**<Project Name>**

**Vision**

**Version <1.0>**

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**Revision History**

|  |  |  |  |
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**Vision**

1. **Introduction**

La peluquería es el establecimiento en el cual las personas asisten para cortar y dar nuevos estilos a su cabello. Se realizan diferentes tratamientos ligados a este con el fin de satisfacer las necesidades que el usuario necesite con respecto a sus gustos.

Pero dentro de las peluquerías, los usuarios tienden a esperar mucho, por lo que se genera un tiempo de espera más largo de lo que en realidad toma el servicio del corte pelo, por lo que se necesitan sistemas que tomen hora para organizar a los clientes de las diferentes peluquerías.

Este documento tiene el fin de dar a conocer la problemática de la peluquería en la cual se trabajará, esta consiste en digitalizar los procesos internos de este. Actualmente los procesos ligados a la atención y administración de la peluquería se realizan de manera manual, sin ningún método tecnológico que aumentar la eficiencia de los procesos.

Para resolver la necesidad de la peluquería en digitalizar sus procesos se realizará un proyecto el cual va a consistir en la creación de una web-app para poder realizar los procesos internos de la peluquería de una manera eficiente. Esta va a consistir en una mejora de la administración de la peluquería como también una mejor organización de los horarios de atención y los distintos tipos de reserva de hora que existirán con los distintos métodos de pago que ayudarán a brindar mayor seguridad y mejor servicio al cliente.

* 1. **Overview**

*[This subsection describes what the rest of the* ***Vision*** *document contains and explains how the document is organized.]*

1. **Positioning**
   1. **Business Opportunity**

*[Briefly describe the business opportunity being met by this project.]*

* 1. **Problem Statement**

*[Provide a statement summarizing the problem being solved by this project. The following format may be used:]*

|  |  |
| --- | --- |
| The problem of | *[describe the problem]* |
| affects | *[the stakeholders affected by the problem]* |
| the impact of which is | *[what is the impact of the problem?]* |
| a successful solution would be | *[list some key benefits of a successful solution]* |

* 1. **Product Position Statement**

*[Provide an overall statement summarizing, at the highest level, the unique position the product intends to fill in the marketplace. The following format may be used:]*

|  |  |
| --- | --- |
| For | *[target customer]* |
| Who | *[statement of the need or opportunity]* |
| The (product name) | *is a [product category]* |
| That | *[statement of key benefit; that is, the compelling reason to buy]* |
| Unlike | *[primary competitive alternative]* |
| Our product | *[statement of primary differentiation]* |

*[A product position statement communicates the intent of the application and the importance of the project to all concerned personnel.]*

1. **Stakeholder and User Descriptions**

Los principales stakeholders de esta peluquería son los dueños y los principales usuarios son clientes frecuentes de esta peluquería y los peluqueros, mediante el proyecto se realizará de forma más ágil la reserva de hora para usuarios y administración para los dueños.

*[To effectively provide products and services that meet your stakeholders’ and users' real needs, it is necessary to identify and involve all of the stakeholders as part of the Requirements Modeling process. You must also identify the users of the system and ensure that the stakeholder community adequately represents them. This section provides a profile of the stakeholders and users involved in the project, and the key problems that they perceive to be addressed by the proposed solution. It does not describe their specific requests or requirements as these are captured in a separate stakeholder requests artifact. Instead, it provides the background and justification for why the requirements are needed.]*

* 1. **Stakeholder Summary**

*[There are a number of stakeholders with an interest in the development and not all of them are end users. Present a summary list of these non-user stakeholders. (The users are summarized in section 3.3.)]*

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| *[Name the stakeholder type.]*  Francisco Leiva  Alejandra | *[Briefly describe the stakeholder.]*  Dueño de la peluquería  Dueña de la peluquería | *[Summarize the stakeholder’s key responsibilities with regard to the system being developed; that is, their interest as a stakeholder. For example, this stakeholder:*   * *ensures that the system will be maintainable* * *ensures that there will be a market demand for the product’s features* * *monitors the project’s progress* * *approves funding* * *and so forth]*   -Financiamiento de Proyecto  -Monitor de progreso en proyecto  -Web-App Estable |

