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CTIS 345

Professor Rob Whitnell

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**Airport Parking 4-7**

**One-time customer:**

***Main Story:***

*As a one-time customer, I want to be able to find a parking spot easily by using the online system prior to getting to the airport so that I can make my flight with minimum delays.*

* Obtain parking ticket on app
* Pay on app to exit parking lot
* Find available parking online prior to arriving at airport

**Long-term customer:**

***Main Story:***

*As a long-term customer,I want to be able to renew my long-term parking contract online, which will allow me to avoid having to make a trip to the parking facility for renewal, in order to save a significant amount of travel time.*

* Renew Contract online
* Save payment information on app
* Reserve parking spot on app

As a long-term customer,I want to be able to renew my long-term parking contract online, which will allow me to avoid having to make a trip to the parking facility for renewal, in order to save a significant amount of travel time.

**Parking Facility:**

***Main Story:***

*As a facility representative, I want to be able to utilize a system that efficiently tracks each vehicle in each spot with a camera, in order to maintain security and accurate available parking spaces, so that customers are able to come in and out easier.*

* Monitor parked cars and available spaces
* Automate all payments
* Assign/Update parking information through app

Changes/ Adjustments: Changes that I would suggest to streamline the business process would be building and providing an app that allows all users access to parking options. Options that allow reserving parking prior to arrival and paying would reduce long lines at the exit booth.

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**FFYAM 4-9**

**Organization FFYAM**

**Main Story:**

*As a training provider, I want my app to work and function in a manner that allows anyone registering for classes to be fast, specific, and user friendly so that participants can feel assured that their application will be considered.*

**Applicants/Assistant**

**Main story:**

*As someone that is applying for courses, I want the app to take in all the information needed so that I can be considered and possibly offered a spot on the limited space program.*

* Easy to use system
* Quick and efficient
* Able to move around without issues

**Instructor**

**Main Story:**

*As an instructor of the courses, I want to input grades and progression of any of my students so that anyone that wants to see their grade breakdown can see it and have access to it at any time.*

* Able to view grades
* Able to see all students
* Can navigate back to student page without issues

**VP of Quality/Analyst**

**Main story:**

*As the VP of Quality/analyst, I want to be able to see what the grades of students in the courses are so that I may do what is needed such as conduct an investigation or contact the instructor in case of mistakes.*

* Able to manage and analyze aspects of it all
* Able to quality control elements without running into issues
* UI is simple to read

Changes/ Adjustments:Changes to the Business Process that I would recommend is avoiding the 1-800 number in total. Why is it that the applicants have to go through the process of calling the 1-800 number to store special requests. I feel like you should eliminate the middleman and directly link the app with special requests.