SystemScape

Client Interview Results
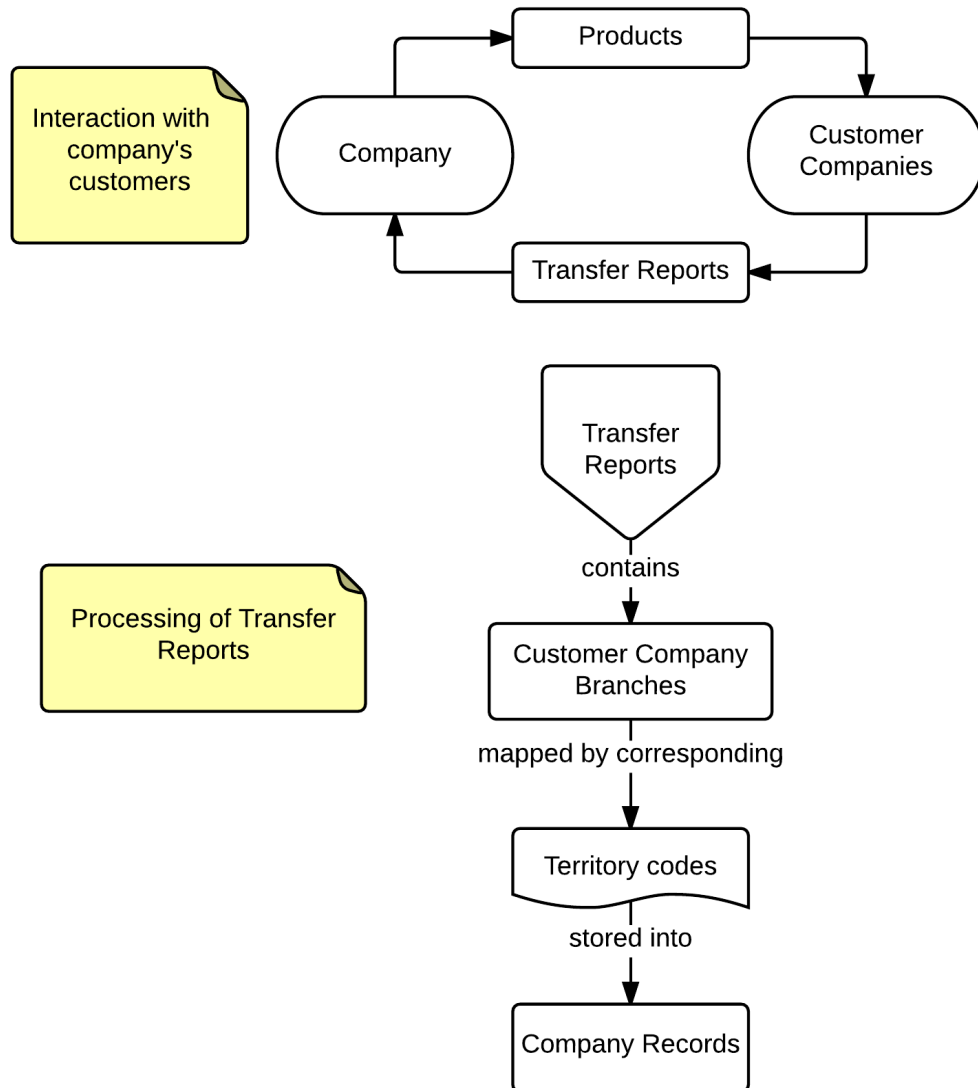
Torrent Pharmaceuticals

Subteam 1

Business Goal

- Distributes products to drug stores
- Keep track of these transactions
- Mapping the reports into their own records.
- Automate this mapping process
- Save time and minimize errors

