Project 1

SECD2613

System analysis and design

Section 02

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Introduction

Often as students we are challenged into completing a large sum of work in a tight deadline, along with more work for our other classes and other responsibilities such as household chores, which means students often neglect their physical needs in accessing medical health when necessary. We recognised this need so we developed MyClient+, a system designed to bridge the gap between students and campus physicians through manual tools such as spreadsheets, forms, and email, however we acknowledge the difficulties that it can cause delays and client dissatisfaction, so we highlighted the falls of the system and proposed methods in order to enhance the experience for both students and physicians.

MyClient+

1. Problem Definitions

MyClient+ is experiencing problems with the current tools which are manual tools like spreadsheet, form and emails. Those methods led to mistakes like tickets going missing, delays in reports and client dissatisfaction. The current system deficiency risk MyClient+ of falling behind its competitors that have proper platforms

2. Objective, Requirements and Constrains

2.1 Objectives

· Improve overall client experience and satisfaction.

· Reduce manually tools and more automation use to increase operational efficiency

· Provide real-time updates that expand insight in managing data.

· Provide proper client tracking, reporting and performance.

2.2 Requirement

· The system must have an automated ticketing system.

· There must be an automated system for sales and client's data management

·   It must be user-friendly and can be used by nontechnical users.

·   The system must secure data storage with access control

2.3 Constrains

·   Development cost must not exceed RM150,000 .

·   System must be ready within 3-6 month to avoid further operation disturbance

·   Internal IT team lack skills for full development, external vendor support may be needed

3. Feasibility Study

To figure out if moving forward with a new CRM system is the right call for MyClient+, we've taken a close look at things from a few key angles: how doable it is from a tech standpoint, whether it'll actually work well in their day-to-day operations, and if it makes good business sense financially.

3.1 Technical Feasibility

● Assessment: Right now, MyClient+'s own IT folks don't have all the skills needed to build a full-blown CRM system themselves. But the technology to make it happen definitely exists.

● Status: It *can* be done, but MyClient+ will need to bring in outside help or invest in getting their current team up to speed.

● Explanation: Basically, the tech isn't the problem. MyClient+ just needs to decide how they want to handle getting the system in place, whether that's hiring new IT staff, providing training for their existing team, or outsourcing the whole development and ongoing maintenance.

3.2 Operational Feasibility

● Assessment: Change can be tough, and we're already seeing some hesitation from folks like the operations manager, who are used to doing things the old way. However, it's also clear that the current way of doing things is causing headaches – client complaints, lost tickets, delayed reports, and people doing the same work twice.

- Status: It *can* work, but it'll take some careful planning to help everyone get on board.

- Explanation: Getting the CRM system to work smoothly in practice means making sure it fits into MyClient+'s existing workflows and that people are actually willing to use it. That means addressing any resistance, providing good training, and making sure the system meets the needs of both the support and sales teams.

3.3 Economic Feasibility

Costs	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5
Development Costs						
- Hardware	49500					
- Software	11000					
- Consultant	27500					
- Training	22000					
Total	110000					
Production Costs						
. Supplies		3300	3498	3707.88	3930.35	4166.17
. Nwrk Personnel		16500	17490	18540	19652.4	20831.54
. Maintenance		3300	3498	3707.88	3930.35	4166.17
Annual Prod.Costs		23100	24486	25956.36	27513.1	29163.88
(Present Value)		21388.88889	20992.79835	20604.99543	20222.94984	19848.44669
Accumulated cost		131388.8889	152381.6872	172986.6827	193209.6325	213058.0792
Benefits	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5
Reduced inventory costs		93600	98280	103194	108353.7	113771.385
(Present Value)		86666.66667	84259.25926	81918.72428	79643.20416	77430.89293
Accumulated benefits (Present Value)		86666.66667	170925.9259	252844.6502	332487.8544	409918.7473
Gain or Loss		44722.22222	18544.23868	79857.96754	139278.2219	196860.6681
Profitability Index	1.79					

- Assessment: The profitability index for this CRM project is **1.79**, which tells us that it's a worthwhile investment from a financial perspective. We've also put together a cost-benefit analysis that looks at all the estimated costs and benefits.

- Status: It's a sound investment.

- Explanation: In simple terms, the numbers suggest that the benefits MyClient+ will get from the new CRM system will outweigh the costs of putting it in place. The cost-benefit analysis gives us a detailed breakdown of the financial pros and cons.

4. Work Breakdown Structure (WBS)

Level 1: CRM System for MyClient+

Level 2: Project Phases

1.0 Requirement Gathering

- · 1.1 Conduct Stakeholder Interviews

- · 1.2 Document Current Business Processes

- · 1.3 Define Functional & Non-Functional Requirements

2.0 Design

- · 2.1 Design CRM System Architecture

- · 2.2 Develop UI/UX Wireframes

- · 2.3 Plan System Security & Data Protection

3.0 Development

- · 3.1 Configure CRM System

- · 3.2 Develop Custom Modules Features

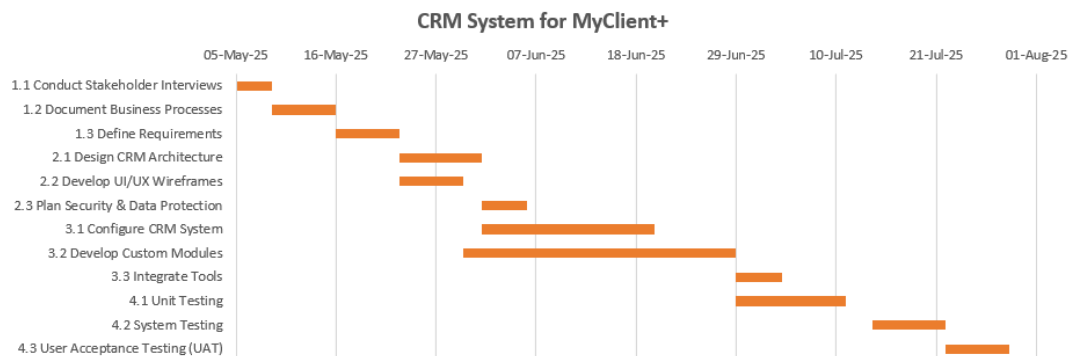- · 3.3 Integrate With Communication & Reporting Tool

4.0 Testing

· 4.1 Perform Unit Testing

· 4.2 Conduct System Testing

· 4.3 Execute User Acceptance Testing (UAT)

5.0 Deployment

· 5.1 Deploy to Production Server

· 5.2 Conduct End-User Training Sessions

· 5.3 Monitor Performance & Resolve Post-Deployment Issues

5. Gantt Chart

CRM System for MyClient+

Conclusion

Through the development of MyClient+ system and the challenges it has faced, MyClient+ remains a tool in order to enhance our clients experience ensuring the utmost security and ease. While the project has navigated constraints through technical, operational, and economical feasibility, our calculations and analysis has proved that MyClient+ it is a worthy system to invest in. Moving forward, MyClient+ system has the potential of not only easing the burden on campus health services, but also making a meaningful difference in the lives of students. This system highlights the importance of thoughtful system design when addressing real-world challenges in healthcare accessibility.