

<h2>Vision Document</h2>
Topic: Software for Gym “Fit of Fat”
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1. The organization acquiring the IT system

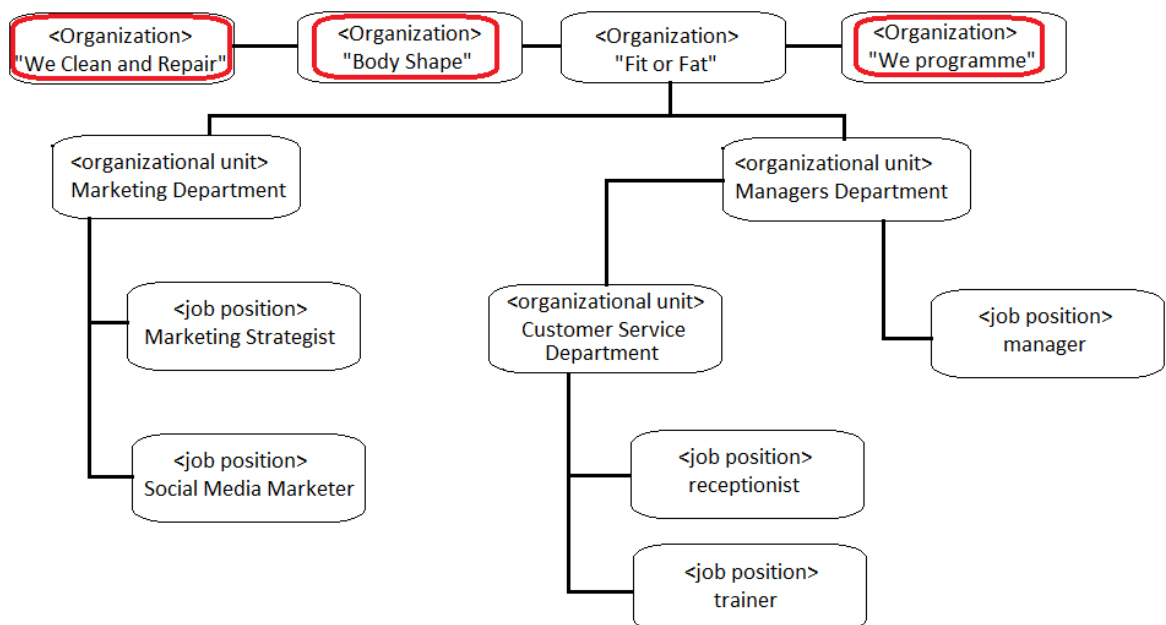
1.1. Name of the organization: “Fit or Fat”

1.2. Description of the organization

The organization where the IT system is planned to be introduced is our modern, spacious gyms. We are selling services such as personal trainings, group trainings and products - tickets for gym, sport protein food and supplements. We are located only in one city in two locations. Now we have roughly 3000 customers and about 60 employees. We are cooperating with firm “Body Shape” which sells sport protein food and supplements for us, with company “We programme” which provides us with electronic system for our gym for instance entrance gates which is accessed by card and with cleaning company “We clean and repair” which cleans our gym everyday and repairs broken equipment when it is needed. In next few years we would like to open 3 more gyms in our city and increase sales of our most important product -monthly ticket.

1.3. Organizational structure

A diagram showing the organizational structure org. (figure):



Responsibility of the organizational units:

Organizational unit	Responsibilities
“We Clean and Repair”	daily cleaning of all rooms and equipment; sometimes repairing broken equipment;
“Body Shape”	delivering products which are sold later by us;
“We programme”	provide us with electronic system for our gym for instance entrance gates which is accessed by card and maintenance of our webpage;
Managers Department	managing all tasks, human resources; monitoring all the processes, contact with cooperating firms;
Marketing Department	planning marketing strategy, take care of good opinion and image of our company; contact with customers by social media etc. Facebook;
Customer Service Department	contacting the customers by phone and e-mail, receiving notifications and complaints, sending reminders about payment; providing clients with training service;
Receptionist	selling tickets, contacting with customers, selling products and ordering products from “Body Shape”, react to consumers’ complaints
Trainer	conducting good quality training in groups and individual
Marketing Strategist	planning company’s marketing strategy, taking care of every marketing process such as preparing projects of adverts, permissions for hanging posters etc., organizing competitions for consumers
Social Media Marketer	take care of good picture of our firm in social media, advertising our company and product, react to consumers’ complaints in social media

1.4. Problems occurring within the organization

- lack of booking - no possibility to book place to participate in group training and choosing available hour for personal training
- lack of communication between two locations - for example. receptionist from one location can’t easily check whether client has bought ticket in another location;
- no automatic timetable - we don’t have automatic generation of timetable for our trainers and clients
- online shop - no possibilities to buy our products (etc. tickets) via internet

1.5. Generic concept of an IT system

We want speed up communication between all the organizational units of company and prevent problems with communication. We would like to be closer to the client and enable them to get more things done via Internet.