* 1. **User Summary**

*[Present a summary list of all identified users.]*

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| *[Name the user type.*  Clientes  Francisco Leiva  Alejandra | *[Briefly describe what they represent with respect to the system.]*  Usuarios directos de la página web.  Dueño de la peluquería, usuario de la página web para ver horas agendadas.  Dueña de la peluquería, usuaria de la página web para ver horas agendadas. | *[List the user’s key responsibilities with regard to the system being developed; for example:*   * *captures details* * *produces reports* * *coordinates work* * *and so on]*   Dar una valoración del proyecto  -Dar una valoración del proyecto  -Coordinar el trabajo  -Dar una valoración del proyecto  -Coordinar el trabajo | *[If the user is not directly represented, identify which stakeholder is responsible for representing the user’s interest.]*  Dueños de la peluquería:  -Francisco Leiva  -Alejandra |

* 1. **User Environment**

*[Detail the working environment of the target user. Here are some suggestions:*

* *Number of people involved in completing the task? Is this changing?*
* *How long is a task cycle? Amount of time spent in each activity? Is this changing?*
* *Any unique environmental constraints: mobile, outdoors, in-flight, and so on?*
* *Which systems platforms are in use today? Future platforms?*
* *What other applications are in use? Does your application need to integrate with them?*

*This is where extracts from the Business Model could be included to outline the task and roles involved and so on.]*

* El número mínimo de usuarios para que funcione la tarea serán 2, el cliente y el peluquero que son los que tendrán que interactuar. La tarea no cambia a menos que la reserva quede cancelada por el cliente.
* El tiempo de tarea dependerá del servicio que el cliente desee pedir ( tintura, corte, etc.) lo cual es muy cambiante.
* El cliente deberá usar webpay para generar el pago a la peluquería para crear su reserva.

* 1. **Stakeholder Profiles**

*[Describe each stakeholder in the system here by filling in the following table for each stakeholder. Remember that stakeholder types can be as divergent as users, departments, and technical developers. A thorough profile would cover the following topics for each type of stakeholder.]*

* + 1. *<Stakeholder Name>*

|  |  |
| --- | --- |
| **Representative** | *[Who is the stakeholder representative to the project? (Optional if documented elsewhere.) What we want here is names.]* |
| **Description** | *[A brief description of the stakeholder type.]* |
| **Type** | *[Qualify the stakeholder’s expertise, technical background, and degree of sophistication—that is, guru, business, expert, casual user, and so on.]* |
| **Responsibilities** | *[List the stakeholder’s key responsibilities with regard to the system being developed—that is, their interest as a stakeholder.]* |
| **Success Criteria** | *[How does the stakeholder define success?*  *How is the stakeholder rewarded?]* |
| **Involvement** | *[How is the stakeholder involved in the project? Relate where possible to Rational Unified Process roles—that is, Requirements Reviewer and so on.]* |
| **Deliverables** | *[Are there any additional deliverables required by the stakeholder? These could be project deliverables or outputs from the system under development.]* |
| **Comments / Issues** | *[Problems that interfere with success and any other relevant information go here.]* |

* 1. **User Profiles**

*[Describe each unique user of the system here by filling in the following table for each user type. Remember user types can be as divergent as gurus and novices. For example, a guru might need a sophisticated, flexible tool with cross-platform support, while a novice might need a tool that is easy to use and user-friendly. A thorough profile needs to cover the following topics for each type of user.]*

* + 1. *<User Name>*

|  |  |
| --- | --- |
| **Representative** | *[Who is the user representative to the project? (Optional if documented elsewhere.) This often refers to the Stakeholder that represents the set of users, for example, Stakeholder: Stakeholder1.]* |
| **Description** | *[A brief description of the user type.]* |
| **Type** | *[Qualify the user’s expertise, technical background, and degree of sophistication—that is, guru, casual user, and so on.]* |
| **Responsibilities** | *[List the user’s key responsibilities with regard to the system being developed— that is, captures details, produces reports, coordinates work, and so forth.]* |
| **Success Criteria** | *[How does the user define success?*  *How is the user rewarded?]* |
| **Involvement** | *[How is the user involved in the project? Relate where possible to Rational Unified Process roles—that is, Requirements Reviewer, and so on.]* |
| **Deliverables** | *[Are there any deliverables the user produces and, if so, for whom?]* |
| **Comments / Issues** | *[Problems that interfere with success and any other relevant information go here. These would include trends that make the user’s job easier or harder.]* |

