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|  | User requirements specification |
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|  | Sam Brown, Toms Karklins, Dmitry Lvov  Case Study 3  5/27/20 |

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# Introduction

In this document, you shall see the user requirements and the product that we have come up with for the Case Study 3. We have gone through numerous processes to understand what our customers would want to have. The product which we are developing is a Hotel entertainment system for hotel visitors. In the following document, you shall see the product vision that we have built, the user persona’s which we envision would use the infrastructure, and the user story mapping.

# The Product Vision Board

## Vision

The vision of our product is trying to help hotels chains with a simple to use application which can help sort out the infrastructure between rooms. It is a sort of entertainment system, but it is more advanced than that. With the application, you can connect to the wi-fi, message other rooms(if you are in the same traveling company), order room service, and even play games. If you have ever traveled first class on a luxury airline (Emirates, Qatari) these types of infrastructure systems are found in the monitors. What are planning to do is to bring this sort of system to hotels.

We hope that this shall bring positive change to hotels, and add to the experience for the guests. All the features that the hotel may offer, shall be in one place now. There shall be no need to call someone to order room service.

## Target Group

The target group which we are aiming for, are hotels that are struggling to keep up to date with current developments. Hotels that don’t understand how to protect the wi-fi network so that people on street use it, or with hotels that have a box tv in the room as the “entertainment”. We aren’t particularly interested in focusing on the big hotel chains (Hilton, Marriott), as these chains more than likely have their versions of this infrastructure. What we are offering is a product to smaller, independently owned hotels who don’t have the money to develop it themselves, and are looking at third parties for services.

## Needs

Our product makes it easier for guests of hotels to find what they are looking for. This at the same time benefits the management of the hotel, who would have to deal with disgruntled guests. As all information(WiFi, FAQ, Room Service) shall be in one location, there won’t be any difficulties finding what the guest is looking for.

## Product

The product itself is a software which shall be found in hotels. The guests of the hotel shall see a simple GUI, where all information could be found. You’ll be able to connect different devices to Wi-FI, see your hotel stay details and order room service. For the staff of the hotel, it’s a simple application as well. All the staff has to do is enter the reservation details of the guest, and it shall set everything up.

# User Personas

## Introduction

In the following chapter, numerous user personas were created which we believe would be the type of people who would be using the application. The most important factor that should be noted is that for the user persona’s, no investigation had been taken place. These personas were made on assumptions from us. We have created 4 different user personas, as there are different sorts of permissions that people shall have who use the application.

## Henk van der Burg – Hotel Manager/Owner

Henk is a 48-year-old man who has spent his entire life working in the hotel business. His first ever job at 18 was working as a bell-hop at Hilton hotel in Amsterdam, and from there on he has worked in all sorts of positions. He has seen hotels evolve over this period. In his late thirties, he decided he could take a risk and start a hotel of his own. He was tired of following the same boring formula that he had seen for the majority of his life. He thought he could do it better. So he started a hotel near the centrum of Amsterdam. In the 8 years that the hotel has been opened, he has been doing alright. The finances of the hotel are doing good, as the mortgage which he took to start the hotel is nearly paid off. However, he feels as if the hotel could always improve.

He feels like the entertainment system for families who stay at the hotel could be better. The hotel currently only offers a TV with 2 channels on it. He feels that he could tap into the family market better if there was more to do for them. Henk also has a suspicion that many people in Amsterdam wondering the streets are stealing the Wi-Fi from the hotel. The internet bill at the end of the month is always higher than he expects with the number of guests that he has had.

Henk himself is a fairly technical guy. Even though he has worked in the hotel industry his whole life, he still likes to self-teach programming to himself. Over some 5-7 years, he’s thought himself Python and C#.

### Key points - Henk

* I would like to have a system where he could see intrusions.
* An entertainment system that would improve the experience.

## Wouter van Eerd – Lobby Worker

Wouter is a 19-year-old lobby worker at Henk’s hotel. Henk started this job part-time to earn some money while he was studying Geography, however, he dropped out of the course and now works full-time. Wouter is a great employee, however, he is known to make some mistakes with the hotel system. He’s not very good with computers, and these mistakes have caused the hotel some trouble. On one occasion he accidentally charged a guest who stayed at the hotel for one night, the costs of staying at the hotel for an entire year. Another occasion he accidentally granted a guest keycard entire access to the whole hotel. This as a consequence, made the entire alcohol stock of the hotel mysteriously disappear.

However, Wouter makes up his computer problems by having excellent customer service and being a good handyman around the hotel. Wouter can fix a large majority of the problems that the guests have problems with.

Henk, the Hotel manager, has often contacted the developers of the Hotel management program if they could make a suitable GUI for the program, instead of the command line hybrid that they have now. They often do not reply to these contact mistakes. Wouter believes that if the program was easier to use, and more clear to work with, that he would not make such silly mistakes.

### Key points – Wouter

* Needs a simple GUI so no mistakes shall be made

## Michael Schrute – Businessman

Michael is an international businessman who has to travel the world for his job. Often there are weeks that he visits 4 continents. Due to the sensitivity of these meetings that he has the company that he works for is afraid to organize these meetings online, as they afraid the contents may be leaked. Due to the travel Michael has, he visits hundreds of hotels each year. He doesn’t expect much luxury in the accommodation, but what is a need is working Wi-Fi. Michael hates it when he does not have working Wi-Fi has this delays his job. If there is working Wi-Fi he assumes that it is secure, but he does always use a VPN just to be sure. Michael has very little time for entertainment during his hotel stays. He follows strict planning, to ensure that not a minute goes to waste during his day. If he does have a spare hour during the night when he can’t fall asleep, he either watches funny cat videos on YouTube or Battlestar Galactica.

### Key points – Michael

* Requires a secure internet connection

## Jasper Groeneveld – Child

Jasper is a 6-year-old child who travels the world with his parents. His parents like to travel and bring him along so that he can experience the world to make him more cultured as he grows up. However, Jasper at his age doesn’t realize this and just wants to watch cartoons on TV or his mum's iPad. He hates it when the TV’s in the hotel only show local channels, and it gets worse when there are no cartoons. Sometimes, his mummy and daddy can not get one big room for all of them, so they have to share rooms. He often just stays with one parent, while the other one takes a single room somewhere else in the hotel. What he hates is that he cant talks to them anymore, especially at night. When he gets scared of a monster during the night, he likes to see both of his parents to calm him down.

* Would like an entertainment system to watch movies/cartoons
* Would like to talk to other rooms

# User story mapping

The vision of the product:

An application with accompanying infrastructure to make life easier for guests and management.

Goals:

- Guests need to be registered (alone or together)

- One application

- Have a hub in the application to get to required content (movies, cross room talk, room service, game, etc)

- A secure and stable internet connection (maybe add a paid VPN service of some sort for business ppl)

- A place to leave a review

Guest User steps:

- Check-in to the hotel

- Connect to the Wi-Fi (maybe with VPN)

- Access hotel web app from the device of their choosing

- Browse application for features like movies games etc

- Leave a review

Lobby Worker:

-> ease of use and efficiency

- The client comes in and they input their info into a form (add them to hotel DB, archived on check out)

- Assign a key card to a specific guest

Manager: -> control + security

- Network activity

- Can add and remove ppl from DB

- See reviews

- % of rooms filled visible

Administrator:

- Full access to system infrastructure

- Firewall managed here

- Network activity

- IDS, IPS