

THE POSTS AND TELECOMMUNICATIONS INSTITUTE OF TECHNOLOGY

DEPARTMENT OF INFORMATION TECHNOLOGY 1



INTRODUCTION TO SOFTWARE ENGINEERING

PROJECT REPORT: CONCEPT EXPLORATION AND BUSINESS MODEL BY NL AND UML (GENERAL USE CASE OF THE WHOLE SYSTEM)

Hà Nội - 2025

Concept Exploration

Concepts and Explanations

#	Concept	Vietnamese	Explanation
Human-related concept			
1	Field facility owner/proprietor (yard manager)	Chủ sở hữu cơ sở/Quản lý sân (Quản lý sân)	The primary owner or manager of the football field who oversees all business operations, ensures profitability, and manages key decisions.
2	Operations manager	Quản lý vận hành	Manages daily activities, schedules, and ensures smooth operations of the facility, including customer service and field management.
3	General manager	Giám đốc điều hành	Oversees all departments, ensuring they work together efficiently. Handles major business strategies and administrative policies.
4	Financial administrator	Nhà quản lý tài chính	Manages financial records, invoices, budgets, and ensures all transactions, salaries, and expenses are recorded properly.
5	Marketing manager	Nhà quản lý tiếp thị	Promotes the facility, organizes advertising campaigns, manages social media, and develops strategies to attract more customers.
6	HR manager	Nhà quản lý nhân sự	Responsible for hiring, training, and managing staff, along with handling employee relations and payroll.
7	IT administrator	Quản trị viên công nghệ thông tin	Manages technical systems, software, databases, and ensures smooth operation of digital tools and security.
8	Facilities maintenance manager	Quản lý bảo trì cơ sở vật chất	Ensures that the football field, equipment, and other facilities are maintained in good condition and meet safety standards.
9	Front desk receptionist	Lễ tân	Greets customers, handles inquiries, manages bookings, and assists in basic administrative work.

10	Booking coordinator	Điều phối viên đặt chỗ	Manages the scheduling and reservations of football fields, ensuring availability and conflict-free bookings.
11	Field attendant	Nhân viên sân	Assists players, ensures equipment is ready, and helps maintain the playing field.
12	Equipment manager	Quản lý thiết bị	Oversees all sports equipment, ensures they are in good condition, and manages inventory.
13	Maintenance staff	Nhân viên bảo trì	Handles repairs and upkeep of the facility, including field maintenance, lighting, and drainage.
14	Cleaning staff	Nhân viên vệ sinh	Ensures cleanliness of the facility, including changing rooms, shower room, and general areas.
15	Security personnel	Nhân viên an ninh	Maintains order, ensures safety, and enforces facility rules to prevent disturbances.
16	First aid/medical staff	Nhân viên y tế/cấp cứu	Provides medical assistance in case of injuries or emergencies on the field.
17	Cashier/payment processor	Thu ngân/nhân viên xử lý thanh toán	Handles transactions, receives payments, and provides receipts for bookings and other purchases.
18	Inventory clerk	Nhân viên kiểm kê	Manages stock levels of equipment and supplies, ensuring proper documentation of usage and purchases.
19	Canteen staff	Nhân viên cảng tin	Prepares and serves food and drinks for players and visitors.
20	Guard	Bảo vệ	Protects the premises and ensures security of the facility and customers.
21	Customer	Khách hàng	Individuals or teams who book and use the football field for matches, training, or recreational play.
22	Equipment suppliers/vendors	Nhà cung cấp thiết bị/nhà thầu	Companies or individuals who supply football-related equipment such as balls, goals, nets, and training gear.

