

[TEAM OneTen]

[AROMY SOFTWARE]

Business System Overview Report

[VERSION FINAL] 

■ PREPARED BY

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1. Executive Overview

This document is intended to provide an overview of the project that will be delivered to Aromy. It will present the business purposes of developing a secure website to promote the company's products. It will provide an insight of the project team and how the team will develop the system. The development is based on the business requirements provided by you during our interview. The system will be conducted using the Agile framework where you will be able to review the developing system throughout the project. The first review will be given to you on 28/8/2022. You are able to provide any feedback on to the team and make changes to the requirements at any time.

Furthermore, the products control system that you have requested will be delivered to you on 21/9/2022 for the second review. Once the requirements are all fulfilled and the system is completed, it will be handed over to the company on 23/10/2022. If the end product satisfies your business requirements it will be presented live.

2. Aromy

2.1 Business Overview

Aromy is an Australian supplier of aromy therapy based products and massage services for the aged care industry. It currently serves clients through a basic wordpress website with limited customer and administrator side functionality. As a result Aromy currently organizes its inventory in an excel spreadsheet, so there's a lack of tracking of inventory and orders more broadly. The current system does not display much information about the products and services aromy offers. Alongside this, there is limited capacity to understand the needs and wants of the customer due to the limited functionality of the current website system.

2.2 System/Business Requirements

Priority 1

- Ability to organize the Inventory on real time
 - Manage stock flow
 - Updating stock quantity (renewing stock)
 - SOH quantity
 - Redline/Reorder system when SOH is low
- Ability to organize purchase orders
 - Manage order flow
 - Updating stock quantity (deducting stock)
 - Updating order status (Processing | Shipping)
 - Sending information (emails) to customers
 - Invoice (order confirmation)
 - Inform order status through email

Priority 2

- Product information
 - View, Modify, Add
- CRM to manage customer information (customers' account) - able to view the list of customers and their details
 - View, Modify, Add
- Customer account
 - Login/Logout
 - Purchase History
 - Shopping cart
 - Customer profile

Priority 3

- Rewards/ credit points for purchases
 - Reward system

2.3 Personas

Our team has created two user personas for what we envision as some of the various stakeholders in aromy. The first person we envision is one of the typical customers of Aromy, an individual that runs a massage shop and would like an easy catch-all way of purchasing aromatherapy products for their business. The second we envisage to be a typical employee involved in the warehouse and distribution side of Aromy, displaying a discontent with the old, antiquated systems and the excitement around the company to move on to more modern systems.

Silas Peppercorn



Traditional Critical Strict Goal-oriented

Goals

- Learn the new inventory management system quickly so he can teach his subordinates without disrupting the existing workflow.

Frustrations

- Time needed to learn the new system is limited as to not disrupt workflow

Support

The inventory tracking system will be different but digitalized. Making stock control much easier. Workflow will only be streamlined under the new system

Bio

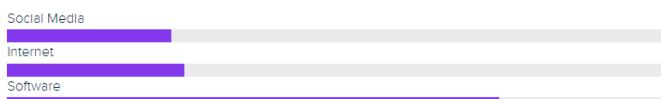
Silas is a 52 year old Warehouse Manager, an employee of Aromy. He has worked for Aroma for the last 3 years using their current inventory management system. He enjoys watching AFL games and plays board games for fun and to keep mentally fit. Using the old system for so long he is concerned that the shift will be disruptive to work flow without a true overall benefit to the company. He is told he needs to adjust to the new system quickly as the current systems are inconvenient for both staff and customers. Under time pressures, Silas hopes the new system will be easy to learn.

Age: 52
Work: **Warehouse Manager**
Family: **Married, Kids**
Location: **Melbourne, VIC**

HOBBIES: **Sport, Board Games, Watch TV**

Tech Literacy

Not involved with new technologies but is familiar with inventory management systems in a general sense resulting in a mid level tech literacy.



Hadywn Fran



Impatient Busy Uncompromising

Goals

- To buy aromatherapy supplies for his small business
- Purchase specific brands of aromatherapy and essential oils.

