System Operations Requirements

Billing, reports, service validation, membership data storage, and billing are the ChocAn system components that will be computerized. To ensure data integrity and accessibility, data will be kept in a central ChocAn Data Center, perhaps on secure servers. Hardware needs will include networking hardware for communication, a central server for data processing, and computer terminals for providers. The system will communicate with other systems, such as banking systems for electronic fund transfers and Acme Accounting Services for fee payments. Users—including members and healthcare providers—will interact with the system through specialized terminals and a user-friendly interface that leads them through tasks including card validation, service recording, and report production.