23	Food and beverage providers	Nhà cung cấp thực phẩm và đồ uống	Vendors who supply snacks, drinks, and refreshments for the facility's canteen.
24	Maintenance service providers	Nhà cung cấp dịch vụ bảo trì	Companies or individuals responsible for repairs, field upkeep, and infrastructure maintenance.
25	Marketing partners	Đối tác tiếp thị	Businesses or agencies that assist in promoting the facility through sponsorships or advertisements.
26	Advertisements	Quảng cáo	Sponsored ads placed within the facility, website, or social media to generate extra revenue.
27	Insurance providers	Nhà cung cấp bảo hiểm	Companies that offer coverage for facility damages, injuries, and liabilities.
28	Utility service providers	Nhà cung cấp dịch vụ tiện ích	Providers of electricity, water, and other essential services to run the facility.
29	Payment gateway providers	Nhà cung cấp dịch vụ cổng thanh toán	Companies that facilitate online payments for bookings and services.
30	Technology vendors	Nhà cung cấp công nghệ	Suppliers of software, hardware, and digital systems used for managing bookings, payments, and security.
31	Transportation service providers	Nhà cung cấp dịch vụ vận tải	Companies or individuals that offer transport services for teams or customers visiting the facility.

Object-related concept

32	Footballs/soccer balls	Bóng	Essential sports equipment used in all matches and training sessions.
33	Training cones	Các cột chỏp nhỏ	Used for agility training, drills, and marking specific areas on the field.
34	Agility ladders	Thang agility	Helps improve foot speed and coordination during training.

35	Goal nets	Lưới cầu môn	Attached to goalposts to catch the ball when a goal is scored.
36	Training bibs/pinnies	Áo bib/Pinnies tập luyện	Worn by players to differentiate teams during practice sessions.
37	Portable goals	Cầu môn di động	Smaller goals used for training, youth games, or temporary field setups.
38	Corner flags	Cờ góc	Placed at the four corners of the field to mark boundaries.
39	Field markers	Dấu vạch sân	Used to outline playing areas and specific zones on the field.
40	Referee equipment (whistles, cards, etc.)	Thiết bị trọng tài (Còi, thẻ, v.v.)	Tools used by referees to enforce rules and maintain fair play.
41	First aid kits	Bộ sơ cứu	Contains medical supplies to treat minor injuries on-site.
42	Cooler box	Thùng lạnh	Used to store and provide cold beverages during matches and training sessions.
43	Ball pumps	Bơm bóng	Used to inflate soccer balls to the required pressure.
44	Equipment storage containers	Container lưu trữ thiết bị	Helps organize and store sports equipment properly.
45	Maintenance tools	Công cụ bảo trì	Tools required for field upkeep and general repairs.
46	Field cleaning equipment	Thiết bị làm sạch sân	Items used to maintain cleanliness of the playing surface and facility.
47	Artificial turf maintenance supplies	Dụng cụ bảo trì thảm nhân tạo	Specialized tools and materials to care for artificial playing surfaces.

48	Lighting equipment/bulbs	Thiết bị chiếu sáng/bóng đèn	Used to ensure proper illumination of the field for night games and training.
49	Scoreboards/timing devices	Bảng điện tử/Thiết bị thời gian	Displays game scores and match time for players and spectators.
50	Benches/seating	Ghế/Chỗ ngồi	Provides seating for players, staff, and spectators.
51	Lockers/storage units	Tủ/lưu trữ	Used for storing players' belongings securely.
52	Shower	Phòng tắm	Facility for players to clean up after a match or training session.
53	Field surface materials	Vật liệu bè mặt sân	Materials used to construct and maintain the playing surface.
54	Boundary markings	Dấu vạch giới hạn	Lines that define the playing area and different field zones.
55	Goal posts	Cột gôn	A board where goals are scored in a match.
56	Fencing materials	Vật liệu hàng rào	Used for enclosing the field to maintain security and prevent unauthorized access.
57	Lighting fixtures	Thiết bị chiếu sáng	Installed to provide adequate visibility during nighttime events.
58	Drainage systems	Hệ thống thoát nước	Ensures proper water flow and prevents field flooding.
59	Changing room fixtures	Thiết bị phòng thay đồ	Includes lockers, benches, and other furnishings in player dressing rooms.
60	Shower facilities	Tiện nghi phòng tắm	Equipped with running water for players to use post-match.

