

Vision and Scope Document

for

Soccer Field Booking System (SFBS)

Friday, 10th June 2021

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1. Business Requirements

1.1. Background

Soccer lovers who love to play in a soccer field in the city of Ho Chi Minh found it is hard to find a place for the whole team to play a match. It took about 2 days average to find an appropriate field and half a day to book without any difficulties. From this point, we will call a soccer lover who wants to book a field “a customer/customers”. Customers don’t always get the selections because it depends on who books the fields first will get it first and it usually runs out of services quickly. Sometimes people arrive on time but they do not get what bookes previously. Sometimes what they got is completely different from what they booked. These same issues apply to additional services like changing rooms, food, soccer shoes, This leads to chaos and disturbances every single time people need to book a soccer fields.

1.2. Business Opportunity

Many field owners have requested a system that would permit customers and users to book a filed easier and more flexible, also they can contact with field owners for more details. This system is considered to save both owners and customers time, and it would increase the chance of their getting the fields they prefer. Knowing what kind of fields customers want in advance would reduce wasting time and would improve the efficiency of making services. The future ability for the field owners to manage the bookings would make a wide range of choices available to customers and provide the possibility of cost savings for running the system.

1.3. Business Objectives

BO-1: Reduce the cost of running soocer field by 40% within 6 months following initial release.

Scale: Cost of the amount of bookings by customers

Meter: Examination of Bookings Inventory System logs

Past: 33% (2013, initial study)

Goal: Less than 20%

Stretch: Less than 15%

BO-2: Reduce field operating costs by 15% within 12 months following initial release.

BO-3: Increase average effective work time by 15 minutes per staff on-site within 6 months following initial release.

1.4. Success Metrics

SM-1: 75% of customers who used the soccer field at least 3 times per week during Q3 2022 use the SFBS at least once a week within 6 months following initial release.

SM-2: The average rating on the quarterly soccer field satisfaction survey increases by 0.5 on a scale of 1 to 6 from the Q3 2013 rating within 3 months following initial release and by 1.0 within 12 months.

1.5. Vision Statement

For people who want to book the soccer field from the system online right away, the Soccer Field Booking System is an Internet-based website that will accept individual or group orders, process payments, and trigger the available in a mean time, which means you are able to know which field is available at the moment or on the time you need it. Unlike the current traditonal booking, which you have to call to make a reservation, customers who use this SFBS will not have to go to the field to make a reservation, which will save them time and will increase the choices available to them.

1.6 Business risks

RI-1: Too few people might use the system, reducing the return on investment from the system development and the changes in booking fields operating procedures. (Probability = 0.3; Impact = 9)

RI-2: Local fieds owners might not agree to share their benefits with the third-party company, which means it could be hard for people to get the access to the system and reduce custmers satisfaction with the system system and possibly their usage of it. (Probability = 0.3; Impact = 3)

RI-3: Sufficient booking capacity might not be available, which means that employees would not always get the right requests on time and could not always request the bookings for the desired times. (Probability = 0.5; Impact = 6).

1.7 Business Assumptions and Dependencies

AS-1: Systems with appropriate user interfaces will be available for managers to process the expected volume of bookings ordered.

AS-2: The confirmation code or messages will be available to customers who have just booked within 15 minutes of the requested booking time.

DE-1: If a field has its own on-line booking system, the Soccer Filed Booking System must be able to communicate with it bi-directionally.

2. Scope and Limitations

2.1. Major Features

FE-1: Book the field and pay for the reservation online immediately.

FE-2: Book the field and pay for the reservation later by cash.

FE-3: Create, view, modify, and cancel booking subscriptions or daily special discount deals.

FE-4: Create, view, modify, delete, and archive the available fields.

FE-5: Create additional options like utilities or detailed information about the fields.

FE-6: Provide system access through the internet, smartphone, tablet, and outside Internet access by authorized managers.

