Vision and Scope Document

for

< PNP Camp Crame Reservation System >

Version 1.0 approved

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Revision History

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| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
|  |  |  |  |
|  |  |  |  |

# Business Requirements

## Background

The team had an opportunity to meet up with several staff members of PNP Camp Crame Sports Center to determine a possible solution that would improve the process of reserving certain facilities. The current process is done manually. A certain process may take up to 14 days to complete. Massive amount of papers are being used on a daily basis. Tracking of reservation status becomes difficult to handle. After thorough studies and several consultations, the team had come up with a proposed system called PNP Camp Crame Reservation System. The proposed system is expected  to be a web-based application that allows its users, depending on their role, to conveniently make a reservation, track status of request, view facility availability and approve/decline request.

**Business Opportunity**

The Internet has emerged as one of the most effective avenues for transacting business. The team and the client believe that by switching the process to automation, things would be a lot easier for both customers and PNP Camp Crame Sports Center staffs.

## Business Objectives and Success Criteria

One of the main goals of this project is to expedite process of reservations. Manual process takes two weeks to complete while the proposed system targets to lower the completion timeframe to approximately 3 days. It is expected to attract more customers as they will be able to conveniently reserve certain facilities from their cell phones, tablets and computers anytime and anywhere. Productivity of staff members is also expected to increase as the tedious process will be reduced if not eliminated.

## Customer or Market Needs

# Efficiency

Both customers and staffs need a better way to manage reservations.

**Eco-friendly System**

Alternative way to deal with heavy use of papers in the work environment

**Security**

Make use of new technology with peace of mind.

## Business Risks

**Training**

PNP Camp Crame Sports Center staffs may be required to undergo training in order to get them familiarized with this new process. Developers may conduct training and provide user manuals in order to make the transition run smoothly. Users Guide will also be available online for the benefit of nonemployees.

**Equipment**

Purchase of new equipment such as computers, routers and etc. may be required to support this new system. Assistance may be provided by the developers in case the client needs some advice regarding affordable equipment and system installation.

# Vision of the Solution

The team is dedicated to provide level-up the reservation process by developing a user-friendly system that is accessible and convenient.

## Vision Statement

PNP Camp Crame Reservation System aims to improve the process of the reservation system at the PNP Camp Crame Sports Center. The proposed system will help its users to easily manage their bookings and transactions online. The files will become paperless which is helpful to the environment as it eliminates excessive paper consumption. Managing data will become easier which will increase the productivity of staff members. The PNP Camp Crame Reservation System delivers solution to the tiresome booking procedures that both employees and customers are dealing with.

## Major Features

PNP Camp Crame Sports Center features a vast network of facilities that can be used for sporting events and special occasions. To connect with the community, PNP Camp Crame Sports Center is open to everyone. Dealing with numerous reservations manually is quite a challenge for PNP-CCSC staffs. On the other hand, customers need to go through a long process to book certain facilities. PNP Camp Crame Reservation System provides a faster way in managing reservation that will address the complexities of each individual that forms the Sport Center.

## Assumptions and Dependencies

The PNP Camp Crame Facility Reservation System is best to navigate through PCs and Laptops. This may work on mobile phones that have advance features i.e. IOS 8 and above, IOS Marshmallow and etc.

# Scope and Limitations

The project focuses on improving the reservation system of PNP Camp Crame Sports Center. This will allow the customer to simply create an account to reserve a certain facility online rather than taking the walk-in process which is time consuming and strenuous. This eliminates some of the common problems like misplacing and searching reservation forms. Rental fee and availability of the facility become available upon logging on to the system. Restrictions are applied to a nonemployee access. The system will be able to store customer information, reservation info, facility availability and reservation status.

Out of seven facilities, only five will be available for reservation online. These facilities are:

Badminton Court

Tennis Court

Grandstand

Swimming Pool

Basketball Court

The fitness center cannot be entirely reserved while the Boxing Gym can only be used for selected PNP activities only. The system will restrict customers to reserve a facility after business days/hours. Payments must be done at the PNP Sports Complex Office once the reservation is approved.

## Scope of Initial Release

**• User-friendly**

* Simple and easy to navigate website to increase customer satisfaction.

**• Accessibility and Reliability.**

* Minimizes the waiting time of approval.
* Accepts reservation request 24/7.
* No more waiting in lines.

**• Reduce paper consumption.**

 - Eliminates excessive usage of papers.

**• Real-time monitoring**

* Shows up-to-date information about the availability of facilities.
* Tracks all reservation requests and payment status.

## Scope of Subsequent Releases

* Subsequent functions will be added if necessary.

## 3.3 Limitations and Exclusions

Hardware device needed to run the system is not covered by this project.

# Business Context

This section summarizes some of the business issues around the project, including profiles of major customer categories, assumptions that went into the project concept, and the management priorities for the project

## Stakeholder Profiles

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stakeholder** | **Major Value** | **Attitudes** | **Major Interests** | **Constraints** |
| HSS | Stress-free process of viewing/approving pending request and reservation | Sees product as a concrete tool to shorten the amount of waiting time in approving request. | Better performance; Transition to paperless transaction. | Requires fast and fast and reliable internet connection |
| SSU | Increase in productivity. Fast and reliable way of managing reservation | Decrease the amount of monitoring the availability of facilities and the status of reservation requests. | Easy access to system that will resolve the tedious process | Requires fast and fast and reliable internet connection |
| Customer | Quick access to the availability of a certain facility; Simplified reservation | Vastly responsive to new technologies. | Ability to reserve a certain facility online; User-friendly tool. | Requires internet connection to be able to make a reservation |

## Project Priorities

|  |  |  |  |
| --- | --- | --- | --- |
| ***Dimension*** | ***Driver*** | ***Constraint*** | ***Degree of Freedom*** |
| *Schedule* | *Release 1.0 to be available by the first week of February 2017*  *Release 2.0 to be available by the end of February 2017*  *Release 3.0 to be available at by first week of April 2017* | *time constraint* | *90% - 70% of the PNP Camp Crame Sports Center Reservation System’s functions must be done.* |
| *Features* | *The main function is working properly* |  | *All features scheduled for every release must be fully operational* |
| *Quality* | *Provides the Sports Center easier administration of customer’s reservation online* | *Coding error or bugs are expected to occur at the 2.0 release* | *80-75% of user acceptance tests must pass for release 2.0, 85-90% for release 3.0* |
| *Staff* |  | *maximum team size is 3 developers + 4 testers* | *The 90-100% of the allowable time should be achieve for release 3.0* |
| *Cost* | *The expenses must not exceed the maximum budget* | *maximum budget* | *budget overrun up to 15% acceptable without executive review* |