61	HVAC equipment	Thiết bị HVAC	Heating, ventilation, and air conditioning systems for indoor areas.
62	Security systems	Hệ thống an ninh	Cameras, alarms, and access control measures for facility protection.
63	Booking ledgers/scheduling tools	Sổ đăng ký đặt chỗ/công cụ lịch trình	Records and manages reservations for field usage.
64	Receipt books/financial records	Sổ biên nhận/hồ sơ tài chính	Documents all transactions and payments.
65	Invoices	Hóa đơn	Bills issued for services rendered or products sold.
66	Inventory tracking forms	Biểu mẫu theo dõi tồn kho	Used to monitor stock levels of equipment and supplies.
67	Equipment inspection checklists	Danh sách kiểm tra kiểm tra thiết bị	Ensures regular checking of equipment for safety and functionality.
68	Maintenance logs	Nhật ký bảo trì	Records past repairs, maintenance work, and future servicing schedules.
69	Purchase orders	Đơn đặt hàng mua	Documents requests for purchasing supplies and equipment.
70	Delivery notes	Ghi chú giao hàng	Confirms receipt of items ordered from suppliers.
71	Warranty documents	Tài liệu bảo hành	Details manufacturer guarantees and terms of replacement or repair.
72	Certificates of quality	Chứng nhận chất lượng	Certifies that equipment meets required standards.
73	Inventory database records	Hồ sơ cơ sở dữ liệu tồn kho	Digital records of stock levels and inventory usage.

74	Supplier catalogs	Danh mục nhà cung cấp	Lists available products from suppliers.
75	Price lists	Danh sách giá	Contains updated pricing information for goods and services.
76	Product specifications	Thông số kỹ thuật sản phẩm	Detailed descriptions and features of equipment and supplies.
77	Import/export documentation	Tài liệu nhập khẩu/xuất khẩu	Required paperwork for importing or exporting goods.
78	Equipment lifecycle records	Hồ sơ vòng đời thiết bị	Tracks the lifespan of various equipment items.
79	Depreciation schedules	Lịch trình khấu hao	Calculates the reduction in value of assets over time.
80	Equipment usage statistics	Thông kê sử dụng thiết bị	Data on how frequently equipment is used and its effectiveness.
81	Maintenance schedules	Lịch trình bảo trì	Planned routine maintenance to keep equipment functional.
82	Replacement forecasts (optional)	Dự báo thay thế (nếu có)	Predicts when equipment will need replacing based on usage trends.
83	Rental Schedules	Lịch trình cho thuê	Documents the reservation of equipment for temporary use.
	Action-related concept		
84	Ordering supplies	Đặt hàng vật tư	Process of purchasing necessary equipment and materials.
85	Receiving shipments	Nhận hàng	Accepting deliveries and checking for accuracy.

86	Inspecting delivered goods	Kiểm tra hàng hóa giao	Ensuring received items meet quality standards and order specifications.
87	Logging new inventory	Ghi nhận tồn kho mới	Adding newly received stock into the system.
88	Updating stock quantities	Cập nhật số lượng hàng tồn kho	Adjusting inventory records based on new stock levels.
89	Categorizing equipment	Phân loại thiết bị	Sorting equipment into appropriate groups for easier management.
90	Tagging/labeling items	Dán nhãn/đánh dấu các mặt hàng	Marking inventory for tracking and identification.
91	Storing equipment properly	Lưu trữ thiết bị đúng cách	Ensuring equipment is kept in a safe and organized manner.
92	Conducting inventory audits	Tiến hành kiểm kê tồn kho	Reviewing stock levels to verify accuracy and prevent discrepancies.
93	Identifying low-stock items	Xác định các mặt hàng tồn kho thấp	Flagging items that need restocking before running out.
94	Searching for suppliers	Tìm kiếm nhà cung cấp	Finding new vendors to provide equipment, materials, or services.
95	Adding new suppliers to the database	Thêm nhà cung cấp mới vào cơ sở dữ liệu	Entering details of newly onboarded suppliers for future reference.
96	Updating supplier information	Cập nhật thông tin nhà cung cấp	Keeping supplier contact details and product lists current.
97	Requesting price quotes	Yêu cầu báo giá	Asking vendors for pricing on required goods and services.
98	Approving purchase orders	Phê duyệt đơn đặt hàng mua	Authorizing the procurement of goods and services from suppliers.

