**Course**: MIS 342

**Task #1**: Planning deliverables

**Due Date:** April 12, 2015 (by 11 AM)

**Project:**The Con Notification System

**Project sponsors**

Jason Watt(CTO)

Gil Cnann(CEO)

**Group 4 members** **Professor Name**

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**1-System Request Form**

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| --- | --- |
| Element | Description |
| Project sponsor | Jason Watt(CTO), Gil Cnann(CEO) |
| Business Need | * A way for customers to report problems to the operation team, and for those problems to be logged as incident reports in an organized fashion. * A way to notify the operations team of the problem and dispatch the appropriate resources to fix the problem * A way to notify all customers of any problems they need to be aware of |
| Business Requirements | Using softwares, we have to provide a system that allows   * Allow staff members and patrons to send a message to the operation team detailing their location within the event and the nature of the problem. * Allow the operator to receive the informations at his laptop and manage the resolution of the problem * Sent push out notifications to patrons to give them informations * Keep the information about the issues for analysis later |
| Business Value | * This will give the customers and the staff better communication in order to respond to situations in a more timely manor. * More timely and comprehensive incident reports * Increases customer satisfaction * Minimize the effect of incidents * User friendly |
| Special issues or Constraints | * This project has a budget of $500.00, subject to an increase if conditions permit. * System has to be easy to use and requires little training |

**2-Feasibility Analysis**

Con Notification System Project Executive Summary

**Technical**

The Con Notification System is feasible technically and there are many ways to design it. The risks depend on the solution we decide to implement. The risks are fairly small for the solution we decided to implement since there are a lot of documentation and support for it.

* We will use a software that is free.
* The layout of the software is similar to popular apps and user friendly.
* The software is easy to use and deploy
* The project size is small.
* The software is compatible with the current It infrastructure and equipments

**Economic**

The system is free to download on all Android, IOS, and computer systems. Therefore, there will be no change in the economic feasibility of the system.

**Organizational**

The organizational risks are very low for this project.Our project sponsors Gil Cnaan and Jason Watt are very interested in the project as it will greatly improve the efficiency of the teams and increase the quality of the service.

The application fills a need management has identified and is easy to use for customers to enhance their experience. Also it will provide reports on past incidents which will be useful for analytic and training purposes.

**Additional Comments**

Training materials will need to be created for the staff and the customers.

User will have to have the app installed in order to receive notifications and interact with the staff.