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| **Items** | **Project Objectives** | **Current Situation** | **Gap between existing and new situations** | **Desired State** |
| Programs | Build a website for Xtreme wellness gym that would provide trainings on various workout routines. | Customers are able to walk into the gym and have trainings from the gym instructors | Customers should be able to join training sessions from the comfort of their homes. | Have an online platform that provides a wider reach for customers to choose from the different training programs. |
| Schedule | Build a website with functionalities for customers to schedule gym sessions | Customers are able to call or have face to face enquires, and book for gym sessions. | The ability to have gym sessions on the website based on the availability. | Create a website that allows customers to book gym sessions online. |
| Subscriptions | Build a website with the ability to manage customers subscription monthly, quarterly and annually. | Customers pay their subscription fees at the gym | Ability to pay for a membership subscription on the website | Customers can subscribe on the website and view their subscription status |
| Activity Log | Build a website with the ability to track customers activities when they sign in and out of gym sessions | Customers sign physically in and out of the gym | Ability to keep track of their activity logs online | Create a better customer experience to keep track of their activity logs |
| Health Profile | Build a website with a functionality for customers to input their health profile after registration | Customers fill the health profile form at the gym after registration | Ability to input health profile online after registration | Creating an online platform for ease of management of customer health records |