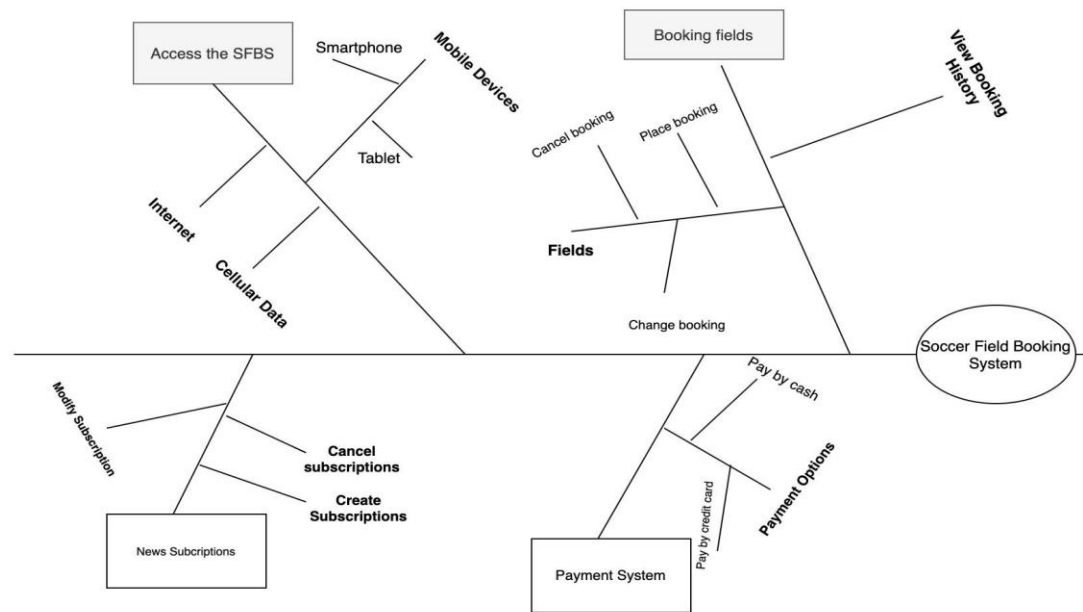


FIGURE 1. Partial feature tree for the Soccer Field Booking System

2.2. Scope of Initial and Subsequent Releases

Feature	Release 1	Release 2	Release 3
FE-1, Booking field from the booking system	Fields from lists only, reservation must be paid full before the match	Accept credit and later cash payments	Accept booking reservations from morning to evening
FE-2, Booking in other cities outside Ho Chi Minh City	Not implemented	Booking in Ho Chi Minh City	Fully implemented
FE-3, News subscriptions	Not implemented	Implemented if time permits	Fully implemented

FE-4, Menus	Create and view menus	Modify, delete, and archives	
FE-5, Additional options	Not implemented	Fully implemented	
FE-6, System access	Must be connected with Internet	iOS and Android phone or PC.	Fully implemented

2.3 Limitations and Exclusions

LI-1: Some fields that are shown available may not be synchronized automatically with demands. Sometimes people will find it “Available” but it is not. Because the managers do not get the track of fields on time.

LI-2: The SFBS shall be used only for the soccer fields in Ho Chi Minh City.

3. Business Context

3.1. Stakeholder Profiles

Stakeholder	Major Value	Attitudes	Major Interests	Constraints
Corporate Management	Improved field managers productivity; cost savings for running fields	Strong commitment through release 2; support for release 3 contingent on earlier results	Cost and employee time savings must exceed development and usage costs	None identified
Field Staffs	More efficient use of staff time throughout the day; higher customer satisfaction	Concern about union relationships and possible downsizing; otherwise receptive	Job preservation	Training for staff in Internet usage needed; or working with the system
Payroll Department	No benefit; needs to set up payroll deduction registration scheme	Not happy about the software work needed, but recognizes the value to the company and staffs	Minimal changes in current payroll applications	No resources yet committed to make software changes

Field Managers	Increased productivity; marketing exposure to generate new customers	Receptive but cautious	Minimal new technology needed; concern about resources and costs running the system	Might not have staff and capacity to handle booking levels; might not have all fields available online
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3.2 Project Priorities

Dimension	Constraint	Driver	Degree of Freedom
Features	All features scheduled for release 1.0 must be fully operational		
Quality	95% of user acceptance tests must pass; all security tests must pass		
Schedule			release 1 planned to be available by end of Q1 of next year, release 2 by end of Q2; overrun of up to 2 weeks acceptable without sponsor review
Cost			budget overrun up to 15% acceptable without sponsor review
Staff		team size is half-time project manager, half-time BA, 3 developers, and 1 tester; additional developer and half-time tester available if necessary	

3.2. Deployment Considerations

The website will need to be regularly updated. Websites will have to be developed for iOS and Android smartphones and tablets as part of the second release, with corresponding web for Windows Phone and tablets to follow for the third release. Any corresponding infrastructure changes must be in place at the time of the second release. Videos no more than five minutes in length shall be developed to train users in the Internet-based of SFBS.