* 1. **Key Stakeholder or User Needs**

*[List the key problems with existing solutions as perceived by the stakeholder or user. Clarify the following issues for each problem:*

*• What are the reasons for this problem?*

*• How is it solved now?*

*• What solutions does the stakeholder or user want?]*

*[It is important to understand the* ***relative*** *importance the stakeholder or user places on solving each problem. Ranking and cumulative voting techniques indicate problems that* ***must*** *be solved versus issues they would like addressed.*

*Fill in the following table—if using Rational RequisitePro to capture the Needs, this could be an extract or report from that tool.]*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| Broadcast messages |  |  |  | |  |

* 1. **Alternatives and Competition**

*[Identify alternatives the stakeholder perceives as available. These can include buying a competitor’s product, building a homegrown solution or simply maintaining the status quo. List any known competitive choices that exist or may become available. Include the major strengths and weaknesses of each competitor as perceived by the stakeholder or end user.]<aCompetitor><anotherCompetitor>*

1. **Product Overview**

* **Perspectiva del producto:** Se proyecta implementar un Sistema de información que permita controlar y administrar los procesos internos de una peluquería, los horarios de reserva disponibles dependiendo de los turnos de los trabajadores, además que permita registrar todos los pagos realizados en un historial de clientes el cual estará ligado con cada usuario que esté registrado con una respectivo orden de compra.

* **Funciones del producto:**

***-Gestión de control de horario*:** Se encargará de la distribución de los horarios disponibles de cada empleado para que el cliente pueda realizar la reserva correspondiente.

-Esta función consiste en desplegar los horarios disponibles de los empleados para que los clientes decidan seleccionar el que ellos deseen. Las operaciones a realizar son: registro de horario, búsqueda y filtración por empleado (peluquero), realizar modificación en el registro de horario, eliminar reserva.  
La reserva por parte del cliente deberá abonar con un 20% del total del corte, al finalizar el pedido presencialmente se abonará el 80% faltante. Al finalizar el pago, el empleado deberá seleccionar por medio de la app-web que ha finalizado con la reserva.

***-Gestión de Registro de usuarios:*** Cada cliente deberá registrarse con un usuario y contraseña para poder acceder a las diferentes características del software.

-Esta función consiste en registrar con un usuario único y contraseña para que los clientes puedan acceder a todas las funciones que tendrá el software, de este registro estará ligado con los siguientes datos: Nombre, Apellido, Usuario, contraseña, Dirección de email.

***-Gestión de Reportes:*** Se encargará de realizar reportes semanales con todos los pagos realizados por medio del software, dirigido a los dueños como constancia de los clientes atendidos por medio de la app-web.

-Esta función corresponde a un enviar por vía mail semanalmente, un excel con las reservas realizadas con los respectivos pagos, orden de reserva y usuario.

***-Gestión de control de horario*:** Se encargará de la distribución de los horarios disponibles de cada empleado para que el cliente pueda realizar la reserva correspondiente.)

* **Suposiciones y Dependencias:** Los requisitos a lo largo del proyecto podrían cambiar debido a que los procesos deberán estar en constante análisis y diseño para definir bien las metodologías a implementar en el sistema.  
  Este sistema depende de poseer una conexión a internet para acceder a las diferentes funciones de la app-web, el sistema de reservas dependerá del pago a realizar, por lo que también dependerá de una fuente externa que confirme la realización del pago para poder efectuar la reserva correspondiente.  
  La función de búsqueda, filtración y vista previa de reservas funcionará de manera independiente, no necesita comunicarse con fuentes externas.