99	Scheduling deliveries	Lên lịch giao hàng	Coordinating the arrival of supplies to avoid disruptions.
100	Tracking order status	Theo dõi tình trạng đơn hàng	Monitoring shipment progress to ensure timely delivery.
101	Communicating with vendors	Giao tiếp với nhà cung cấp	Maintaining relationships with suppliers and addressing concerns.
102	Resolving delivery issues	Giải quyết vấn đề giao hàng	Handling problems such as late shipments or incorrect orders.
103	Processing invoices	Xử lý hóa đơn	Reviewing and approving payment documents from suppliers.
104	Verifying pricing	Xác minh giá cả	Ensuring billed amounts match agreed-upon prices.
105	Authorizing payments	Phê duyệt thanh toán	Granting approval for financial transactions related to purchases.
106	Recording expenses	Ghi nhận chi phí	Logging all costs associated with operations and purchases.
107	Reconciling delivery notes with orders	Đối chiếu ghi chú giao hàng với đơn hàng	Checking received goods against order details to ensure accuracy.
108	Calculating inventory value	Tính giá trị tồn kho	Determining the total worth of stock items.
109	Processing returns/refunds	Xử lý trả lại/hoàn tiền	Managing defective or incorrect items that need to be sent back.
110	Managing warranties	Quản lý bảo hành	Keeping track of product guarantees and service agreements.
111	Forecasting future expenses	Dự báo chi phí trong tương lai	Predicting upcoming costs for better financial planning.

112	Logging into app	Đăng nhập vào ứng dụng	Accessing the system for booking, inventory, and financial tasks.
113	Searching product database	Tìm kiếm cơ sở dữ liệu sản phẩm	Finding specific items within the system.
114	Filtering search results	Lọc kết quả tìm kiếm	Sorting product lists based on different criteria.
115	Adding items to the import list	Thêm mặt hàng vào danh sách nhập khẩu	Including products for procurement or stocking.
116	Removing items from the import list	Xóa mặt hàng khỏi danh sách nhập khẩu	Taking off unnecessary or incorrect items from purchase lists.
117	Adjusting quantities	Điều chỉnh số lượng	Modifying stock levels before finalizing orders.
118	Calculating totals	Tính tổng số	Summing up costs for purchases, sales, or invoices.
119	Generating reports	Tạo báo cáo	Creating summaries of financials, inventory, or usage data.
120	Printing documents	In tài liệu	Producing hard copies of invoices, purchase orders, and records.
121	Exporting data	Xuất dữ liệu	Saving system data for external use or backups.
122	Adding invoices	Thêm hóa đơn	Entering new billing information into the financial system.
123	Removing invoices	Xóa hóa đơn	Deleting incorrect or outdated billing records.
124	Scheduling equipment inspections	Lên lịch kiểm tra thiết bị	Planning routine checks for equipment functionality.

