-------------------------------------

Vision and Scope Document

For

PT and Customer Support System

Version 1.0 approved

Prepared by Group 2

May 8, 2022

**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...........................................................................................1

1.4. Success Metrics.................................................................................................1

1.5. Vision Statement................................................................................................1

1.6. Business Risks...................................................................................................1

1.7. Business Assumptions and Dependencies........................................................2

2. Scope and Limitations................................................................................................2

2.1. Major Features.................................................................................................. 2

2.2. Scope of Initial Release.................................................................................... 2

2.3. Scope of Subsequent Releases..................................................................... 2

2.4. Limitations and Exclusions............................................................................. 2

3. Business Context................................................................................................ 2

3.1. Stakeholder Profiles....................................................................................... 2

3.2. Project Priorities............................................................................................. 3

3.3. Deployment Considerations........................................................................... 4

1. **Business Requirements**

**1.1 Background**

The need for weight loss services in gyms is increasing day by day due to the increasing awareness of health care for the majority of people. On average, each Personal Trainer (PT) will usually have to support 4 to 6 different customers. Additionally, the amount of information of each customer is also very large and very difficult to manage using only ordinary notes. Each customer has a different body condition, so Personal Trainers are constantly trying to find a suitable exercise program as well as giving each customer the meal with the right amount of calories.

**1.2** **Business Opportunity**

Many PTs need software to help manage customers’ information, such as calorie-counts and pre-listed ingredients, as well as a comprehensive list of current exercises. This type of software will help PTs save a lot of time listing, drafting and explaining to customers while still updating and ensuring the client's training progress. Customers can also update their training status as well as know the next day's training plan via the software or web application.

**1.3 Business Objectives:**

BO-1: Reduce the workload of the gym’s Personal Trainers by 50% within the first 6 months of the application’s release.

BO-2: Decrease the amount of time spent on collecting and analysing the customer’s health information of the gym’s Personal Trainers by 50% per customer within the first 6 months of the application’s release.

BO-3: The amount of customers that a single Personal Trainer can handle can be more than 7 people per week within the first month of the application’s release.

**1.4. Success Metrics**

SM-1: During the first 6 months of release, at least 2 fitness centres use PTCSS, equivalent to 50 customers and 6 PTs using our software

SM-2: The number of customers in 2 fitness centres using PTCSS increases by at least 20% during the first 12 months of release.

SM-3: Growing up a number of user accessing, month by month.

**1.5. Vision Statement**

For PTs who want to manage their customers’ workout status, the PT and Customer Support System is an Internet-based and smartphone-enabled application that will support PTs in preparing lists of exercises and daily meals in the most convenient way. All of these lists will be noted and linked to the customer’s app to easily prepare for the next training day, which will save a lot of time and make the training day more effective.

**1.6. Business risk**

RI-1: PTs do not frequently update the client's exercise and food schedule before the time, the mix of activities can impact the client's life schedule, and the inability to flexibly fit the plan are all operational concerns. When client criteria are met, the user experience is improved.

RI-2: Operational risk: If the sickness spreads quickly, the gym will have to close, limiting face-to-face engagement between the PT and the consumer.

RI-3: Reputational risk: There is always the danger that consumers will be dissatisfied, that their appraisal of their experience with PT will be negative, or that it will be ineffective over time, resulting in a loss of reputation and money

RI\_4: Fraudulent consumer information can result in a loss of reputation, compensation, and a drop in prospective customers.

**1.7. Business Assumptions and Dependencies**

AS-1: Both the Personal Trainers and the gym’s customers will have enough technological knowledge to use the system.

AS-2: Gyms will find this system useful and will decide to purchase the system.

AS-3: PTs and gym customers will be interested in using the system instead of using traditional methods to record and set up exercises.

DE-1: In order to succeed, we need to be persuasive enough so that gyms will agree to purchase our system.