* 1. **Product Perspective (este punto está cubierto en el inicio del pto 4)**

*[This subsection of the* ***Vision*** *document puts the product in perspective to other related products and the user’s environment. If the product is independent and totally self-contained, state it here. If the product is a component of a larger system, then this subsection needs to relate how these systems interact and needs to identify the relevant interfaces between the systems. One easy way to display the major components of the larger system, interconnections, and external interfaces is with a block diagram.]*

*\*\** Creo que es dependiente debido al método de reserva ya que se debe pagar medio webpay para poder generar la reserva.\**\**

\*\*El producto es independiente y totalmente autocontenido, de momento. Ya que se trata de un sistema para reservar horas y elegir el tipo de servicio, y para ello no depende de otros sistemas o servicios para funcionar, no es necesario que interactúe con otras aplicaciones.(contradicción con la dependencia del pago)

* 1. **Summary of Capabilities**

*[Summarize the major benefits and features the product will provide. For example, a* ***Vision*** *document for a customer support system may use this part to address problem documentation, routing, and status reporting without mentioning the amount of detail each of these functions requires.*

*Organize the functions so the list is understandable to the customer or to anyone else reading the document for the first time. A simple table listing the key benefits and their supporting features might suffice. For example:]*

**Table 4-1 Customer Support System**

|  |  |
| --- | --- |
| **Customer Benefit** | **Supporting Features** |
| New support staff can quickly get up to speed. | Knowledge base assists support personnel in quickly identifying known fixes and workarounds. |
| Customer satisfaction is improved because nothing falls through the cracks. | Problems are uniquely itemized, classified and tracked throughout the resolution process. Automatic notification occurs for any aging issues. |
| Management can identify problem areas and gauge staff workload. | Trend and distribution reports allow high level review of problem status. |
| Distributed support teams can work together to solve problems. | Replication server allows current database information to be shared across the enterprise. |
| Customers can help themselves, lowering support costs and improving response time. | Knowledge base can be made available over the Internet. Includes hypertext search capabilities and graphical query engine. |

1. **Product Features**

**1.- Reserva de horarios:**

**Con esto logramos obtener accesibilidad a la reserva de hora para los usuarios de manera más sencilla y rápida en la cual tendrá los horarios disponibles para poder seleccionar y reservar.**

**2.-Pago de reservas:**

**Con esto lo que queremos lograr es que al momento de que el cliente realice su reserva sea muy segura su asistencia al local, lo cual el cliente debe realizar un abono del 20% del valor total del pago para poder crear su reserva.**

**3.-Foro de feedback**

**Con esto podemos hacer un mejor seguimiento al rendimiento de la página y de los trabajadores del local.**

**4.-Registro de usuarios**

**Al momento de que el usuario se registre el dueño de la peluquería podrá tener registro de las veces que cada usuario fue a la peluquería.**

**5.-Catálogo de servicios y trabajadores**

**La página contará con un catálogo, este catálogo contará con la información de los servicios que ofrece la peluqueria ( cortes, tinturas, etc.). También contará con la información y el servicio que presta el trabajador.**

*[List and briefly describe the product features. Features are the high-level capabilities of the system that are necessary to deliver benefits to the users. Each feature is an externally desired service that typically requires a series of inputs to achieve the desired result. For example, a feature of a problem tracking system might be the ability to provide trending reports. As the use-case model takes shape, update the description to refer to the use cases.*

*Because the* ***Vision*** *document is reviewed by a wide variety of involved personnel, the level of detail needs to be general enough for everyone to understand. However, enough detail must be available to provide the team with the information they need to create a use-case model.*

*To effectively manage application complexity, we recommend for any new system, or an increment to an existing system, capabilities are abstracted to a high enough level so 25-99 features result. These features provide the fundamental basis for product definition, scope management, and project management. Each feature will be expanded in greater detail in the use-case model.*

*Throughout this section, each feature will be externally perceivable by users, operators or other external systems. These features need to include a description of functionality and any relevant usability issues that must be*

*addressed. The following guidelines apply:*

*• Avoid design. Keep feature descriptions at a general level. Focus on capabilities needed and why (not how) they should be implemented.*

*• If you are using the Rational RequisitePro toolkit, all need to be selected as requirements of type for easy reference and tracking.]*

* 1. **<aFeature>**

* 1. **<anotherFeature>**

1

1. **Quality Ranges**

-Soporte a grandes cantidades de usuarios en la página (1 a 100 personas).

