Vision and Scope Document

of

Hotel Spa Reservation System

Version 1.1

Prepared by:
Gabriel Angelo A. Ngceen

Asia Pacific College
School of Computing and Information Technology

January 7, 2018

Table of Contents

Revision History

Name	Date	Reason For Changes	Version
Vision and Scope of HSRS	October 5, 2017		1.0
Vision and Scope of HSRS	January 7, 2018	Modifications in the project scope Modifications in system requirements	1.1

1. Business Requirements

The client has asked the developers to build a reservation system that will automate most of the processes in their working environment. The system will show the availability if the spa's services and the available schedules of the spa's function rooms. The system also features a web interface for users who want to book an appointment but isn't a stay-in guest.

1.1. Background

Simply put, majority of the Asmara Spa's work processes such as the reservation of their services, assigning of employees to a reservation, etc., are all manually performed. If not handled efficiently, the slightest of mistakes can cause setbacks, hindrances, and lower performance rates in their working environment. These problems all start from the possibility of human errors in the work processes. But if they were to use a system that automates these processes and lessen the chances of human errors being made, the Asmara Spa's performance rate would increase and be more consistent.

1.2. Business Opportunity

In the local markets, there are very few systems/softwares that focuses on the services industry, and all of them have similar features such as management of their employees, reservations, and the utilization of databases for their customers. Despite these common features they possess, they seem to not emphasize much on real-time updates. The system will feature the three features mentioned earlier with the capability of obtaining real-time updates along with an online web interface and easy integration into other hotel systems the hotel spa may have. Therefore, the data that the system handles will always be accurate and will result to lower chance of conflicts in scheduling reservations. Along with these, our system will also provide reports for that shows which services are very common with the customers, how often is the spa fully booked in a certain time frame, etc.

1.3. Business Objectives and Success Criteria

Generally, the team's main objective for this project is to provide the Asmara Spa with an efficient Reservation system which can also be accessed online by customers who may/may not be checked in at the Taal Vista Hotel. With a new way of being able to book a reservation at the spa, there will be an increase of customers that book reservations which would mean there will be a significant increase in the amount of revenue the Asmara Spa generates per day. This will also make the customers want to return to the Spa more frequently and book a reservation more often.

1.4. Customer or Market Needs

With an online web interface for the customers, where they can make a reservation to the Asmara Spa, they only need access to a computer with network access, whether they are checked in or not at the Taal Vista hotel.

For the system to operate, on the other hand, the spa must have a few simple components, which are the following:

1. A database server - handles all of the data from the Spa itself
2. A computer - to access the databases (specifically used by the database administrator and the system administrator)
3. And internet access (specifically intranet or LAN connection) for the front desk to handle walk-in reservations.

1.5. Business Risks

In the first implementation, work procedures of the automated functions may start off slowly and there may be a few errors, but these will gradually decrease as time passes by. At the same time, the staff will be more familiarized with the new environment.

Another risk is the possibility of bugs arising in the initial release of the system. Of course, our team will debug the system completely before its initial release, but there will be instances wherein the staff handling the system uses it from a different perspective from us, the system creators, they'll come across an error that we may have overlooked or didn't notice.

With the system having a database server, its is crucial that the Spa will also have to implement security measures in order to prevent damages to the databases and the possibility of the loss of data.

2. Vision of the Solution

For this system, our team envisioned this to be a single module that can be integrated into other systems of the Hotel, and can access the same databases those other systems/modules utilize as well. A hassle-free and easy-to-use reservation system for both the spa and the customers who'll be accessing it to book reservations and enjoy the Spa's services offered. Despite it mostly being used for a reservation system for a spa, with a bit of changes and tinkering, our team can see this system being used as a reservation system for anything in general.

