Product Proposal: TPM-Theme Park Manager

Team Green Screen

Team Leader: Nhat Tu Nguyen

Team Members:

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Product Name: TPM - Theme Park Manager

I. Value and Vision:

1. Value:

a. *Efficiency & Precision*: Theme Park Manager streamlines the hiring and management of staff, reducing errors and saving time. From job postings to onboarding, it ensures theme parks are equipped with the right talent promptly.

> (*Theme Park Manager makes hiring and managing staff faster and with fewer mistakes. - It's like a tool that helps parks find and manage their workers quickly and correctly.*)

b. *Scalable Solution*: Built to accommodate varying needs, our platform seamlessly handles seasonal shifts, growth phases, and special events, ensuring parks can operate without administrative hindrance.

> (*No matter how big or busy the park gets, the software can handle it. - Think of it as a stretchy band. No matter how much you pull (or how much the park grows), it won't break.*)

2. Vision:

a. *Benchmark in Theme Park Management*: We aim for Theme Park Manager to be the go-to software for parks globally, setting the industry standard in operational excellence.

(We want Theme Park Manager to be the best and most used software for all theme parks. - We hope every theme park thinks of our tool first when they need help with staff.)

b. ***Innovative & Adaptable***: With an eye on the ever-evolving entertainment landscape, our goal is to keep integrating cutting-edge features, ensuring parks stay ahead of the curve in management practices.

(We plan to keep adding new, cool features and change as the needs of theme parks change. - Imagine a smartphone that keeps getting updates to stay modern. We want our tool to be like that for parks.)

II. User Types and Responsibilities:

1. **Park Director (Root Admin):** The highest level of access, typically held by the theme park's management team or director. They oversee the entire park operations and have unrestricted access to all features and data.

   Permissions:

   - Full control over all aspects of the application.
   - Can create, modify, and delete accounts of all other user roles.
   - Access to system configuration and settings.
   - Ability to view, modify, and delete any data.

- Manage system-wide settings and configurations.

- Overview of all park zones, schedules, and activities.

2. **Zone Manager (Admin):** Managers in charge of specific zones or sections of the theme park. They are responsible for the daily operations, staff, and attractions within their zones.

Permissions:

- Manage staff profiles within their zone, including creating, updating, or deactivating accounts excluding the root admin.

- Assign and modify schedules for their respective zones.

- View zone-specific reports and analytics.

- Handle issues or complaints within their zone.

- Manage maintenance schedules for rides and attractions.

- Ensure safety protocols are followed.

3. **Attraction Operator (Private User):** Staff members who operate the rides, games, and attractions. They have access to their work schedules, maintenance reports, and safety checklists.

Permissions:

- View personal profile.

- Access to personal schedule and tasks.

- Report technical or safety issues.

- Submit requests for time off or changes in schedule.

- View maintenance and safety records for their respective attractions.

4. **Guest Services Representative (Private User):** Staff members in customer-facing roles, such as ticketing, information desks, and guest relations. They have access to guest-related information, ticketing data, and park events.

   Permissions:

- Create and manage guest issues or complaints.

- View and update event schedules or park news.

- Access to ticketing systems.

- Communicate with Zone Managers or Attraction Operators regarding guest queries.

- Access to guest feedback and review systems.

5. **Customers (Public):** Customers are able to view publicly available information on private user's created virtual parks. Public users will need the link to a specific virtual theme park in order to view its public data.

   Permissions:

- View maps created by zone managers

- Look at information and data made by zone managers

- Make and view reviews made by customers

III. Features (Phase 1):

A. Low to medium complexity:

1. Quy Luyt Tran: Job Posting & Candidate Management

1.1. Description:

- Create and advertise job positions: Managers can easily create job listings and distribute them through various channels, including the company website and job boards.

- Track and manage applications: A centralized system for reviewing applications, scheduling interviews, and tracking candidate progress.

1.2. Complexity:

- Integration with Various Platforms: Advertising job positions across different channels can require multiple integrations.

- Variety of User Roles: Managers, HR, interviewers, and applicants might interact with the system, necessitating varying user permissions and interfaces

- Volume of Data: Handling numerous job applications means managing and processing a large volume of data, especially if the system gains traction

- Security and Privacy: Protecting candidate information is paramount. Compliance with regulations like GDPR may be necessary.

1.3. Plan to implement:

➢ Preparation:

■ Needs Analysis: Speak to HR and managers to understand what they want in a job posting and candidate management tool.

■ Research Platforms: Identify the main job boards where we want to post, like LinkedIn and Indeed.

➢ Design:

■ Sketch the Interface: Draw out basic screens for creating job posts and managing candidates.