125	Documenting equipment condition	Ghi nhận tình trạng thiết bị	Recording the status of items to track wear and tear.
126	Marking damaged items	Đánh dấu các thiết bị hư hỏng	Labeling broken or malfunctioning equipment for repair or replacement.
127	Initiating repair procedures	Khởi động quy trình sửa chữa	Starting the process of fixing damaged equipment.
128	Tracking repair status	Theo dõi tình trạng sửa chữa	Monitoring ongoing maintenance and repair work.
129	Recording maintenance history	Ghi nhận lịch sử bảo trì	Keeping logs of past repairs and servicing.
130	Planning equipment replacement	Lập kế hoạch thay thế thiết bị	Scheduling when worn-out items should be replaced.
131	Archiving obsolete items	Lưu trữ các thiết bị đã hết hạn sử dụng	Removing outdated equipment from active inventory.
132	Disposing of unusable equipment	Vứt bỏ các thiết bị không thể sử dụng	Properly discarding equipment that is beyond repair.
133	Recycling materials when possible	Tái chế vật liệu khi có thể	Reusing or disposing of materials in an eco-friendly way.
		Booking	
134	Deposit	Đặt cọc	A pre-payment made to secure a booking or service.
135	Book 1 court	Sở đăng ký đặt chỗ sân 1	Reserving a single football field for a session.
136	Book 2 adjacent small courts into 1 large court	Đặt sân 2 các sân nhỏ liền kề thành 1 sân lớn	Combining two smaller fields into one larger playing area.

137	Book 4 adjacent small courts into 1 large court	Đặt sân 4 các sân nhỏ liền kề thành 1 sân lớn	Merging four small fields into a bigger playing space.
138	Booking slip	Phiếu đặt sân	A receipt or document confirming a reservation.
139	Clicks on the correct customer name with the current customer	Nhấp vào tên khách hàng đúng với khách hàng hiện tại	Selecting the right user in the system for booking or payment purposes.
140	If the customer first comes to book a court, must add a new one	Nếu khách hàng lần đầu tiên đến đặt sân, phải thêm mới khách hàng	Creating a new customer profile if they are booking for the first time.
141	Multi-session booking	Đặt sân nhiều phiên	Reserving multiple game slots in one transaction.
		Update used items of the rental session	
142	Session check-in/checkout	Kiểm tra/kiểm tra phiên	Tracking customer arrival and departure for booked sessions.
143	Search for goods by name	Tìm kiếm hàng hóa theo tên	Finding specific inventory items using their names.
144	Enter unit and quantities	Nhập đơn vị và số lượng	Inputting the amount of goods being processed.
145	Total amount of customer	Tổng số tiền khách hàng	Calculating the final bill for a customer.
		Payment	
146	Session payment	Thanh toán phiên	Processing fees for booked sessions.
147	Late payment fee	Phí thanh toán muộn	Additional charges for overdue payments.

148	Changing session detail	Chi tiết thay đổi phiên	Modifying the time, date, or duration of a booked session.
149	Confirming payment	Xác nhận thanh toán	Finalizing and approving a customer's transaction.
		Goods importing	
150	Adding new good (if the good does not appear in the system)	Thêm hàng hóa mới (nếu hàng hóa không có trong hệ thống)	Registering a new item in the inventory database.
151	Update new good (if the good appears in the system -> increase the quantity)	Cập nhật hàng hóa mới (nếu hàng hóa có trong hệ thống -> tăng số lượng)	Adjusting stock levels when additional units arrive.
152	Return details of the imported invoice	Chi tiết trả lại hóa đơn đã nhập khẩu	Recording and reviewing the specifics of received shipments.
153	Import success confirmation	Xác nhận thành công nhập khẩu	Verifying that a new stock entry has been added successfully.
	Policy		
154	Loss of properties	Mất mát tài sản	A policy stating the facility is not responsible for lost items.
155	No use of alcoholic drinks	Cấm sử dụng đồ uống có cồn	Prohibition of alcohol on the premises.
156	Damage properties	Hư hỏng tài sản	Rules against vandalizing or misusing facility equipment and spaces.
157	No weapons and fireworks	Cấm vũ khí và pháo	Banning dangerous items to ensure safety.
158	No drugs	Cấm ma túy	Strict prohibition of illegal substances.

