Analysis

Background

The Stowe school Shop is the uniform and stationary shop that supplies the school. It currently has 4 employees. The shops customers are parents, students and teachers.

Identification of the Problem

The manager of the school shop feels that the employees time is not being used effectively because of inefficient methods being implemented. In the summer, all of the new pupils make appointments to buy their school uniform. The majority of the parents wait until the final weeks of the holiday to book an appointment forcing the staff to accommodate. They meet the students as quickly as possible to fit all the appointments in by the start of the academic year. This is inconvenient and puts unnecessary strain on the staff when the appointments can be spaced more efficiently, therefore the manager wants to solve this problem.

Description of the current solution

The parents are asked to phone the shop to make an appointment, the staff write the parents details in a diary to keep track of appointments and products can be posted to customers if requested. This limits productivity because a staff member has to stop their task and answer the phone frequently.

Research

Many independent schools including Eton, Loughborough, Acton and Leicester school don’t have online shops or ways to book an appointment. They only show contact information like the solution Stowe currently implements is used. In my research I found that many independent schools outsource the work to private companies with more available resources. This will allow Stowe advance as a school and make it stand out from the crowd. Prospective parents will be able to have more information to make an informed decision. The website can either be hosted or self hosted. The school has the capabilities to do both. This is a decision that my client can make. Profits have increased by up to %150 from similar sized businesses. The increase in profits will help to restore the school as %100 of the shops profits goes into the Stowe Preservation Charity. This will help improve the school and in turn attracting more parents.

Identification of prospective users

The primary users will be the parents of new pupils that will book an appointment or purchase items online. The secondary user will be the staff of the school shop. They will want to access the list of appointments for the day and see orders from customers.

Proposed solution to the problem

A booking system that allows the parents to make appointments for the school shop and allow them to purchase items online. This system also gives access to the staff to manage and see the upcoming appointments and orders. This will speed up work due to less interruptions from parents making appointments and will increase revenue because the website will allow more people to purchase products and make appointments. There will also be a higher quality of service because the staff wont be rushed or stressed leading to a better experience for customers.

Identification of the User needs

functional

The program should allow the staff to access and keep track of all appointments made. This can be accomplished by using a database in the solution.

Have the relevant data that is specified by my client such as contact details. These can be required when making a new appointment.

An automated reminder for parents to remind them of an upcoming appointment. This should reduce the amount of missed appointments. This could be done by using an automated email linked in the solution.

Have a login system to allow different levels of access to the capabilities so staff can alter set appointments and see parent details but other users cannot.

Non functional

Be user friendly so parents are able to use and navigate the solution easily such as a calendar view to show all possible appointments and which days are free.

To be accessible to the parents and the staff. To allow this the solution to be accessed it will be uploaded to Microsoft azure.

Have secure online payment system. 3rd party payment such as paypal can be used to allow safe transactions when customers are using the website

Have useful information including contact information, photos of the uniform for pupils and directions to the shop.