Frustrations

- Does not have time to learn complex websites
- Lack of computer literacy

Support

- Ensure the website is easy to use and is user friendly
- Display product details - brand, sizes, types, etc
- Filter search functions.

Bio

Hadywn is a 34 year old Massage Therapist, running a small business in Melbourne. He has recently decided to switch to a new supplier of aromatherapy products and oils as his previous supplier no longer sells the brand he relies on. Due to the pressures of running a small business and his low level of tech literacy, Hadywn lacks the time and patience to learn intricate websites. He wants to be able to navigate and purchase off supplier websites with ease.

Age: 34
Work: **Massage Therapist**
Family: **Married**
Location: **Melbourne, VIC**
HOBBIES: **Sport, Board Games, Watch TV**

Tech Literacy

The use of a computer isn't a huge portion of his day-to-day as a massage therapist, only using basic functions. As such he has a low level of tech literacy



3. The Project

3.1 Project Timeline

#	Formal Meetings	Perform Date	Attendees
	[Meeting Title]	[Date]	[Name]
1	Product Owner Interview	8th August, 2022	Livia (Product Owner) & Team OneTen (All members)
2	Review Business System Overview Report	14th August, 2022	Livia (Product Owner) & Team OneTen (All members)
3	Review <u>Iteration 1</u> Report	22nd August, 2022	Livia (Product Owner) & Team OneTen (All members)
4	<u>Iteration 1</u> Build Checkpoint	28th August, 2022	Team OneTen
5	<u>Iteration 1</u> handover for acceptance and integrity testing	5th September, 2022	Livia (Product Owner) & Team OneTen (All members)
6	Retrospective Artifacts Submitted	8th September, 2022	Livia (Product Owner) & Team OneTen (All members)
7	<u>Iteration 1</u> - PIR (Post Implementation Review)	10th September, 2022	Livia (Product Owner) & Team OneTen (All members)
8	Review Iteration 2 Report	11th September, 2022	Livia (Product Owner) & Team OneTen (All members)
8	<u>Iteration 2</u> Build Checkpoint	13th September, 2022	Team OneTen
9	<u>Iteration 2</u> handover for acceptance and integrity testing	19th September, 2022	Livia (Product Owner) & Team OneTen (All members)

10	<u>Iteration 2</u> handover for acceptance and integrity testing	26th September, 2022	Livia (Product Owner) & Team OneTen (All members)
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3.2 Project Team Members

	<p>Name: Cassandra Tong Team Role: Client Liaison Email: pton0008@student.monash.edu</p>
	<p>Name: Eugene Aquino Team Role: Project Coordinator Email: eaaqu1@student.monash.edu</p>
	<p>Name: Daniel Team Role: Developer Email: dphe0001@student.monash.edu</p>
	<p>Name: Rui Qin(Allen) Team Role: Developer Email: rqin0002@student.monash.edu</p>

	<p>Name: Shangqian Du (Frank)</p> <p>Team Role: Developer</p> <p>Email: sduu0007@student.monash.edu</p>
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3.3 System Development Approach

The team will be conducting Agile methodology throughout the project development, in order for you to have greater understanding and involvement as the project progresses. The project will consist of multiple small iterations of well defined scope to be worked on. In this case, you will be frequently involved to review the complete work after an iteration, providing feedback to the development team before they move onto the next requirement. You are able to discuss with the team on any changes and priorities towards the business requirements at any time.

3.4 Risks

At this stage of the project, as the risks are quite minimal, our team has not identified any risks involved.

4. Client Sign-Off

Instructions:

1. Please review the enclosed material.
2. Please contact the client liaison with any questions or concerns that you may have during your review through email or phone call.
3. You can contact the client liaison to indicate changes at any time during the review.
4. Please send this sign-off document by 16th August 2022 to: (Cassandra, email: pton0008@student.monash.edu).

Approval Signature:

By signing this document, I acknowledge that team OneTen understands my business and requirements at this specific time. The team is delighted to work on any changes and modify the priorities on the business requirements, please contact the team directly.

Client: _____ Name and Date: _____

Team client liaison: _____ Name and Date: _____

