

Appendices V

Business Analysis & System Requirements

1. Business Analysis

'MSc Properties' currently have an electronic filing system, where customers, landlords of properties and potential employees fill out an application form to request a service from 'MSc Properties'. Anyone applying for a service will have to provide their personal information. Customers will also need to provide the properties they have an interest in letting. Landlords will have to provide the property information for the property they would like managed. Potential employees will have to provide the job role they are applying for.

Part of the landlord/customer/employee sign up process is to bring in a number of documents confirming their information, and once customers have agreed on a property to let, once 'MSc Properties' have agreed to manage a property for a landlord, or once 'MSc Properties' have agreed to take on an employee, contracts will be drawn up and signed by both by an 'MSc Properties' employee and the client, and is called the agreement.

Each agreement will result in a transaction account being created and documented in an Excel spreadsheet, which will record all transaction information for the different agreements, for example, rent payments from tenants, salary payments to employees, or lease payments to landlords. All of this information captured in the form along with any documents and spreadsheets will be stored electronically on the computer of the officer managing the case, except for the employee information which is stored on the office manager's computer.

'MSc Properties' currently advertise their property portfolio and job role vacancies through pictures in their store windows. Office managers carry out a revenue monitoring exercise each month, going through each transaction account, and carrying out budget monitoring and cash flow forecasting, along with reports for the month's business activity. Also there is a staff hierarchy within 'MSc Properties' where specific tasks and responsibilities are assigned to certain staff roles meaning that not all staff can carry out each task due to privileges.

'MSc Properties' will also require a number of different system environments to enable them to carry out training to employees outside of the live data system. Also as 'MSc Properties' require the system to be maintainable, dependable and usable, I also believe an additional environment needs to be produced to enable testing to occur if a system upgrade was to take place in the future. This means 'MSc Properties' will require three system environments, which are a live, clone and test environment.

2. System Requirements

NEED TO DO SYSTEM REQUIREMENTS