159	Not hold responsible for any injuries/accident	Không chịu trách nhiệm về bất kỳ chấn thương/ tai nạn nào	A liability waiver stating the facility is not accountable for injuries.
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Business model

A. Business Model by Natural Language

1. Object & Scope

a. Object

- This is a desktop-based application for managing mini football field complex.

b. Scope

Application type: Desktop Based (Business Management Software)

- User: Only staff could use:

- Receptionist
- Staff
- Yard manager

- Function:

- Booking
- Update used item of the rental session
- Customer paying
- Goods importing

2. User & function (Who, what to do)

- Receptionist:

- Book field(s) on the site customers (with the requirement of the customer)
- Cancel booking (with the requirement of the customer)
- Check in (with the requirement of the customer)
- Check out (with the requirement of the customer)
- Process the payment (with the requirement of the customer)

- Canteen Staff:

- Manage order information: add, delete, edit (with the requirement of the customer)

- Yard manager:

- Manage goods information: add, delete, edit (with the requirement of the provider)

3. How function work

- *Booking:* A customer comes to book a mini football field

→ A staff selects the booking function

→ The system displays the interface to find an empty court according to the time slot

→ The staff enters the time slot + select the type of court as requested by the customer + click search

→ The system displays a list of available courts according to the selected time slot

- Clicks on a court
- The system displays an interface to fill in customer information
- The staff enters customer's name and search
- The system displays a list of customers whose names contains the entered keyword
 - Clicks on the correct customer name with the current customer
 - If the customer first comes to book a court, must add a new one
- The system displays the interface to enter the time period of the start date, end date of the booking (preferred to book by quarter)
- Clicks confirm
- The system displays a booking slip with full customer information, booking information, booking price, booking time slot, total number sessions according to the selected time, the estimated total amount and the deposit amount
- Clicks confirm
- The system prints the booking slip and updates it to the database.

- *Update used items of the rental session:* When the customer arrives to receive the court and return the court for that session, the staff selects the menu to find the booking ticket by the customer's name
 - Enter the customer's name + click search
 - The system displays a list of customers with the name entered
 - Selects the correct customer name with the current customer information
 - The system displays a list of orders that the customer is booking
 - Clicks on the checkout button rental session 1 booking ticket
 - The system displays an interface to enter the court reception time, return time, and rent (early payment will not be reduced, but late payment will be charged more)
 - + Repeat the following steps until the list of food products that customers have used during the rental sessions: Click more items used
 - The interface to search for goods by name appears
 - Enters the name of the goods and search

→ The interface for the list of goods with the name entered appears
→ Clicks on 1 item
→ The interface to enter the quantity appears
→ Enters and confirms
→ The used item information is added to the list of used items of the session -
> The last line is the total amount of customers
→ Clicks to confirm
→ The system updates to the database (no payment required).

- *Customer paying:* When a customer comes to pay, a staff selects the menu to find the booking slip by the customer's name
 - Enter the customer's name + click search
 - The system displays a list of customers have the name just entered
 - Selects the correct customer name with the current customer information
 - The system displays a list of booking tickets that the customer is booking
 - Clicks on the payment button for 1 booking ticket
 - The system displays the invoice full customer information
 - 1 list of food and beverage products that the customer has used during the rental sessions as described above
 - The last line is the total amount paid
 - if the customer complains about a change in the quantity or information about used items, the staff must change, update the detailed list in the corresponding invoice
 - Clicks confirm
 - The system updates to the database.

- *Goods importing:* A staff selects the import menu when import goods from a provider
 - The import page appears with a box to search for provider by name
 - The staff enters a name + clicks to search

- The system displays a list of the providers whose name contains the entered keyword
- Clicks on the currently imported provider
 - if the provider is new, add a new one
- Repeat the following steps for all imported goods: clicks to search for goods by name
- Enter name + click search
- The system displays a list of the goods whose name contains the name just entered
- The staff selects the name of the goods in the list of available goods
 - if the goods are new, choose to add new + Enter the unit price and quantity
- That item will be added to the list of imported goods of the invoice
- Repeat until all the imported goods are finished, submit
- Successful import report and print the imported invoice as described.

