** MINISTRY OF EDUCATION AND TRAINING**

**FPT UNIVERSITY**

Capstone Project Document

Capstone Project

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| --- | --- |
| **Group 1** | |
| **Group member** |  |
| **Supervisor** |  |
| **Ext. Supervisor** |  |
| **Capstone Project code** |  |

-Ho Chi Minh City, 09/2013-

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# Report No. 1 Introduction

## Project Information

* Project name:
* Project Code:
* Product Type:
* Start Date:
* End Date:

## Introduction

**Business outline:**

Football Pitches Booking is a B2B2C website that allows customers to place booking online. At the same time, it helps the stadium owners with advertising football stadiums, hiring and managing reservation. In addition, the website enables its admin to manage information of those customers and stadium owners.

**Limitation of existing system:**

For customers: Existing system just provides customers with address and contact information of stadium owners, then customers have to contact with the stadium owner to book space. They have to call each stadium owner individually to check whether the field is available or not. Moreover, the current system does not have either functions to make statistics of customers' habits or some smart functions like offering options/suggestion to customers, which is time-consuming and inconvenient to customers.

For the stadium owners, sometimes they make mistakes in management such as duplicate reservation, which leads to bad result: they could lose their customers as well as profit. Beside the management is executed manually, they do not have tools to optimize the timing to utilize the fields, this has bad impact on profit. Sometimes customers cancel their reservation, the stadium owners will suffer the loss. Apart from cancellation, the website does not have functions to create events to appeal customers to take part in.

For the Web masters, the shortage of functions of the website is the obstacle to persuade stadium owners to pay for the services.

**Benefit:**

Football Pitches Booking makes the reservation easier and save time for customers. Once they have booked, they don’t have to worry there will be a duplicate reservation caused by stadium owners' mistake. The website's smart functions help users to find the appropriate field by comparing distance from customers' position to stadium, comparing price among stadiums. The benefits to customers are saving time, getting more information and enjoying discount or voucher from the stadium owners.

This system helps stadium owner to manage their field easily. The automatic system helps to prevent the risk of duplicate booking and to minimize the loss caused by reservation cancellation. The self-arrangement and self-timing offered to customers make the utilisation of field possible, reduce the dead time and increase profit for the stadium owners. Furthermore, stadium owners can use the website as a channel to advertise their services as well as communicate with their customers; hence, they can win more customers and gain more prestige through rating-feedback functions.

For the webmaster, with many smart and outstanding functions of the new system, they have more chances to increase the profit by attracting stadium owners to use this service.

## Role and Responsibility

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Full Name** | **Role** | **Position** | **Contact** |
|  |  |  |  |  |
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Table 1: Roles and Responsibility

## Report No.2: Project Management Plan (PMP)

##### 2.1. Problem Definition

**2.1.1. Name of this CapStone Project**

Football Pitches Booking

**2.1.2. Problem Abstract**

**2.1.3. Project Overview**

**2.1.3.1. The Current System**

*For customer:*

*- Customer just booking pitch at only one stadium*

*- Customer must contact stadium owner to know stadium status and booking pitch*

*- No suggestion for customer*

*For stadium owner:*

*- Not utilize in filling uptime of pitches*

*- Duplicate reservation at the same time by owner’s mistake*

*- Loss profit from customer cancel reservation*

**2.1.3.2. The Proposed System**

*For customer:*

*- Customer can booking pitches at many stadium*

*- Know free time of pitches to book*

*- Suggestion stadiums based on customer’s habit*

*- Find stadiums near customer’s place or any place*

*- Getting information about each stadiums, rate and feedback it*

*- Compare between stadiums*

*- Promote/voucher for membership from stadiums*

*- Don’t worry about duplicate reservation at the same time*

*- Join events of stadiums*

*For stadium owner:*

*- Easy to advertise their stadiums*

*- Increase profit by more customer booking*

*- Optimize and utilize fill uptime of pitches*

*- Don’t worry about duplication reservation by their mistake*

*- Create promote/event for customer*

*- Create voucher for membership*

*- Know feedback from customer to decrease disadvantage and increase advantage*

*- Don’t care about maintaining system*

*For web master:*

*- Easy to management*

*- Profit from advertising*

**2.1.3.3. Boundaries of the System**

**2.1.3.4. Development Environment**

*- Website on server*

*- Based on browsers: Firefox/IE/Chrome/...*

##### 2.2. Project organization

**2.2.1. System Process Model**

*- Waterfall*

**2.2.2. Roles and Responsibilities**

###### **2.2.3. Tools and Techniques**