# Problem Definition:

In today's market, there are hundreds of thousands of different combinations of hardware in a computer and, really, only two different websites that can provide information about whether or not you can run a particular game given your personal system specifications (Gamedebate.com and systemrequirementlabs.com). Therefore, I've chosen Rockstar, a newly popular AAA title company, as a master company to host a program that will check a user's PC hardware information and then compare it to the system requirements of the Rockstar game they've chosen to see if they can run it on their PC. Overall there are very little or maybe no programs that can be downloaded to do the job as described above and so this will be a first for the PC gaming market and should hopefully give Rockstar a better reputation for its customer practices.

# About the client:

The client will be those that are into gaming and, more specifically, Rockstar games such as Grand Theft Auto, Bully, Manhunt and Midnight Club. All of these games have an age rating of 15-18+ and therefore an account will be required to login to the program. The account is universally used on most Rockstar games and all of their websites and therefore is convenient for both the user and company too. (I can NOT retrieve, store or access real account information, so a temporary database that is locally stored will be used instead). The software will be Online and available to anyone for download but will NOT be open sourced and cannot be edited by the user legally.

The client will use this program in order to check to see if their PC's are capable of running the games they wish to play by gathering their personal system information and then the system requirements of the game before comparing the two. If the user's system reaches all requirements, a tick will be shown next to all of their hardware and a green message will show saying "You can run X game" .If they do not reach any or some of the requirements, a cross will be marked next to the hardware that is the bottleneck.

# Past/Current Systems:

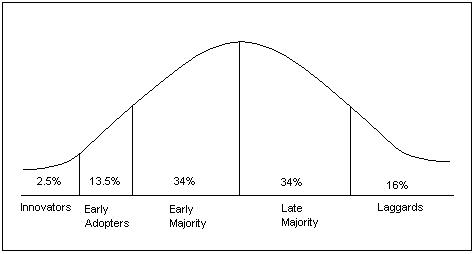
Rockstar have never had any past systems that aid the user in this way. Previously, system requirements were released online and people had to do their own research into whether or not their system could run the game they wanted but now this program will automate that process and make it more convenient for the user. Although previously customer support would aid the client in their questions about whether or not they could run the game, this could be via online support or face-to-face; both of which are sometimes slow and tedious. My program should hopefully remove this middle man and stress on customer support and should hopefully improve the opinion of Rockstar and the company's customer service as a whole. Despite this, some employees and representatives will still need to access the development side of the program and talk to customers directly but instead with different instructions and a different process than their old system that will inevitably still be faster. As for third party systems, such as systemrequirementslab.com and gamedebate.com, both of those websites require a constant internet connection as well as basic-to-advanced knowledge regarding computer systems and hardware. My program will be much simpler, not require a constant internet connection and will provide guides and instructions on how to use it efficiently.

# Stakeholders:

As mentioned previously, the parent company hosting the program will be Rockstar and the accounts that will be used to get logged onto the software will be R\* Games Social Club. This network of accounts is already widely used by gamers on many different platforms and is the main account needed to login to any website, game or associated interface created by Rockstar. On top of this, there will also be a developer account that can be used and logged into only if a certain condition is met – normal USERS will NOT be able to access the account. Although, this account will not be able to edit the program as the source code will be needed in order for any changes to be made. The developer account will, however, be able to view and edit the contents of the database containing user account information such as usernames and passwords. The reason this program will benefit my chosen parent company is because there aren't many – if any – programs that benefit and convenient the user in this way. Therefore, this will improve customer-company relations and should hopefully improve the public's opinion and reviews of Rockstar overall. As well, the required social club login should give a spike in account creations that will ultimately garner more attention to the company, thus bringing in more profits and even the ability to directly advertise to people through their emails if they've given permission

# Adoption of the new system:

My system will be rolled out, originally, to beta testers who will ensure that there are no bugs or exploits that could otherwise put my system and the data of others at risk. The beta testers here will be a mixture of staff members of Rockstar\* or volunteers amongst my class. After this, early adopters will be chosen to experiment and try the program to see if it suits their needs and to advertise it to those who are less willing to change. Eventually, the entire company would’ve likely adopted the program via a smooth transition as each group eases the other into using it. In reality, some issues could arise during this process but finding it early on will prevent it from remaining an issue. An example bell curve shows the different groups who will use my program:



*Dislike change*

*Beta testers*

*Alpha testers*