Vision and Scope Document

for

Resort Reservation System

Version 1.0 approved

Prepared by:  
Reyes, Hannah Mae E.  
Lee, Kyle Vincent V.  
Belchez, Maica L.

BSIT-MI141

Asia Pacific College

October 2016

Table of Contents

Table of Contents ii

Revision History ii

1. Business Requirements 1

1.1. Background 1

1.2. Business Opportunity 1

1.3. Business Objectives and Success Criteria 1

1.4. Customer or Market Needs 1

1.5. Business Risks 2

2. Vision of the Solution 2

2.1. Vision Statement 2

2.2. Major Features 2

2.3. Assumptions and Dependencies 2

3. Scope and Limitations 3

3.1. Scope of Initial Release 3

3.2. Scope of Subsequent Releases 3

3.3. Limitations and Exclusions 3

4. Business Context 4

4.1. Stakeholder Profiles 4

4.2. Project Priorities 4

4.3. Operating Environment 5

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Date** | **Reason for Changes** | **Version** |
| Kyle Vincent V. Lee | 10/13/15 | Begin draft of Vision and Scope | 1.0 |
| Kyle Vincent V. Lee | 10/13/15 | Create Vision Statement Business Context Vision of the Solution Business Risks Scope and Limitations Background | 1.1 |
| Maica L. Belchez | 10/13/15 | Create Objectives Assumption & Dependencies Customer/Market Needs Business Requirements Major Features Scope of Initial Release Operating Environment | 1.2 |
| Hannah Mae E. Reyes | 10/14/15 | Create Business Opportunity, Scope of Subsequent Release, Limitations and Conclusions and Project Priorities | 1.3 |
| Kyle Vincent V. Lee Hannah Mae E. Reyes | 10/15/16 | Update Business Opportunity, Scope of Subsequent Release, Limitations and Conclusions and Project Priorities | 1.4 |

# Business Requirements

A resort, which is yet to be named, is yet to be built by our client. With further study about the client, the developers found out that the client wanted to have a reservation system for his resort. He requested the developers to create one for him. He also proposed a process for the system where customers would input their information and this information will be recorded in the database of the company, and only the client and management has the access to it. Because of that, the developers accepted his request and determined to create a website for a reservation system that will give satisfaction to the client, management, and customers. Moreover, the developers will work hard to build a fully integrated online reservation that is extremely easy to use; resulting in efficiency in time and productive savings for the business.

## Background

The project’s initial functionality, as the client has suggested, is a way for the client to track the progress or transactions that are happening in the resort wherever the client may be. The resort will be built in a place in Samar, so it would be far, thus the client wants to keep track or monitor the resort. As time goes by, and the project is being thought out, the developers also thought that it would be beneficial for both the management and customers if an online reservation system would also be created, along with it is a website showcasing the resort and its facilities. The project aims to make managing and monitoring easier in the resort.

## Business Opportunity

There is a place in Samar that our client saw and knew from the start that he can do business there, that's why he bought it to establish his own resort. The place has potential; it is located besides a waterfall. For the past years, tourists have been coming to visit the place. It is a good place to wind down and relax. It's a little hard to go to this place but it is all worth it.

## Business Objectives and Success Criteria

Business Objectives:

* To ease the problem in allowing the client to track every transaction or event in his resort
* To create a website for the client’s resort
* To add online reservation system
* To create a database for the information entered by the customer

Success Criteria

* The system meets the objective of the project
* The client is contented and satisfied with the outcome of the system
* The system can be able to submit, create, read, and update data easily
* The system can be able to retrieve exact records efficiently

## Customer or Market Needs

The client, management, and customers will get advantages when using the Reservation System. The needs of the client and management are checking the room availability, viewing customers’ reservation details, tracking progress or transaction of the resort, and monitoring the cash flow. In the needs of customers are enabling to book without being hassled, and check availability through online. These needs allowed the developers to create a Reservation System for the said resort so that it will enhance user experience, and make the business runs smoothly and efficiently.

The Resort Reservation System can give the needs of the client, management, and customers like checking the availability, viewing the resort’s progress or transaction and customers’ details, and monitoring cash flow. The extra services offered in the resort is not yet included in the Reservation System.

## Business Risks

With the introduction of the new system, better and improved security features must be placed on the system so that it wouldn’t be vulnerable to different kinds of attacks once it is deployed. The system will contain different information of the customers and employees; it would be dangerous if these pieces of information are accessed easily.

# Vision of the Solution

The new system will increase the efficiency of managing the resort by implementing a system that will record the transactions that the customers will be making, may it be in amenities or extra services. It will also improve the relationship between the management and the customer since it would be easier to communicate with the customer service, the customers may call or simply go to the website and send a mail to the customer service.

## Vision Statement

Our vision is our client’s new web application system will increase the convenience of the management in terms of transactions and monitoring the resort in real time. It will also improve the relationship between the management and the customer by creating other means of communication, ending with satisfied customers, therefore people are more likely to come back or recommend the resort, giving the management more profit.

## Major Features

The major features of the Resort Reservation System are listed down below:

* The system supports customers’ reservation and booking and is able to modify.
* When a customer searches for a room, the query item must contain its availability within choosing the check-in and check-out date.
* Management can edit customer’s reservation information such as updating check in and check out, room preferences, bed preferences, and also cancellation of reservation.
* Customers can reserve online and pay with credit or debit card.
* The system must send reservation confirmation email after successful payment.
* Customers must be able to check their reservation status from their individual account.

