CASE STUDY: Expert.com Training Provider

Software: Expert Training Management Portal (ETMP)

Synopsis: Expert.com is a local training provider which provides in-house training (or on site/bespoke) for companies or employees within Sarawak. The objectives of Training Expert.com is to provide hands-on solutions through practical information sharing to help solve day to day business challenges by developing human capitals that meets the company's needs. The company established since 2001 and has trained more than 50,000 people to improving their work productivity, leadership & communication skills, language proficiency, sales, negotiation & presentation skills, workplace management and personal development. The company operates completely independent and is open for clients and public throughout the years.

When the company receives a request from a client to organize a workshop/training, first the client is registered. Then, an employee in the company searches for the related training that match the client needs which are then communicated to the client. Then, the client will be contacted to find out whether he or she is interested in the training alternatives generated. If within one week the client did not feedback, the company will cancel the registration and stop processing the request. The client may respond and declare that he or she is not any more interested in the training, the client perhaps would like to see more training alternatives, or the client chooses an alternative given. If the client chooses one of the training provided, then the company's employee will check on the client's credit card for validity. If the entered credit card number is invalid then the employee will offer his/her regrets and stop processing the training request. However, clients are allowed to settle their payment in cash too.

After payment is being settled, reservation is made for training venue. The client usually provides the preferred venue earlier. The client can verify the training itinerary or ask for modification before the training is confirmed. Therefore, verification of training itinerary may take more than one attempt before it is successful and the client is satisfied with it.

After the reservation of the training venue and the confirmation of the training itinerary, the company sends a notification to the client. One week before the start date of the training the related training documents are sent to the client.

Training can be cancelled at any time after completing the booking process (training venue) and before the start date (training date). However, no refund will be made upon cancellation.

Requirements: You have been commissioned by Expert.com CEO to develop an online system to handle the process of handling training requisition. The online portal should cater for two main users: the Expert.com operation team and the client. As a project manager, you are required to develop the requirement specification based on your knowledge of the company's business activities; and in designing the system, as well as implementing it. Your convenor (as the representative of the Company) will be able to clarify anything that you may be confused about in the above description.

Specifically, please consider that you, as the project team, will have to complete the work for this project (you cannot hire additional developers) and, as a consequence, you have to take your team's size, skills and development experiences into account. You must also take this into account when assessing risks.