

## Kaitaia Publishing Collective

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CSC 3710 Systems Analysis & Design

Fitchburg State University

### Information

First Page: Requirement Gathering - Benjamin Jackson, Ryan Horwitz

Second Page: Requirement Definition - Haris Khan

Third Page: Use Case Analysis - Konan Kouame

Fourth Page: Updated Work Plan - Christopher Luzzi

## Interview Preparation

### Interviewee Parties

- Maria Burdett - Chairwoman of Kaitaia Publishing Collective
- Kaitaia Publishing Collective employees
- Kaitaia Publishing Collective Original members

### Maria Burdett - Chairwoman of Kaitaia Publishing Collective

- ❖ What does Kaitaia Publishing Collective offer the public that no other publishing company can? **(Open-Ended)**
- ❖ What does Kaitaia Publishing offer to authors that they can't find at another publishing company? **(Open-Ended)**
- ❖ What problems is Kaitaia Publishing facing in regards to organization, and safe-keeping of authors' manuscripts? **(Closed)**
- ❖ How has this affected the Collective's reputation among clients? **(Open-Ended)**
- ❖ How have these manuscript problems affected the business of the Collective financially? **(Closed)**
- ❖ Kaitaia Publishing has faced issues in the past due to last-minute changes causing the printing process to be held up. How has this affected the Collective financially? **(Closed)**
- ❖ What is the current process for differentiating from good and bad suppliers? **(Closed)**
- ❖ Do you think the Collective would benefit by moving its printing in-house, instead of outsourcing? **(Open-Ended)**
- ❖ If so, do you think the Collective has the capability to do in-house printing with its current employee count, assuming the proper system for it could be constructed? **(Probing)**
- ❖ If not, do you think a better system for determining good & bad suppliers would help to ease the problem of last-minute manuscript changes? **(Probing)**
- ❖ Last-minute manuscript changes have cost the Collective a lot of money, and almost caused printed books to not arrive in time for release. Do you think the Collective would benefit from a more relaxed publishing schedule, or putting in for print orders after finalizing the manuscript? **(Open-Ended)**
- ❖ How do you think the current problems are affecting employee morale? **(Closed)**
- ❖ Do you think that morale is playing a role in any of the existing problems that the Collective is facing? **(Open-Ended)**
- ❖ Do you think the current workload per employee is playing a role in the problems the Collective is facing? **(Open-Ended)**
- ❖ Do you think the current Collective employees are capable of adjusting to a computer-oriented system? **(Open-Ended)**
- ❖ Do you think your current number of employees is suitable for the Collective's operations? **(Open-Ended)**
- ❖ Why is Kaitaia Publishing hesitant to incorporate a computer-oriented system? **(Open-Ended)**

- ❖ Do you think that Kaitaia Publishing can financially afford new employees, in its current state, if needed? **(Closed)**
- ❖ Do you think incorporating a computer-oriented system would change the perception of Kaitaia Publishing among clients? **(Open-Ended)**
- ❖ Do you think incorporating a computer-oriented system would change the perception of Kaitaia Publishing among the public? **(Open-Ended)**
- ❖ What do you hope the new system will accomplish for Kaitaia Publishing financially? **(Open-Ended)**
- ❖ Do you think addressing the current operational problems will be enough to recover the Collective's reputation? **(Open-Ended)**

#### Kaitaia Publishing Collective employees

- ❖ How long have you been working for Kaitaia Publishing? **(Open-Ended)**
- ❖ How has working here affected your life? **(Open-Ended)**
- ❖ What is your current salary at Kaitaia Publishing? **(Closed)**
- ❖ Are you happy with your current salary? **(Open-Ended)**
- ❖ If not, do you think this has affected your work performance? **(Closed)**
- ❖ What are your current average daily responsibilities at Kaitaia Publishing? **(Closed)**
- ❖ Do you think your current workload is comfortable? **(Open-Ended)**
- ❖ Do you think you'd benefit from a lighter workload? **(Open-Ended)**
- ❖ If so, would hiring more employees help to alleviate your current workload? **(Closed)**
- ❖ How is morale among you and your coworkers? **(Open-Ended)**
- ❖ Do you think the current morale level has affected any of the problems that Kaitaia Publishing is currently facing? **(Open-Ended)**
- ❖ If not, what do you think is causing these issues to pop up? **(Closed)**
- ❖ What improvements would you like to see from the incorporation of a new system? **(Open-Ended)**
- ❖ What is the current system for organizing, and safe-keeping of authors' manuscripts? **(Closed)**
- ❖ What do you think the shortcomings of the current manuscript system are? **(Open-Ended)**
- ❖ What ways would you like to see this system improved in order to make it more efficient? **(Open-Ended)**
- ❖ Are you capable of adjusting to a computer-oriented system? **(Open-Ended)**
- ❖ If not, would you be willing to undergo training in order to gain the skills necessary to use a computer-oriented system? **(Closed)**
- ❖ Do you think that Kaitaia Publishing's aversion to a computer-oriented system has been part of the reason for the current organization issues? **(Open-Ended)**