■ User Roles: Define simple roles like 'Manager' and 'HR'.

➢ Build:

■ Job Posting:

● Form: Create a simple form where job details can be added.

● Sharing Tool: Add buttons to share the job to LinkedIn, Indeed, etc.

■ Candidate Management:

● Applications List: Show a list of candidates who applied.

● Status Update: Allow HR to update each candidate's status (e.g., "Interviewed", "Rejected").

➢ Test:

■ Trial: Let a small group use the tool and gather feedback.

■ Fix Issues: Make any necessary tweaks based on feedback.

➢ Launch & Train:

■ Go Live: Make the tool available to all managers and HR.

■ Quick Guide: Create a short guide on how to use the tool.

➢ Feedback & Iterate:

■ Feedback Collection: Continually ask users about their experience.

■ Make Improvements: Update the tool based on the feedback received.

2. Toan Phong Truong: Interview Scheduler

○ Set interview dates with candidates: Streamline the interview scheduling process with automated notifications to interviewers and candidates.

○ Staff can ask for days off, and the manager can approve or deny requests: A simple request and approval system for time-off requests.

3. Kameron Ferrer: Hiring & Contract Management (Quy Luyt Tran)

○ Generate, store, and manage employee contracts: Create and store employment contracts with automated reminders for contract renewals.

○ Track contract expiration and renewals: Managers are notified when contracts are approaching expiration, ensuring timely renewals.

4. Nhat Tu Nguyen: Onboarding Platform

- Assign and monitor onboarding tasks for new hires: New employees will receive a customized checklist of tasks to complete during their onboarding process. Managers can track their progress.
- Store and access important onboarding documents: Store documents like employee handbooks, training materials, and safety guidelines for easy access.

5. Shane Kerr: Show Times and Event Calendar(Implement in Attractions Manager feature)

- A list that shows the times and events occurring that day. Also has a list of wait times for attractions.

B. Medium to high complexity:

6. Nhat Tu Nguyen: Termination Workflow

- Handle employee exit formalities: Streamlined process for managing exit interviews, return of company property, and finalizing paperwork.
- Archive employee data post-termination: Securely store terminated employee records for compliance and reference.

7. Quy Luyt Tran: Dynamic Scheduling System(Implement in employee Management Feature)

- Create and modify staffing schedules: Managers can create schedules based on employee availability and skills, with options for adjustments.

- Handle time-off requests and availability input: Employees can request time off, and managers can easily incorporate these requests into the schedule.

- Track attendance and generate timecards: Automatically track attendance, making it easier to generate accurate timecards for payroll purposes.

8. Toan Phong Truong: Training & Development Platform

- List available training programs: A catalog of available training programs, including e-learning modules and in-person workshops.

- Allow employees to sign up and track progress: Employees can enroll in courses, track their progress, and receive certificates upon completion.

9. Shane Kerr: Shift Swap & Attendance Automation

- Allows employees to request and approve shift swaps: Simplify the process of shift exchanges between employees.

- Automate attendance tracking using AI: Use AI-based facial recognition or geolocation to automate attendance records.

10. Kameron Ferrer: Performance Review Portal (Nhat Tu Nguyen)

- ○ Set performance review dates and reminders: Automated reminders for managers and employees to conduct performance reviews.

- ○ Allow managers to input and store review data: A secure database for storing performance review feedback.

- ○ Allow employees to view their performance feedback: Employees can access their performance history and feedback.

IV. Features (Phase 2):

11. Kameron Ferrer: Advanced Analytics & Reporting (Shane)

Insights on staffing trends, high-performing employees, etc.: Provide management with actionable insights derived from employee data. - Generate detailed reports for management review: Create customizable reports to evaluate key performance metrics.

12. Quy Luyt Tran: Task Manager(Final)

- ● Create a simple list where everyone can see and check off tasks that need to be done, promoting task transparency and accountability.

- ● Assign tasks to employees or teams.

- ● Checklist functionalities for opening and closing procedures.

- ● A system to report maintenance issues or safety concerns.

13. Shane Kerr: Map Manager(Final)

- A map that can show the capacity of customer, position and who is currently working in a specific location. Customers should not upload their own map. They should alter an existing map provided by the theme park because then any changes to the theme park will reflect to all users.)

14. Toan Phong Truong: Lost & Found Management(Final)

- Input lost items with descriptions and pictures.
- Notify employees across the park about high-priority lost items, like medication or identification.

15. Nhat Nguyen: Customer-Employee Chat

- Enables visitors and customers to connect with park employees in real-time through a chat interface on a mobile app or website.
- Used for a variety of purposes, such as answering questions, providing assistance, and addressing concerns, ultimately improving the overall visitor experience.