## Assumptions and Dependencies

* *Assumption:* The essence of the online application requires customer/server design, network hardware and software, server hardware and software, and database software.
* *Dependency:* Building relations with different software and hardware will satisfy the requirements of the project.
* *Assumption:* The system will display the inventory continuously and show future returns, which will permit customers to make reservations accordingly.
* *Dependency:* This should expand management efficiency, consequently increasing revenue through customer satisfaction.
* *Assumption:* Additional training of management is expected for them to handle new protocols, hardware, and software.
* *Dependency:* Additional training time allowed for the management.

# Scope and Limitations

This project is led to know the explanation for the advocates on by what method our proposed system will help the Resort Management. Resort Reservation System is completely attractive and intended to give broad adaptability and shifted decisions. Typical resort reservation and e-commerce hotel system software reservation solutions currently set up and accessible today are technically designed to accomplish only one objective function, which is to connect buyer and seller.

The log-in module is the enlisted customer method for accessing the further content of the site not accessible to the unregistered customer. The monitoring module will show a review of the system, the executive is the main approved individual to view and change the content of this module (Calendar Overview, Room Overview, Confirmed Reservation Overview, Pending Reservation Overview, Not Completed Reservations and User Overview). The report module shows all the past, present and upcoming reservations/occasions held in the resort which can be seen in a month or week show. This will likewise produce a report about which month has the most reservation made, reservations/occasions that has been called either by the customer or ended by the system and what kind of occasion bundles is normally benefited by their customers.

The advocates made system additionally has its restriction. The system just shows different services offered by the company however it is excluded in the reservation form, the customer can just hold the room and bundles showed on the site. Requesting any additional add-ons must be done straightforwardly to any approved individual in the company. On the off chance that the client is not enlisted associate no conceivable exchange should be possible other than survey the entire site, as far as customer request the executive can just send an answer to any message sent by the customer at a given time.

## Scope of Initial Release

The initial release of the system will include the online reservation form, database to process and store reservation information. Installation, configuration, and configuration and support documentation will be included with the initial release.

## Scope of Subsequent Releases

As the business grows, future releases will include:

* Email reminders of upcoming reservation
* Online viewing of offered services
* Offered services included in reservation

## Limitations and Exclusions

The limitations would be the exclusion of the services in the reservation process, the developers are focusing more on reservation of rooms, that's why reserving the services online would not be included in the initial release, however, customers can still avail the services when they're in the actual resort. Another one is the email reminders, the developers would also like to remind the customers about their made reservations, but at this time, the developers are still not knowledgeable how to do such feature, that's why it won't be included in the release.

# Business Context

The customers for this project are all of the employees that will be working at the soon to be built resort in Samar, which is yet to be named. The operation environment must support an audience through the Web portal from inside or outside of the office building.

## Stakeholder Profiles

<Stakeholders are individuals, groups, or organizations that are actively involved in a project, are affected by its outcome, or can influence its outcome. The stakeholder profiles identify the customers for this product and other stakeholders and states their major interests in the product. Characterize business-level customers, target market segments, and different user classes, to reduce the likelihood of unexpected requirements surfacing later that cannot be accommodated because of schedule or scope constraints. For each stakeholder category, the profile includes the major value or benefits they will receive from the product, their likely attitudes toward the product, major features and characteristics of interest, and any known constraints that must be accommodated. Examples of stakeholder value include:

* improved productivity
* reduced rework
* cost savings
* streamlined business processes
* automation of previously manual tasks
* ability to perform entirely new tasks or functions
* conformance to current standards or regulations
* improved usability or reduced frustration level compared to current applications

Example:>

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stakeholder** | **Major Value** | **Attitudes** | **Major Interests** | **Constraints** |
| executives | increased revenue | see product as avenue to 25% increase in market share | richer feature set than competitors; time to market | maximum budget = $1.4M |
| editors | fewer errors in work | highly receptive, but expect high usability | automatic error correction; ease of use; high reliability | must run on low-end workstations |
| legal aides | quick access to data | resistant unless product is keystroke-compatible with current system | ability to handle much larger database than current system; easy to learn | no budget for retraining |

## Project Priorities

<Describe the priorities among the project’s requirements, schedule, and budget. The table below may be helpful in identifying the parameters around the project’s key drivers (top priority objectives), constraints to work within, and dimensions that can be balanced against each other to achieve the drivers within the known constraints. For more information, see chapter 2 of Creating a Software Engineering Culture by Karl E. Wiegers (Dorset House, 1996). Examples:>

|  |  |  |  |
| --- | --- | --- | --- |
| **Dimension** | **Driver (state objective)** | **Constraint (state limits)** | **Degree of Freedom (state allowable range)** |
| Schedule | release 1.0 to be available by 10/1, release 1.1 by 12/1 |  |  |
| Features |  |  | 70-80% of high priority features must be included in release 1.0 |
| Quality |  |  | 90-95% of user acceptance tests must pass for release 1.0, 95-98% for release 1.1 |
| Staff |  | maximum team size is 6 developers + 4 testers |  |
| Cost |  |  | budget overrun up to 15% acceptable without executive review |

## Operating Environment

The Resort Reservation System will be used in a medium to large sized office environment. Users are located in the same geographical location, but the system will be available from any location. All information is generated within the company and will be accessible 24 hours a day, 7 days a week through the internet. Users can endure little interferences of service, yet service should be available the majority of the time. Access to the information will be limited to both client and management and should be password protected.