2. System goals

Goal	Criteria (measures, levels)
Increase our sales by opening online shopping.	Increase of revenue by 15% in one year after systems deployment.
Improve customer relationship services.	Reduction of time required to book place from 10 minutes by phone to 1 minute by Internet.
Improve communication between locations.	Reduction of time required to check information from another location from 15 minutes by phone to 1 minute by joint databases.
Improve satisfaction of clients.	Increase of satisfied customers by 10% in survey conducted after six months.

3. Stakeholders

Stakeholder	Viewpoint
Customers	Customers hope that system will enable them to communicate quickly with gym. They look forward to opportunity of being able to book training. They are concerned about quick data actualization.
Receptionists	Receptionists hope that system will speed up servicing the clients. They look forward to easy usage of system. They are concerned about complexity and difficulty of system.
"We Clean and Repair"	Firm hope that system will provide it with continuity of their work. They look forward to having insight to timetables, because they will know when they can start their job.
Trainers	Trainers hope that system will help them to better manage their time. They are looking forward to possibility of having their timetable automatically generated on the Internet. They are concerned about possible errors in this option.
Managers	Managers hope that system will help them to better manage their time and staff crew. They are looking forward to possibility to find better solution for the problems in shorter time. They are concerned about difficulty of using the system.
Owner	Owner hopes that system will help him to have a better insight to what is going on in his firm. He is looking forward to possibility to check weekly and monthly performance of the firm in the system. He is concerned about errors which can occur during the implementation of the system in the firm.
Marketing Department	Marketing Department hope that system will help them better prepare marketing plan. They are looking forward of sales pledges, which will help them know if they marketing plan worked well. They are concerned about errors in actualization of the data concerning sales.
"Body Shape"	Company "Body Shape" hopes that system will help them deliver orders faster. They look forward to have instant information that there is a lack in the gym's storage so they can prepare orders quickly. They are concerned whether all the sales will be inserted in the system, so that the data will be actual.
"We	Company "We programme" hope that system will help them make

programme”

actualization in their electronic system. They are looking forward to unite their system with the new one. They are concerned about problems which can appear when the new system will be deployment.

4. System’s context and functionality

1. System users, their characteristics, functional requirements and functions

User	Characteristics		Functional requirements	Functions
Customers	Profile ¹	online help, may be foreigners, maybe clients after 50 years old, mostly young once	REQ1 – Book a training REQ2 – Access to timetable of planned trainings REQ3 – Cancel booked training REQ4 – Buying products and tickets from shop REQ5 – Possibility of rating trainers and gyms	Search the calendar for a free slot. Actualize and generate timetable. Choose training to cancel.
	Conditions of use ²	daily use at home or anywhere else when needed, app for phones, quick accomplished of the task, easy in usage		
	User interface requirements ³	tutorial for new clients, ability to cancel training in case of mistake, system should be in English and Polish		
Receptionist	Profile	may have difficulties with understanding the system, require training about using system	REQ6 – Access to timetable to change everything when customer and trainer ask REQ7 - Check information about clients from all gyms REQ8 – Adding new clients to the system REQ9 – Possibility of selling gym's products REQ10 – Actualization of clients data	Access to all options in timetable. Access to all information from all gyms.
	Conditions of use	only at work, must use system in hurry when the queue is long		
	User interface requirements	Fast usage of the system		

¹ Profile – user's ability of using IT systems, needs of help/support, limitations (impairments, language etc.)

² Conditions of use - specific conditions of using the system, the most important aspects of performed tasks

³ User interface requirements - requirements concerning user interface (derived from profile and conditions of use!)

