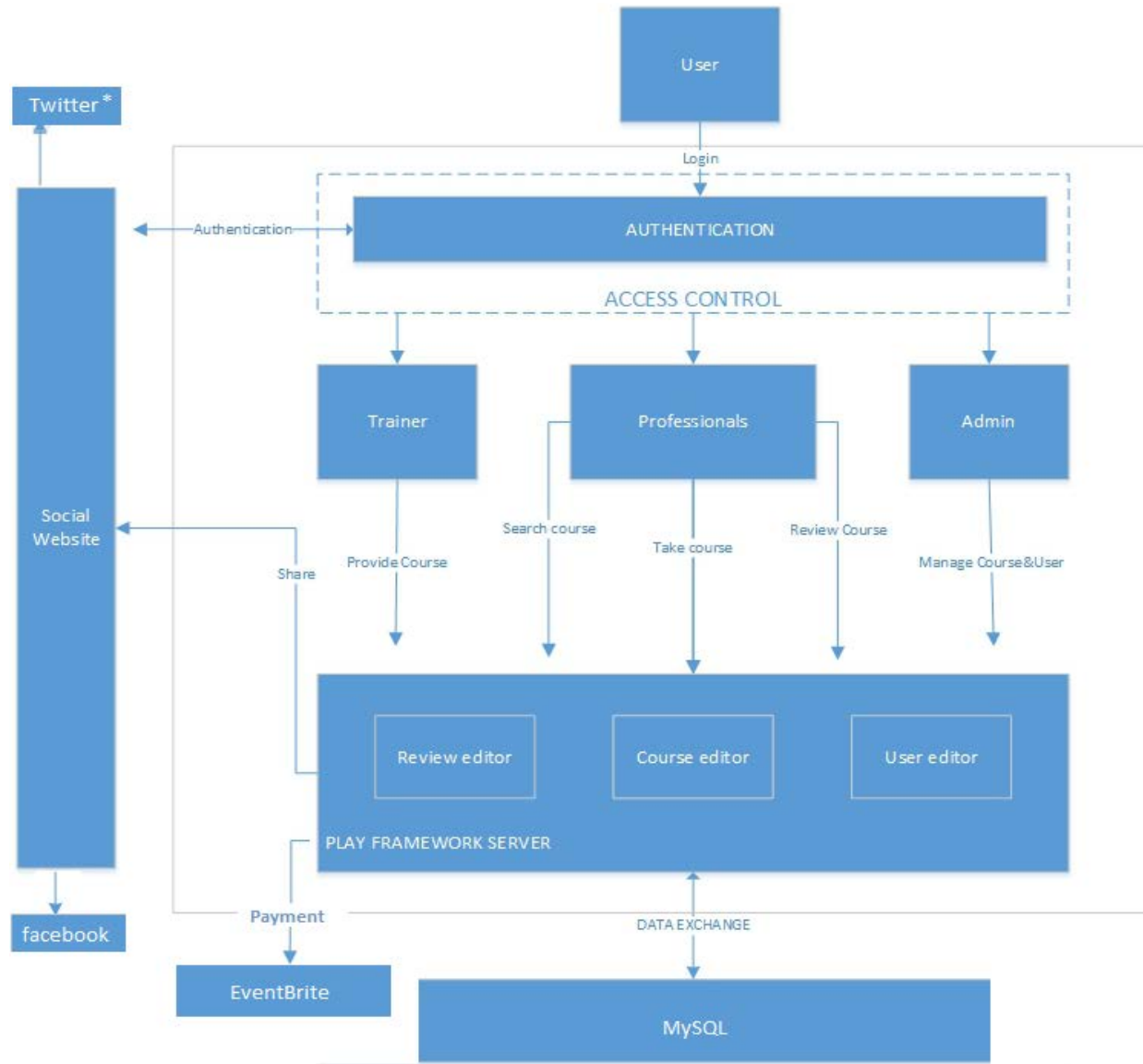
3.3.1   Element Relationship Diagram

Figure 3: Element Relationship Diagram of Sharethetraining
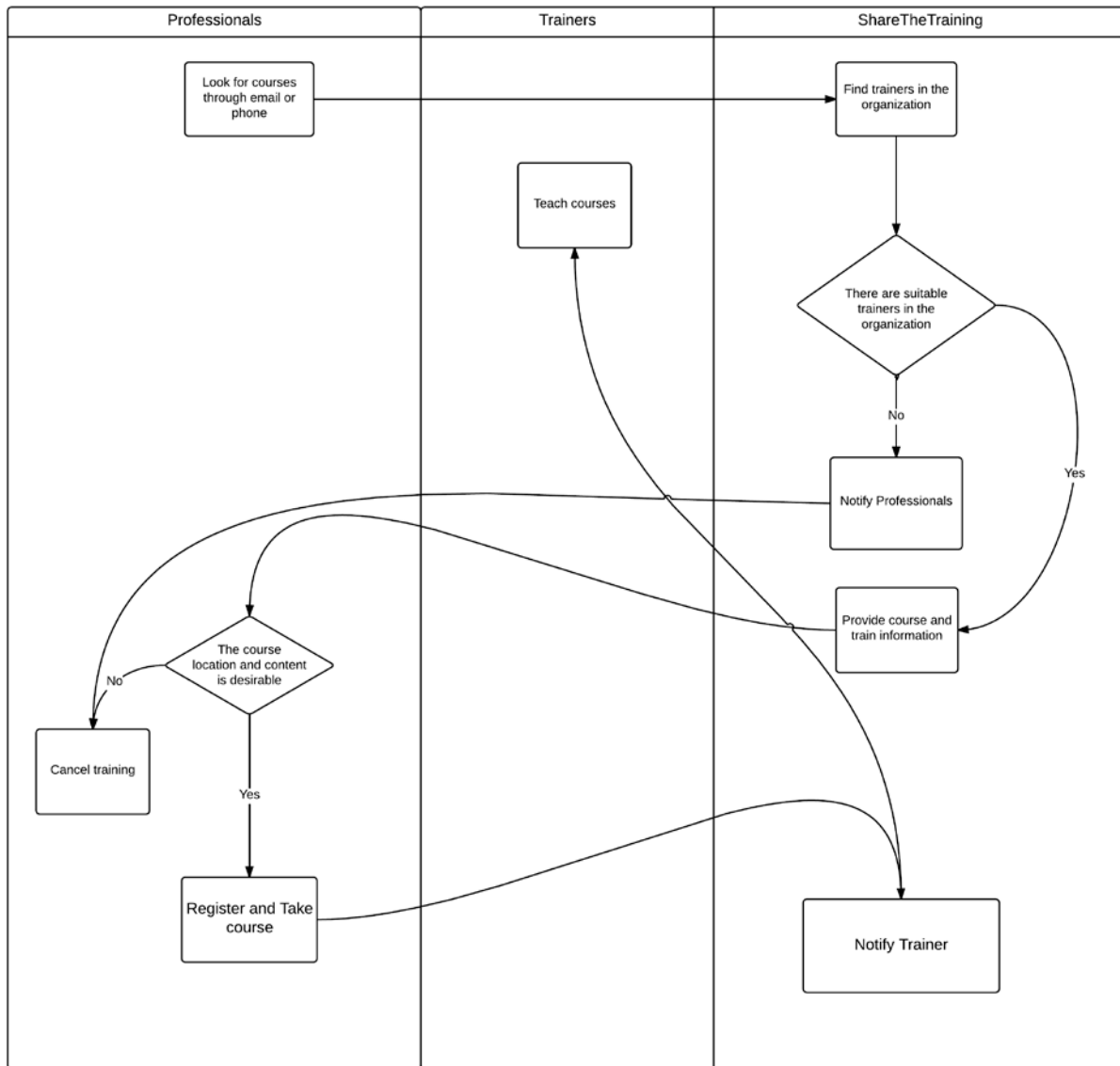
3.3.2   Business Workflows

Figure 4: Business Work-flow Diagram

3.4 Organizational and Operational Implications

3.4.1   Organizational Transformations

- The need to hire a new system maintainer to take care of the system
- Less overhead of marketing individual trainers and courses (as Share Course detail feature may help in promotion).
- Increased revenue and business extension.
- Quality of inventories can be monitored. (inventory : classes and trainers)

3.4.2   Operational Transformations

- The option for trainers to fill out their information and offer courses.
- Option for users to review the trainers, rate them and register for the courses.
- Admin can approve a trainer registration, manage cancellation request and review feedback.
- The users can act in accordance to the flow of process outlined in the web based system.
- The elimination of the need to search trainers nearby using craiglist or other websearch.
- Enabling transparency by allowing course-attendees to view the ratings and reviews of each and every course as well as trainers.
- Enabling a feature to share the information with the family and friends.
- Enabling quality management for admin, as they can simply review each and every trainer's rating and thus can improve their overall performance.