Assignment 2

Business Context Diagram

OCTOBER 1

T405 – Information Systems Business Analysis
BUS4051 – Business Analysis Case Study
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Waterfront Realty Case Study

Context

Your BA team met with a few agents and asked them what functionality they would like to see in Listings feature on the web site. Here are their responses:

Joe: "We, as selling agents should be able to post listings on behalf of the seller. The listing would have property information, such as address, number of rooms, year built, etc. and of course asking price".

Angela: "Anyone can search and view our listings, like buyers themselves or their agents based on whatever criteria they choose: area, size, number of rooms, etc. If they see something they like, they can request more information and we will receive text from the system. We will respond to them either by text or email or phone, whatever option they put in the request. Similarly, if they like the property so much they are ready to book a showing, the system will send us request for a showing and we will respond back through text or email or phone to agree on date and time.

BA: "So you don't want to provide more information or respond to booking requests in the system?"

Angela: "No, I am sure I speak for everyone here that we would prefer the follow-up communication to be in our inboxes or text messages, so no need to build into the system".

Andrew: "Oh and of course each of us has access to update or delete our own listings".

Angela: "What about allowing buyers or agents to request a report of all our listings within certain criteria, for example in a specific area, within a price limit, etc."

Joe: "Oh yes, and they can request that this report be emailed to them daily, weekly, monthly".

Andrew: "So we probably want to make sure the listings don't stay on the site for too long or we will lose credibility, so perhaps every 3 months (like 90 days) the listing should move to 'inactive' status, unless the listing agent renews it. And of course, we want notification to the listing agent that it is about to expire, let's say 5 days before the date".

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