Assignment 2

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| subject: | CIS-2245 System Analysis and Design |
| date: | 2021-09-14 |
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1. **Who are the stakeholders for the organizations? In five years as the business grows, who may be a new stakeholder?**

There are few stakeholders I've noticed so far involved with the courier service "On the Spot". Below is a list of the current stakeholders currently involved:

* Bill Wiley – Owner/CEO/Delivery Driver – Type of stakeholder: Executive Internal/Operational Internal.
* Employees – Type of stakeholder: Operational Internal.
* Customers (companies) – Type of stakeholder: Operational External.
* Competitors (Other delivery companies) – Type of stakeholder: External.

During the current events, the company has 4stakeholders.

Bill Wiley is the owner of the company and has a direct stake in the company as he's invested his time and money to start the company. How the company performs impacts the earnings that it makes. Bill Wiley is a primary stakeholder. Bill is classified as both an Executive Internal stakeholder and a Direct Operational Internal stakeholder as he both manages the company and actively contributes to the everyday processes of the company.

The Employees of "On the Spot" have a direct hand in the companies' daily processes making them Direct Operational Internal stakeholders.

The Customers of "On the Spot" are both primary and indirect operational external stakeholders. The customers are involved in the business processes of the company but are not within the company itself. Customers also have a vested interest in the affordability and quality of service that the company offers and regularly interact with the business's system.

The Competitors of "On the Spot" are external stakeholders. Competitors or lack of Competitors can indirectly influence the company's decisions and processes. Competitors have an indirect interest in their competition as companies are careful to take note of what sets them apart from their competition. This can be seen as the conception of the company "On the Spot" was created on the basis that they can offer a service their competition cannot.

In five years, I can see several additional stakeholders that could be added as the business grows. Below is a list of additional stakeholders the company "On the Spot" may interact with as it grows:

* Wear House Coordinator - Type of stakeholder: Operational Internal.
* Development Consultant - Executive External.
* Investors - Executive External.
* Business partners - Executive External

As the company grows management and coordination will become more complex and the need for a dedicated Wear House Coordinator may occur. The company had already mentioned that they had to expand to a larger more centralized warehouse to better coordinate deliveries, along with the possibility of hiring a new Wear House Coordinator. A Wear House Coordinator would be considered a Primary Direct Operational Internal stakeholder as they contribute to the everyday processes of the company whilst also being a part of the company. The success of the company may impact a Wear House Coordinator's employment, working environment, and hours.

As the company grows, they may need to consult with one or many consultants for information, and advice on multiple projects, and business ventures. A Development Consultant would be a Secondary Executive External stakeholder as they typically don't interact with the daily processes of a company nor are they a part of the company but can contribute to legal matters and administrative processes.

As the company expands Investors may offer their services to help the company expand and or secure other opportunities. An Investor would be a Secondary Executive External stakeholder dealing with financial matters.

As the company grows other companies may offer business partnerships. Business partners may seek to exchange their services and expertise for the service and expertise in a way that would be mutually beneficial. A Business Partner would be a Secondary Executive External stakeholder as they can offer expertise in unfamiliar fields of business, and have an interest in the success of their business partner.

1. **List initial system functional requirements.**

Below is a list of some of the system functional requirements of the company:

* Customers must be able to make requests
* Process customer delivery requests
* Assign package pickup to courier
* Customer payment
* Delivery pickup
* Delivery drops off
* Account inventory
* Assign delivery to the courier
* Same day delivery to destination
* Website access
* Customers request orders via the website
* Customers must provide identification via the website
* Customers must be able to see the cost of delivery
* Customers must be able to see previous orders they've made via the website
* Customers must be able to make payment via the website
* Customers must be able to see the geographic range the company delivers to
* Employees must be able to view incoming orders
* The website provides the viewer with information
* Delivery driver's license

1. **List initial system non-functional requirements.**

Below is a list of some of the system non-functional requirements of the company:

* Local delivery only
* Environmental
* 24/7 website access
* Website/services provided in different languages
* Website security
* Navigable website
* Quality of inventory management
* Creation of efficient delivery routes
* Correct/useful website information
* Website security
* A cut-off time of same-day delivery
* Website available on all devices