Process

Characteristics

- Efficient and effective at mapping the transfer reports

- Effectively handle different kinds of users and their respective restrictions

- Allow customization as well as revisions for the data

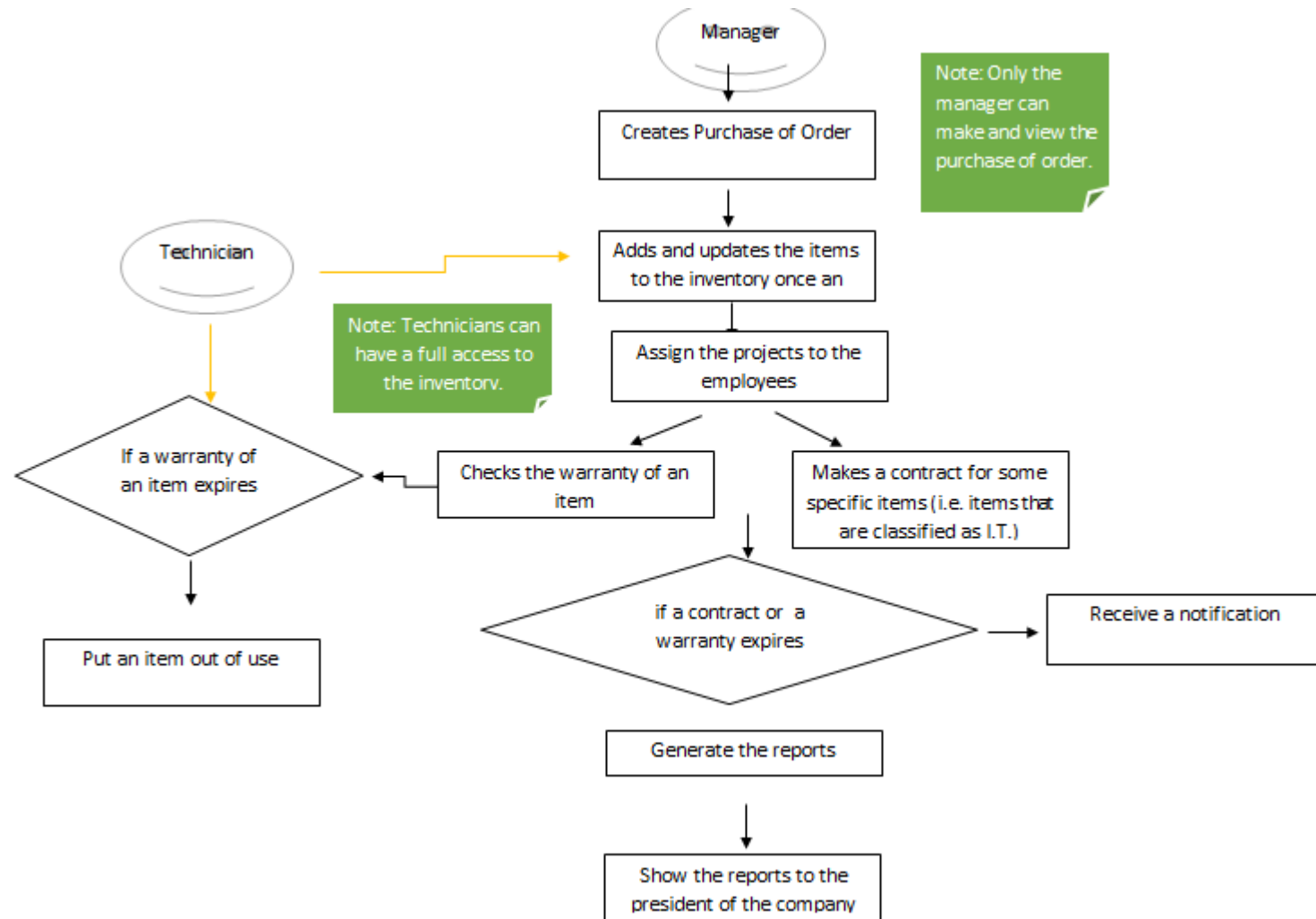| Description (What's the problem?)	Cause (What causes the problem?)	Symptoms (How do we know the problem exists?)	Impact (Why is this important? What are the consequences?)
Having to map the Transfer Reports to the Territory codes is time consuming.	The system is not automated, and therefore each entry is done manually.	Having Microsoft Excel as their current system, thus, data must be transferred manually.	The time consumed mapping the records can be spent doing other tasks.
The system is not able to handle effectively special cases such as multiple territory codes assigned to a single branch.	Having Microsoft Excel as their current system limits their capabilities.	They have to perform manual computations whenever a single branch is assigned to 2 or more territory codes.	Data integrity is at risk and causes additional work load.
Any kind of user has free access to update or view any of the files.	Having Microsoft Excel as their current system limits application of user restrictions.	There are no access restrictions in the current system.	Users will be able to modify and view files or data that they do not own, and possibly even spread the modified data to others.
There is a need for a better configuration page that allows access to other types of data such as the list of products and employees.	Having Microsoft Excel as their current system limits their capabilities.	The master tables for the Item Master, Branch Master & User/Employee Master are joined together in one file.	A configuration page would allow flexibility and ease in adding new item and employee details.
The current system is susceptible to human error.	The system is not automated, and therefore each entry is done manually.	Having to make revisions for Transport reports.	Manually mapping each entry from the Transfer Reports can affect data integrity caused by human errors.