Kaitaia Publishing Collective Original members

- ❖ How long have you been working for Kaitaia Publishing? **(Closed)**
- ❖ How would you describe how you feel while working at Kaitaia Publishing?  
**(Open-Ended)**
- ❖ Would you say you are happy with the current salary you receive? **(Open-Ended)**
- ❖ If not, why do you believe you deserve a higher salary and how has it affected your quality of work? **(Open-Ended)**
- ❖ How would you describe your position at Kaitaia Publishing and what do you do regularly while working here? **(Open-Ended)**
- ❖ Do you think the amount of work you have on a daily basis is too much or too little?  
**(Open-Ended)**
- ❖ Do you receive an adequate amount of personal time throughout the day? **(Open-Ended)**
- ❖ How is the mood in the workplace currently? **(Open-Ended)**
- ❖ Do you think that Kaitaia Publishing is in need of more employees to effectively run as a business? **(Open-Ended)**
- ❖ Considering you are one of the original members, what are some positives that you have seen occur at Kaitaia Publishing since you started working? **(Probing)**
- ❖ Now, what are some negatives that you have seen occur at Kaitaia Publishing since you started working? **(Probing)**
- ❖ Do you believe that currently Kaitaia Publishing is going in the right direction? **(Closed)**
- ❖ If not, what do you believe is the correct decision making for Kaitaia Publishing to make to plan for the future? **(Open-Ended)**
- ❖ What do you believe is causing some issues to pop-up? **(Open-Ended)**
- ❖ What do you believe is the current issue with the manuscripting system? **(Open-Ended)**
- ❖ How would you improve the issues like the manuscripting system within the company?  
**(Open-Ended)**
- ❖ Would you be able to adjust how you currently do work to a more computer-oriented system or would you require training to become more suited for work? **(Open-Ended)**
- ❖ What do you believe is the correct direction for Kaitaia Publishing to go in when implementing a system that will help improve efficiency in the workplace?  
**(Open-Ended)**

## **Functional Requirements (Users)**

### **1. Employee Training**

- 1.1. Users must familiarize themselves with the system software
- 1.2. Users must be able to operate system hardware

### **2. Data Entry**

- 2.1. Users must enter data into the system correctly, the system will notify admins of errors
- 2.2. Users must keep record of customer documentation by entering it into the system

### **3. Data Management**

- 3.1. User must update database with relevant information
- 3.2. Request data removal by admin when information is outdated or not needed

## **Functional Requirements (Admin)**

### **5. Employer Training**

- 5.1. Admin must be able to utilize system software/ hardware
- 5.2. Admin must be able to manipulate and traverse through the database system

### **6. Data Management**

- 6.1. Admin must be able to remove or manipulate data on the database
- 6.2. Admin must manage user requests

### **7. Database management**

- 7.1. Admin must be able to give users access to data they are authorized to view
- 7.2. Admin will monitor system to ensure data integrity and relevancy

## **Non-Functional Requirements**

### **1. Operational**

- 1.1. The system will store company data within a managed database.
- 1.2. Can be accessed through a web browser.

### **2. Performance**

- 2.1. Data will be able to be easily accessed by trained users.
- 2.2. User interaction with the system will not exceed 5 seconds.

### **3. Security**

- 3.1. Only authorized users will be able to access the system to prevent data theft.
- 3.2. Files will regularly be backed up to prevent data loss.

### **4. Cultural and Political**

- 4.1. Personal information is protected in compliance with the Data Protection Act.

**Use Case Analysis**

<b>User Case Name:</b> Navigating the Kaitaia publishing website	<b>ID:</b> UC 5	<b>Priority:</b> High
<b>Actor:</b> Author		
<b>Description:</b> The author wants to keep track of their payments and book sales		
<b>Trigger:</b> an automatic email is sent every time a payment is sent to the authors		
<b>Type:</b> External		
<b>Preconditions</b>  The author has a better idea of their sales  The accountant starts processing the payments to the authors accounts		
<b>Normal Course</b>  A computerization system		

<b>Majors inputs</b>		<b>Majors outputs</b>	
<u>Description</u>	<u>Source</u>	<u>Description</u>	<u>Destination</u>
Website	Company	Payments	Author
Username	Author	Books	Number of books
Password	Author	Accountant	Accountant ID
Author ID	Author	Author Email & ID	
Account	Portal		
Email	Company		

Majors steps:

1. The author accessed the Kaitaia publishing website
2. The system displays the different portals (login to account, exit the website)
3. For Exit the website, the system asks the user if he is sure to leave the website.
  - a. The author accepts to stay on the website. Then continue to the next step.
  - b. The author decides to leave the site. Return to the beginning.
4. The author starts entering its credential in the right places
5. The authors login to his account and choose payment icons.
  - a. The authors see the last activity of a payment deposit.
  - b. He decides to check the number of copies and make sure the amount of money corresponds to the number of books supposedly sold.
  - c. It looked like there were a few errors about the amounts on my account. (Email the accountant)

- d. Everything looks right about the amount deposited on my account and the number of books sold.
6. The author logs out of its account and closes the window.

#### Postconditions

There are mistakes on the number of books sold and the payment is over than the actual amount.

The author is satisfied that the new system gives clarity about transactions and payments.

<b>Name:</b> Adding a manuscript	
<b>Info:</b>	This is for the Authors to be able to upload their manuscripts to the database.
<b>Inputs:</b>	Author Name, Manuscript Title, Manuscript body
<b>Outputs(possible):</b>	Confirmation of upload, Failure to upload
<b>Details:</b>	On the web browser the Authors would be able to put in their name, the title of the manuscript and the body of the manuscript. And they would receive a confirmation or denial for their manuscripts being uploaded.



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