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**College of Informatics and Computing Sciences**

IT 332

**INTEGRATIVE PROGRAMMING AND TECHNOLOGIES**

**ACTIVITY # 1: CASE STUDY**

Name: \_\_\_\_\_

Course/Year/Section: \_\_\_\_\_

**Personal Trainer, Inc.**, owns and operates fitness centers in a dozen Midwestern cities. The centers have done well, and the company is planning an international expansion by opening a new “supercenter” in the Toronto area. Personal Trainer’s president, Cassia Umi, hired an IT consultant, Susan Park, to help develop an information system for the new facility. During the project, Susan will work closely with Gray Lewis, who will manage the new operation.

*Background*

Susan finished work on system architecture issues, and her system design specification was approved. Now she is ready to address system implementation tasks, including quality assurance, structure charts, testing, training, data conversion, system changeover, and post-implementation evaluation.

1. Identify the specific groups of people who need training on the new system. For each group, describe the type of training you would recommend and list the topics you would cover.
2. Suggest a changeover method for the new billing system and provide specific reasons to support your choice. If you recommend phased operation, specify the order in which you would implement the modules. If your recommendation is for pilot operation, specify the department or area you would select as the pilot site and justify your choice.
3. Develop a data conversion plan that specifies which data items must be entered, the order in which the data should be entered, and which data items are the most time-critical.
4. You decide to perform a post-implementation evaluation to assess the quality of the system. Who would you involve in the process? What investigative techniques would you use and why?