CAI-STA

Subteam 2

Business Goals

- Have a consistent inventory system
    - Keep track of items
    - Person they are assigned to
    - Project the item is being used for
- Have a system to keep track of the purchase orders and contracts
- Warranty expiries and ends of contracts should also trigger notifications.

Characteristics

- Present consistency in records
- Ease in
  - Creating purchase orders
  - Adding items to inventory
  - Generating the necessary reports.
- Have the correct information at all times
- Be easily maintainable.

Process

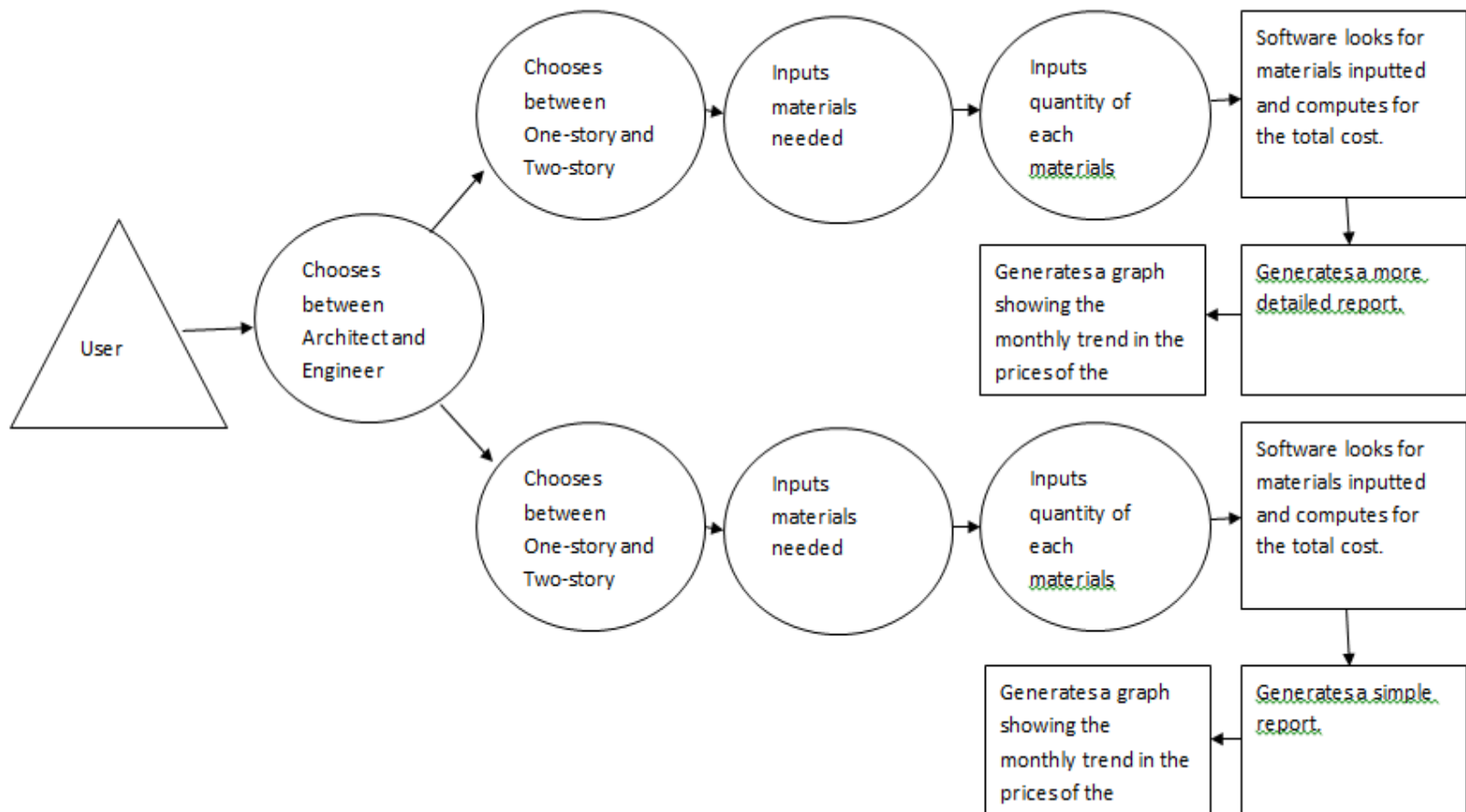| Description (What's the problem?)	Cause (What causes the problem?)	Symptoms (How do we know the problem exists?)	Impact (Why is this important? What are the consequences?)
The current approach in managing the inventory for purchases and the purchase order is inefficient.	The client uses MS Excel in handling the aforementioned business documents.	The client consumes a lot of time in making the documents such that she lacks time in doing other important tasks.	The inefficient approach of handling these documents may jeopardize the integrity of the data and may lead to other problems that may be caused by human error.
There are instances wherein the client overlooked contracts of some items and end of warranties.	MS Excel does not have a notification feature that the client needs to manually set the dates in a calendar application for her to be notified.	The end of warranties and contracts of some items are often overlooked by the client.	If a piece of equipment was to get damaged, and its warranty or contract weren't renewed, then there will be complications in the repair or replacement of that piece of equipment.
The current approach in managing the inventory is open to inconsistencies.	There is no centralized database for easy data management; instead multiple MS Excel files are used, often for the same data.	The client uses multiple MS Excel files in updating her inventory so discrepancies and duplications of data often occur.	Discrepancies of information between the records and the actual availability of the equipment can lead to complications in the handling of this equipment.
The client is experiencing a difficulty in filtering items that are of the same type.	There is no automated system available to aid the client in sorting the items.	The client needs to have a separate MS Excel sheets to manually sort the items by their category.	Having multiple files containing the same data just for the sake of rearranging and regrouping them can open the system to discrepancies between these files and invalid information.
It is difficult to keep track of the projects assigned to an employee.	The client needs to access multiple files in order to know which projects are assigned to which employee.	Projects that are already assigned to an employee can be assigned to another employee.	This can cause the company to lose track of which employee is responsible for which project in the company.