2.1. Vision Statement

This reservation system for the Asmara Spa intends to automate the process of booking a reservation, along with the handling and processing of data. Once this product is functional and utilized by the Spa, more people will be able to book a reservation, the spa can also handle the reservations and the data along with it more efficiently and effectively, creating an ideal and modernized working environment. The resources needed for the system is very minimal as they don't need a high-performance computer to manage the system, and only a few people needed to manage the system's simple workflow.

2.2. Major Features

1. **Online booking** - Customers will be able to book a reservation to the Asmara Spa at any time, any place, whether they are checked in at the Taal Vista Hotel or not, as long as they have an internet connection.
2. **Appointment management with real-time updates**
3. **Customer database** - With an integration to the Taal Vista hotel systems, the system is able to utilize the customers checked into the hotel for easier recognition, and therefore, no need to input his/her customer information once more. For non-checked in customers, they'll just simply have to register their data once, and they'll be saved into the system's customer database for easier access the next time they decide to book a reservation to the Asmara Spa.

2.3. Assumptions and Dependencies

For this project, the team hadn't had any clear picture on how the reservation process works because in order to do so, the team would have to go into the hotel spa themselves. The easiest way to progress in this project is to assume the reservation process.

3. Scope and Limitations

The system handles data of the spa's customers, whether they are checked in at the hotel or not, walk-ins, or from online reservation, data of the employees, the services they're able to provide, the availability of each of the spa's function rooms, and the details of each booking. all of these data will be saved into the system's database server. From the database records, our system will also generate reports for the spa management head and the Hotel's quality assurance department. The payment transactions is a feature of the system that needs to be paid a certain fee before it can be enabled, along with an SMS feature that notifies customers when the schedule they booked is near.

3.1. Scope of Initial Release

At the initial release of the system, the three major functionalities mentioned earlier (online booking, appointment management with real-time updates, and customer database) are the only needed features for the system to be considered ready to be used. Minor features such as the generation of reports, employee management, may not necessarily needed for the initial release. Employee management can still be performed manually by the receptionist/handler of the system and manually assign the employee for a specific booking.

3.2. Scope of Subsequent Releases

Employee management should be next on the list to add as features of the system, as well as the generation of reports for the management head and the quality assurance department.

Once the key features have all been added and are fully functional, the administrator should be able to identify/provide ideas for the betterment of the system with additional features, and maybe include other features that weren't included in the scope beforehand, as well as the other features that need to be paid a certain fee for it to be enabled.

3.3. Limitations and Exclusions

As previously stated, the payment transaction will not be covered by this system, as the transaction is to be performed at the hotel's financial department instead. Monitoring of the employees is not covered by the system, as it is assumed that they are well-rounded and the HR is in charge of the current employees' schedules.

4. Business Context

4.1. Stakeholder Profiles

Stakeholder	Major Value	Attitudes	Major Interests	Constraints
executives	*increased revenue*	*product will be bringing in more revenue*	*richer feature set than competitors; time to market*	
managers	*fewer errors in work; automation of previously manual tasks*	*highly receptive, but expect high usability*	*automatic error correction; ease of use; high reliability*	
staff	*quick access to data; improved productivity*		*easy and fast access to data; fast learnability*	

4.2. Project Priorities

Dimension	Driver (state objective)	Constraint (state limits)	Degree of Freedom (state allowable range)
Schedule	*release 1.0 to be available by the end of the PBL track*		
Features	*release of version 1.0 should include the three major features - online booking, appointment management with real-time updates and customer database*		*70-80% of high priority features must be included in release 1.0*
Quality	*quality on the first release should be satisfactory enough to the client and was able to solve the problem areas*		*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*	

4.3. Operating Environment

- System Requirements - Hardware (Minimum Requirements)
    - CPU Processor: Intel Pentium Dual Core
    - Storage: 1 GB available space
    - RAM: 4 GB

- System Requirements - Software
    - Web service: Nginx Server or Apache Web Server
    - Database server: MySQL
    - Browser: Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome, or Safari
    - Operating System: Windows, Linux, or MAC OSX