Trainers	Profile	may have difficulties with understanding the system, require training about using system	REQ11 - Access to timetable REQ12 – Providing help with planning trainings	Actualize and generate timetable. Option for making announcement and sending message to clients
	Conditions of use	Usage in work and home, application on the phone because of work in many rooms or two locations	REQ13 – Contact with clients REQ14 – application on the phones REQ15 – Possibility of cancel trainings	
	User interface requirements	Fast usage of the system, transparent and esthetic interface		
Marketing Department	Profile	may have difficulties with understanding the system, require training about using system	REQ16 – checking data about sales REQ17 – sending marketing information to clients	Generating and viewing data about sales, getting feedback from clients, possibility to advert products to customers
	Conditions of use	Only at work, when they look for information about sales	REQ18 – possibility of creating and sending surveys to customers REQ19 – sending request to rate trainer or gym to the customer	
	User interface requirements	Clear and transparent showing of data and easy access to necessary data		
“Body Shape”	Profile	may have difficulties with understanding the system	REQ20 – sending information about lack in the storage REQ21 – sending request to rate their products REQ22 – getting data about sales	Generating information about lack in the storage, customers can rate bought products
	Conditions of use	Use only when they received information about lacks in the storage about their products		
	User interface requirements	They only receive necessary data, don’t have access to other functions		
“We clean and repair”	Profile	may have difficulties with understanding the system	REQ23 – sending information about broken equipment	Generating notifications when

	Conditions of use	Use only when they received information about broken equipment or time for cleaning	REQ24 – access to timetable	something is broke
	User interface requirements	They only receive necessary data, don't have access to other functions		
Managers	Profile	may have difficulties with understanding the system, require training about using system	REQ25 – getting messages to employees REQ26 – access to timetable	Send message, view timetable, all data, information about customers, access to all functions
	Conditions of use	Use at work and in many places out of gym	REQ27 – access to all data about selling	
	User interface requirements	They have access to all data, fast usage of the system, transparent and esthetic interface	REQ28 – access to all information about customers REQ29 – access to all ratings REQ30 – ability of changing anything REQ31 – monitoring work of employees	

4.2 Priorities for Requirements

Requirement/ priority	MUST	SHOULD	COULD
REQ1	X		
REQ2		X	
REQ3		X	
REQ4	X		
REQ5			X
REQ6	X		
REQ7	X		
REQ8	X		
REQ9	X		
REQ10	X		
REQ11	X		
REQ12			X
REQ13			X
REQ14		X	
REQ15		X	
REQ16		X	
REQ17		X	
REQ18			X
REQ19			X
REQ20	X		
REQ21			X
REQ22			X
REQ23	X		
REQ24		X	
REQ25		X	
REQ26	X		
REQ27	X		
REQ28		X	
REQ29	X		
REQ30		X	
REQ31			X

4.3 External cooperating IT systems and their interfaces

Cooperating IT system	System's interface (provided / expected functions, transmitted data, technical means of cooperation e.g. API, web service, export/import)
Dotpay - payment system	provide us with payment functions, so that clients can pay for our products (tickets, food) quickly by the internet in the way they want (transfer, blik etc.)
Gym's gates system	synchronization with our system - when customer has active ticket (card to gate) he/she can automatically enter the gym (don't have to wait till actualization)

5. Quality requirements

Scale:

1 – must be, 2 – should be, 3 – could be (if there is enough time and resources), 4 – won't be.

Attribute	Requirement regarding that attribute (expressed in a way that enables objective verification whether the system complies to such requirement)	Priority
performance	Must service at least 3000 customers and all employees, more in the future, must deal with processing data about clients	1
reliability	We want maintenance of system, some update of system after few years of usage, fast solving errors	2
availability	System should be available at least 98% of a time during gym's work hours, but could be at least 95% available outside of these hours. When system must be turned off because of some repairs, everyone should be informed and it will take place during night.	2
security	Important because of including personal data (RODO), also scope of permissions is crucial, because not every user of a system has access to all data	1
safety	no requirement	4
portability	System should be compatible with Windows because it is the operating system we use daily in our gyms. Because of using app on the phones it should be also available on Android, iOS, Windows Mobile	2
flexibility	in the future we want extend our system for communication with cooperating firms such as "Body Shape"	3
configurability	possibility to change important parameters because of our shop, for example tax rates	2

6. Constraints

Time: 8 months

Budget: 90,000 PLN

Specific conditions to be operated in: system can be used on the training rooms

Specific equipment to be used on: smartphones, PC with Windows operating systems, tablet

Development technologies imposed by the customer: compatible with old and new versions of softwares

Specific data formats to be used: database MSQl

Required documentation: about the availability hours of training, gym rooms, trainers

Required trainings to be organized: training for all employees who will work with the system, online hints for customers

Required deployment arrangements: put all data in the system, creating accounts for future users

Product/development process compliance with specific standards: none

Other: none