Camella Homes

Subteam 3

Business Goals

- Allow their clients to immediately be able to see the cost of the proposed building
  - Based on the materials and dimensions of the building.
- Their current system is tedious
  - Requires more time to accomplish the task:
    - Compute and estimate the overall cost of the building.

Characteristics

- Data should not be easily tampered.
- Easy to maintain
- Secure and safe(no information leak)
- Extensible(easy to add/delete feature)

Process

Description (What's the problem?)	Cause (What causes the problem?)	Symptoms (How do we know the problem exists?)	Impact (Why is this important? What are the consequences?)
The current system, an Excel Spreadsheet document, is prone to errors and inconsistencies	The current system does not provide checking and validation in terms of the data entered by the users	The current system is not optimized for this type of work.	It is important because in this case, data integrity will be affected, and because the system computes for the overall cost of the building based on the input data; the entire system depends on each input
There are many unnecessary work involved in the current system which makes it tedious such as having to scan the whole document just to compare and look for the desired material.	The user must still have to look for the desired material in the spreadsheet one by one just to complete the process and get the desired computation.	This kind of feature does not exist in Microsoft Excel	The process would be very time-consuming due to it being complex. Because of this, the process requires close monitoring of the data in every spreadsheet. This would also result to the further increase of inconsistencies due to the complexity of the current system.
The process can only be performed by someone who is capable of using the spreadsheet and knowledgeable of how the data should be used in computing for the total cost of the building	Not all the users know how to use excel and are knowledgeable on the contents of the system.	There are people who are not aware of how the system works	The process would require a user who knows how to input data and arrive at the overall computation based on the given inputs.
The process of keeping track of the list of materials needed for construction and its current cost in the market manually requires lots of time and effort and requires the user to look into many resources	The cost of materials may vary from time to time depending on its supply and demand in the market. The list of materials increases as new types of materials are introduced into the industry.	The market and economy is constantly changing due to supply and demand among countries	Being aware of the cost of the materials is integral to construction since a small change in the cost of a single material would affect the cost of the finished building exponentially
It is hard to make computations in calculating the cost of the building, and would take much time to compute and double check the result.	It makes use of complex formulas which could take plenty of time to compute manually.	There are construction projects that could not start on time because the client and the construction firm would not agree on the price. This is most likely due to miscalculations	The calculation of the building cost is the most integral process of the construction industry's business side. The project could not start unless the correct cost is presented to the client. A lengthy calculation would mean the completion of the building would be delayed