

CASE STUDY 2 DATA FLOW DIAGRAM.

PART C (20 MARKS)

A manager of LAUNDRY Sdn Bhd wants to develop an online system for the operation of the laundry shop. When the customer wishes to use a laundry service, they may browse the company website and fill up the form. First, they have to register as a member of this laundry shop. After the registration and become a member, information which filled up by the customers such as name, address and phone number will be retrieved from database and displayed in the service form. Other information in the service form must be filled up by the customers is the date and time for item collection. All information which is given by the customer will be stored in the database and a staff will be sent to the customer's address to collect the items. The items collected will be sent to the laundry shop to be washed as requested by the customer.

Once the items are washed, the laundry staff will email the notification to the customer through the system about the completion. The customer then will set an appointment through the system by fill up the date and time in the delivery form so that the staff can deliver the items to the customer at their available date and time.

When the items delivered to the customer together with its bill, the staff who sent it will collect the amount stated in the bill. When he/she arrived back at the laundry shop, he/she has to key in the amount collected for the day. All the information is needed as the report must be sent to the manager every week.

Based on the case study above:

a) Draw context diagram.

(6marks)

b) Draw Diagram 0.

(14 marks)