-Multiplataforma (Soporte a distintas plataformas, celulares, tablets, computadores, entre otros).

-

*[Define the quality ranges for performance, robustness, fault tolerance, usability, and similar characteristics that are not captured in the Feature Set.]*

1. **Other Product Requirements**

*[At a high level, list applicable standards, hardware or platform requirements, performance requirements, and environmental requirements.]}*

-Al ser una aplicación web, el producto requerirá tener conexión a internet, para así poder ver el catálogo y agendar la hora que esté disponible.

-Se requerirá a los clientes llegar con sus datos de registro en la página ( ya sea en su celular o ingresando desde la misma peluquería). Esto sirve para poder saber si es la persona que realizó la reserva y no otra persona (Definir si comparar datos manualmente con el cliente de la peluquería o implementar más seguridad con un QR o otro tipo de código, decisión de ustedes).

* 1. **Applicable Standards**

*[List all standards with which the product must comply. These can include legal and regulatory (FDA, UCC) communications standards (TCP/IP, ISDN), platform compliance standards (Windows, UNIX, and so on), and quality and safety standards (UL, ISO, CMM).]*

* 1. **System Requirements**

*[Define any system requirements necessary to support the application. These can include the supported host operating systems and network platforms, configurations, memory, peripherals, and companion software.]*Este producto necesitará el sistema operativo windows ( cualquier version)

* 1. **Performance Requirements**

*[Use this section to detail performance requirements. Performance issues can include such items as user load factors, bandwidth or communication capacity, throughput, accuracy, and reliability or response times under a variety of loading conditions.]*

-La aplicación web debe tener un tiempo de respuesta menor a 10 segundos, a menos que sea por problemas de la conexión local a internet.

-Se debe ocupar la mínima cantidad de recursos de hardware, ya sean dispositivos móviles o computadores.

* 1. **Environmental Requirements**

*[Detail environmental requirements as needed. For hardware- based systems, environmental issues can include temperature, shock, humidity, radiation, and so forth. For software applications, environmental factors can include usage conditions, user environment, resource availability, maintenance issues, and error handling and recovery.]*

1. **Documentation Requirements**

*[This section describes the documentation that must be developed to support successful application deployment.]*

* 1. **User Manual**

*[Describe the purpose and contents of the User Manual. Discuss desired length, level of detail, need for index, glossary of terms, tutorial versus reference manual strategy, and so on. Formatting and printing constraints must also be identified.]*

* 1. **Online Help**

*[Many applications provide an online help system to assist the user. The nature of these systems is unique to application development as they combine aspects of programming (hyperlinks, and so forth) with aspects of technical writing, such as organization and presentation. Many have found the development of an online help system is a project within a project that benefits from up-front scope management and planning activity.]*

La página cuenta con un apartado con ayuda para los clientes que no sepan muy bien cómo guiarse con las páginas webs.

* 1. **Installation Guides, Configuration, and Read Me File**

*[A document that includes installation instructions and configuration guidelines is important to a full solution offering. Also, a Read Me file is typically included as a standard component. The Read Me file can include a "What's New With This Release” section, and a discussion of compatibility issues with earlier releases. Most users also appreciate documentation defining any known bugs and workarounds in the Read Me file.]*

