

## ABC City

### System Service Request

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**Requested By:** Abid Rana

**Date:** February 3, 2022

**Department:** Parks and Recreation Department

**Location:** 123 City Hall

**Contact** Email: [arana@georgebrown.ca](mailto:arana@georgebrown.ca) Tel: 416-415-5000 X6331

TYPE OF REQUEST	URGENCY
<input checked="" type="checkbox"/> New System	<input type="checkbox"/> Immediate – Operations are impaired or Lost
<input type="checkbox"/> System Enhancement	<input type="checkbox"/> Problems Exist, but can be worked around
<input type="checkbox"/> System Error Correction	<input checked="" type="checkbox"/> Business losses can be tolerated until new system is installed

### PROBLEM STATEMENT

ABC City is a growing suburban city located close to the Greater Toronto Area and has seen a lot of new development and subsequent population growth in recent years. The city currently has 73 public parks and facilities that provide sports and recreational facilities for its citizens. The department currently does not have any sophisticated software system to support its day to day activities. With the growth in city's population over the last few years, the budget and scope of the Parks department has increased manifold. We have built many new parks and recreational facilities, hired many new staff members, and bought a lot of new

maintenance equipment and vehicles. Currently there is no singular software system to store information and process data and most of the things are being done manually on paper or through word editors and spreadsheets.

## **SERVICE REQUEST**

I request a thorough analysis of our current business operations with the intent to design and build a brand new software system. The department would make sure to make any staff members available for interviewing for information and requirements collection purposes. The system should be able to manage our department's routine business activities including maintenance activities, staff, vehicle and equipment scheduling. The system should also contain a web portal for our citizens which would provide them basic information about our parks and facilities, the public should also be able to sign up for a newsletter containing latest information about parks and book various facilities for recreational and sports purposes

**IS LIAISON** Abid Rana

**SPONSOR** John Doe, Mayor , ABC City

----- TO BE COMPLETE BY SYSTEMS PRIORITY BOARD -----

[     ] Request Approved                      Assigned To: \_\_\_\_\_

[     ] Recommend Revision                      Start Date: \_\_\_\_\_

[     ] Suggest user development

[     ] Reject for reason

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