# 1. INTRODUCTION

Living in a digital/ globalized world affects everybody’s life in many different ways. Technology is needed nowadays for even simple tasks like calling, starting your car and buying food at the supermarket includes. But technology not only affected people’s life, it also affected organizations in ways that changed completely how they deal with consumers and other businesses. The use of internet is the most necessary item to live in such digitalized world.

Globalization has being interconnecting people and businesses since 1990s, when it emerged. To be global in a company’s perspective means that anybody can reach its products from anywhere and anytime. But on the other hand its advent also brought a new way of doing business and a new way of competing with other businesses.

With the advent of the internet, new forms of goods, services and delivery channels have raised bringing the E-Business, which is a different way of doing business. Nowadays, a firm does not exactly need to have a physical presence on the market; it can deliver its products online. Janita and Chong (2013) define E-Business as the process of exchanging, buying and selling through computer networks involving internet. E-Business is considered to be an innovation that thoroughly changed the traditional way of doing business (Bordonaba-Juste, Lucia Palacios and Polo Redondo, 2012).

These two different ways of doing business are simultaneously in use nowadays and each one of them has its features and its issues. However, the transition from physical shop to digital shop has not yet reached some traditional shops. Having said that, it is important to mention the importance of doing a detailed feasibility study analyzing whether is worth the changing.

According to Maracas and O’Brien (2013), feasibility study is a preliminary study where important aspects of the project such as resource requirements, costs, benefits, viability, etc are determined and taken into consideration before a decision is made for whether adapting the current system or changing completely to a new system. This study is presented in a written format which includes preliminary specifications and a developmental plan for a proposed business application. If the recommendations are approved by the management, the development process can continue.

Conducting a feasibility study has the advantage of giving advance warning about where the project could fail or whether proposed methods or instruments are inappropriate or too complicated. They may also try to identify potential practical problems in following the project implementation (Van Teijlingen and Hundley, 2001).

Evaluate alternative system solutions and propose the most viable and desirable business application for development is the main goal of the feasibility study which can be evaluated in five major categories (Maracas and O’Brien, 2013). Technical feasibility determines what technologies exists or can be developed to solve the problem, risks of building new technologies versus purchasing existing ones. It also assesses whether the organization has the experience required to work effectively with the technologies. Operational feasibility assesses the human element of the proposed system which means, how willing and able its employees are to change. Economic feasibility determines if an organization can afford the system and if the system will provide an adequate return on the investments (cost-benefits). Schedule feasibility determines if the proposed development time line is realistic. Also, if the company has the resources it needs (Malaga, 2005). Legal and Political feasibility includes a thorough analysis of legal perspectives as a result of the implementation of the new system such as copyright, patent infringements, violation of existing antitrust laws, etc and on the political side, analyses who the stakeholders are within the organization and the degree to which the proposed system may positively or negatively affect the distribution of power (Maracas and O’Brien, 2013).

# 2. CURRENT FUNCTIONAL PROCEDURES

The Vintage Shop is a small business specialized in selling second-hand entertainment items such as: movie DVDs, music CDs and Vinyl Records. All the transactions of the shop are completed over the counter and all the documentation related to those transactions and costumers are archived manually.

In order to make a purchase, the customer presents cash to the shop assistant and the transaction is carried out based on a two-part voucher. The customer signs the voucher and keeps one copy, while the assistant retains the other copy of the voucher in the till.

At the end of each day the collected vouchers are sent to the Bookkeeper, responsible for filing them. All the records concerned to the transactions are kept for, at least, three years.

As previously stated, everything in the Vintage Shop is done manually: from the stock supply to the processes and also management of transactions and information, which generates a high demand of paper work requiring an urgent update in the current system.

There are a few constraints associated to the current functional procedures performed in the shop. Among them, it is possible to list the demand of numerous hours of paper work and that the security related to the costumer’s information in not highly secured or easily accessed. The archives don’t have a backup which is also something relevant in this context.

In order to increase the performance of the shop, Alex Davis (owner of the Vintage Shop) is looking for ways to optimize the business by implementing a computerized system.

# 3. PROJECT OBJECTIVES

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