**A Feature Attributes**

*[Features are given attributes that can be used to evaluate, track, prioritize, and manage the product items proposed for implementation. All requirement types and attributes need to be outlined in the Requirements Management Plan, however, you may wish to list and briefly describe the attributes for features that have been chosen. The following subsections represent a set of suggested feature attributes.]*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| N. | Indicador | Cuantificador | Frecuencia | Metas |
| 1 | Cartera de clientes | (Clientes nuevos/Total clientes) x 100 | Anual | 40% |
| 2 | Satisfacción del cliente | (Encuestas positivas/Total encuestas) x 100 | Trimestral | 85% |
| 3 | Sistema evaluacion proveedores | (Actividades realizadas/Actividades programadas) x 100 | Anual | 100% |
| 4 | Efectividad de reservas | (Clientes programados/Clientes visitados) x 100 | Mensual | 90% |

**A.1 Status**

*[Set after negotiation and review by the project management team. Tracks progress during definition of the project baseline.]*

|  |  |
| --- | --- |
| Proposed | *[Used to describe features that are under discussion but have not yet been reviewed and accepted by the "official channel," such as a working group consisting of representatives from the project team, product management, and user or customer community.]* |
| Approved | *[Capabilities that are deemed useful and feasible, and have been approved for implementation by the official channel.]* |
| Incorporated | *[Features incorporated into the product baseline at a specific point in time.]* |

**A.2 Benefit**

*[Set by Marketing, the product manager or the business analyst. All requirements are not created equal. Ranking requirements by their relative benefit to the end user opens a dialog with customers, analysts, and members of the development team. Used in managing scope and determining development priority.]*

|  |  |
| --- | --- |
| Critical | *[Essential features. Failure to implement means the system will not meet customer needs. All critical features must be implemented in the release or the schedule will slip.]*Facilidad para clientes y dueños, para los dueños será la administración de pagos y horas y para usuarios con la reserva y pago de horas.(Orden y mayor gestión) |
| Important | *[Features important to the effectiveness and efficiency of the system for most applications. The functionality cannot be easily provided in some other way. Lack of inclusion of an important feature may affect customer or user satisfaction, or even revenue, but release will not be delayed due to lack of any important feature.]\*\*\*\** |
| Useful | *[Features that are useful in less typical applications will be used less frequently or for which reasonably efficient workarounds can be\*\*\*\* achieved. No significant revenue or customer satisfaction impact can be expected if such an item is not included in a release.]* |

**A.3 Complexity**

Página web que digitaliza los procesos que se lleven a cabo en una peluquería.(20 ptos)

La página contará con un apartado para ver un catalogo el cual contará con la información de los trabajadores de la peluquería y los distintos servicios que cuenta esta.(5 ptos)

La página cuenta con un sistema de reservas de horas, este sistema muestra los días y las horas disponibles para que el cliente pueda elegir. (10 ptos.)

Al momento de realizar la reserva, se debe abonar un 20% del total del pago para realizar la reserva, esto sirve para que la reserva sea 100% efectiva, (3 ptos.)

La página contará con un foro de sugerencias y/o reclamos para ver el servicio. (7 ptos.)

Al momento de pagar la reserva se podrá elegir la forma de pago que desee el cliente.(5 ptos.)

Si por cualquier motivo el cliente no puede ir a la hora reservada se le devolverá el pago del 20% que pide la reserva.

*[Estimation of Complexity using Points.]*

**A.4 Risk**

A propósito del proyecto y los riesgos que este puede generar tanto a largo como corto plazo, se ha generado un listado con los siguientes puntos :

* Uno de los mayores riesgos que conlleva realizar este tipo de proyectos es la caída de los servidores o en si la caída de la página, pudiendo generar una pérdida de datos en cuanto a los horarios y clientes.
* El pago vía web podría no quedar registrado, lo que genera molestia y malentendidos con los clientes y/o trabajadores del local
* Usuario puede o no contar con conocimientos de cómo se usa la tecnología, es decir que este no sepa navegar a través de la página, recalcar que este puede contar o no con un dispositivo para realizar el pedido de una hora.
* El pago via webpay no se realice, debido a la caída del servicio.

*[Set by development team based on the probability the project will experience undesirable events, such as cost overruns, schedule delays or even cancellation. Most project managers find categorizing risks, as high, medium, and low, is sufficient, although finer gradations are possible. Risk can often be indirectly assessed by measuring the uncertainty (range) of the projects team’s schedule estimate.]*