DE-2: An IT support service may need to be set up to help PTs and customers as well as maintain the system in the long run.

1. **Scope and limitations**

**2.1 Major features**

FE-1: View calendar, weekly schedule, menu and exercises

FE-2: Create, edit, delete daily menu and exercises

FE-3: Manage weekly schedule

FE-4: Chatbox to communicate

FE-5: take daily note

FE-6: View PT and PT’s Customer List

FE-7: View monthly body measurements analyst

## **2.2.** **Scope of Initial and Subsequent Releases**

| Feature | Release 1 | Release 2 | Release 3 |
| --- | --- | --- | --- |
| FE-1: View calendar, weekly schedule, menu and exercises | View the schedule | Show more details |  |
| FE-2: Create, edit, delete daily menu and exercises | Manage list of exercises | Select optional exercises |  |
| FE-3: Manage weekly schedule | Show booking class | Pop up important notification |  |
| FE-4: Chatbox to communicate | Create and view menus | Modify, delete, and archive menus |  |
| FE-5: take daily note | Not implemented | Fully implemented |  |
| FE-6: View PT and PT’s Customer List | Intranet and outside Internet access | iOS and Android phone and tablet apps | Windows Phone and tablet apps |
| FE-7: View monthly body measurements analyst | Data analysis chart | Set strategies for next month |  |

**2.3 Limitations and exclusions**

LI-1:Customers cannot update their body index at home; they must obtain it from the gym's body scales, thus the app must be linked to high-quality, high-accuracy devices from well-known manufacturers.

LI-2:Only disseminated and shared within the gym, with no integration of multi-channel and other social media to tailor the user experience.

1. **Business Context**

**3.1. Stakeholder Profiles**

| **Stakeholder** | **Major Value** | **Attitudes** | **Major Interests** | **Constraints** |
| --- | --- | --- | --- | --- |
| PTs | Enhance customers experience and their productivity with services by create appropriate schedules and menu; attracted more customers to the gym; introduced more gym’s course to clients | Focus on customer’s feelings, interests and productivity; communicate in an easy understanding ,  friendly and motivated way; adapt and create flexible schedule; be patient; be knowledgeable; bring professional to the role | Time savings in traditional management, more concern about schedules and diets | Training for PTs in internet usage needed. |
| Customers | Follow the exercise schedule and diet according to the instructions of the PT. | Follow the exercise schedule and diet according to the instructions of the PT. Keep track of your exercise schedule and regular diet | Save time searching for menus for customers. Easily keep track of your workout schedule | Need to guide customers to use and Remind customers to monitor their use regularly |
| Admin | Time management, training schedule of PTs and customers; Manage the quality of care and support PTs provide to customers; Manage notifications sent to PTs and customers | Satisfied or dissatisfied with PT's customer care, controlling emotions and communicating with customers freely | Satisfied or dissatisfied with PT .'s customer care | None identified |

**3.2. Project Priorities**

| **Dimension** | **Constraint** | **Driver** | **Degree of Freedom** |
| --- | --- | --- | --- |
| **Features** | All features must be completed and fully operational at release 1 |  |  |
| **Quality** | Project must pass 90% of user acceptance tests |  |  |
| **Schedule** | Release 1 must be available by the end of 2024 |  |  |
| **Cost** |  |  | Budget overrun is acceptable up to 10% without sponsor review |
| **Staff** |  | Planned development team is 1 project manager, 2 developers, 2 business analysts and 1 tester |  |

**3.3.** **Deployment Considerations**

Our PT’s app will be released in the best performing version which can adapt with many devices (mobile, pc, tablet ,..) and close to the user with basic functions. Apps can be downloaded and developed for iOS and Android in mobile as part of the second release, with corresponding apps for Windows Phone and tablets to follow for the third release. Any corresponding infrastructure changes must be in place at the time of the second release. The trainer can manage just only their timetable and their customer's profile to control their activity’s cycle.