4. Object related in application

- Football field complex: name, address, description.
- Court: name, description, price.
- Customer: name, address, phone, email, note.
- User: name, username, password, role, note.
- Voucher: id, date, owner's information, customer's information, court's information, rental price per session, rental time slot of the week, start date, end date, total expected rent
- Invoice/ bill for customer:
 - Receptionist information: name, role
 - Customer information: name, address, phone, email
 - Court information: id, number of courts, price
 - List of used items: item's name, quantity, price.
- Invoice for provider:
 - Provider information: name, address, phone, email, deposit
 - List of used items: item's name, quantity, price.
- Item: id, name, quantity, price, provider.

5. Relationship

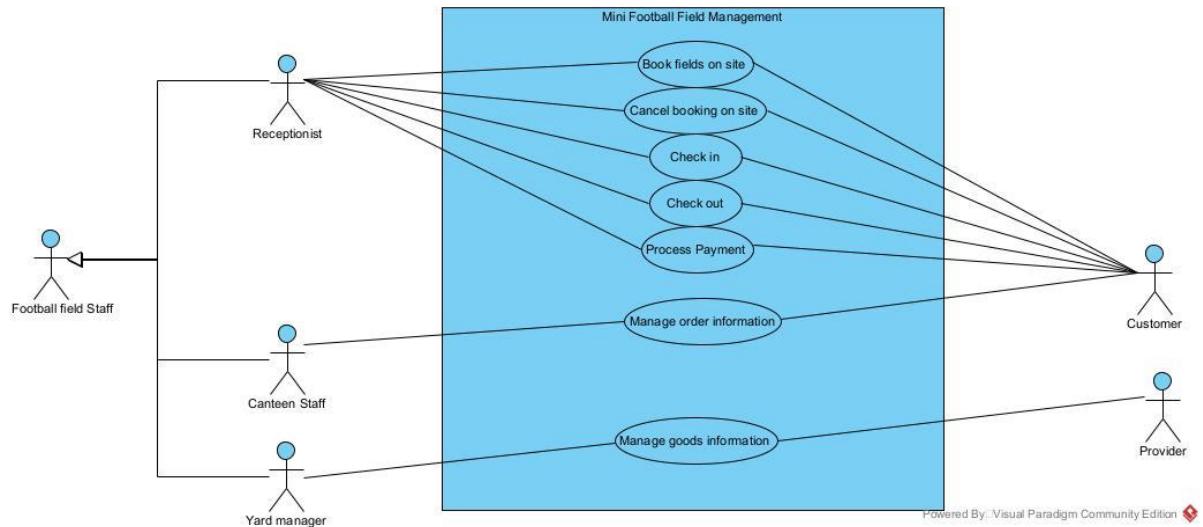
- A complex has many courts. A court belongs to a complex.
- A court could be booked by many customers in different periods.
- A customer could book many courts in different periods and could also book many courts at the same time.

- 2 or 4 courts could be combined into a bigger court if those courts are adjacent.
- When making a contract to rent a court, the customer receives a voucher. A voucher is received by a customer.
- An invoice for the customer is generated when booking. An invoice for the customer may contain many items. An item may be contained in many invoices.
- An invoice for the provider contains many items. An item may be contained by many invoices for the provider.

B. Business Model by UML

1. Description in UML

- General Use Case of the input Q2 (Who? What to do?):



2. Describe Use Case

- Book fields on site: This Use Case enables the Receptionist to book fields on site with the requirement of the Customer.
- Cancel booking on site: This Use Case enables the Receptionist to cancel a booking on site with the requirement of the Customer.
- Check in: This Use Case enables the Receptionist to check in with the requirement of the Customer.
- Check out: This Use Case enables the Receptionist to check out with the requirement of the Customer.
- Process Payment: This Use Case enables the Receptionist to process the payment with the requirement of the Customer.
- Manage order information: This Use Case enables the Canteen Staff to add, delete, edit order with the requirement of the Customer.
- Manage goods information: This Use Case enables the Yard Manager to add, delete, edit goods information with the requirement of the Provider.