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Scope definition

The information system currently in place has consolidated the company locations throughout the country to a certain degree. However, the company needs it to be replaced or drastically improved in order to meet all the needs of the company and increase efficiency, accuracy, and productivity. The company needs to make drastic improvements or implement a new information system for various reasons. Some of those reasons are that the inclusion of locations in the current system are inconsistent some locations and the data relating to them are present in their entirety in the system, some locations have some data, and some locations do not exist in the system. The data gathering needs to be centralized in its entirety for each and every location. The opportunities the company could have if the system is improved or replaced would be the availability to accurately stipulate the subjects that are definitely available for tutoring, monitor the amount of sessions and their details, monitor the amount of tutors and clients currently active and the data relating to them.

The company would gain the opportunity to be able to continue providing tutoring services for loyal clients even if they were to move (change city or state). This would be done by accurately redirecting them to another location of our company that would be closest to them and continue providing the services in order to diminish the loss of clients as well as diminish the interruptions in the services provided. The same concept would be able to apply to tutors if they are moving they could be relocated to a new location to continue on with the company and not have to lose their job. The company would also gain the opportunity to have data that can be mined for several purposes. One purpose would be to produce statistics that would allow comparisons between the company and its competitors to gain insight on how they rank amongst the competition and if they aren’t high in the ranks they could study the methods and best practices of companies that are in order to improve the company to have a greater competitive advantage. Another purpose would be to study client data in order to see what subjects the clients requesting the most to better accommodate them, special offers could be created bases on service trends as well as exclusive offers or promotions for loyal customers who have been with the company for a certain amount of time. Another purpose would be to mine the tutor data in order to be aware of which tutors are requested more frequently and which tutors have the best practices which could be studied and implemented by the other tutors to increase the quality of the services provided as well as the success rate of each tutor. The data could also be used in a way which would allow the company to recognize excelling tutors and reward them accordingly.

Since we are a nationwide company and we are still in the process of solidifying our methods of operations and organization the process of designing, developing, and implementing a new information system or improving the current one would take longer than normal. Because of these factors the time span the project would be given would be a year to a year and a half. At which point there should be a functioning system in place. With a high degree of efficiency, data accuracy, reliability, and available upgrade options. Because of the wide spread of the locations throughout the country and the amount of time the company would give the project a medium to large size team would be assembled. The team would be composed of two system analysts so that they can gather information from the various locations in a timely fashion. From each office one or two of the most knowledgeable users would participate depending on the location. Two system designers to speed up the design process and get all the logical and physical modeling done as quickly and efficiently as possible. There would be one or two project managers leading the project. In terms of building we would like to get that done as quickly as possible so there would be either three or four system builders to expedite the last step as much as possible. The initial project budget would be one and a half million dollars with room for expansion.

The proposed system would be a system which would be able to capture and record data about the various tutoring sessions and their details as well as capture and record data about all the individuals involved in the company and at the various locations. The proposed information system would build off of the current one and improve as well in order to expand the amount of data captured from each of the transactions and the recorded inputs for the individuals working for the company or individuals involved with the company. The proposed information system would completely consolidate all the data of all the company locations in so doing increasing the accuracy of the services offered by the company as well as lead to a decrease in costs in certain fronts. The system would provide accurate numbers for the company in terms of staff, revenue, and location activity. The system would also have the capability to update sessions as well as all the factors involved with sessions. The system would also be able to alter sessions if need be these abilities would produce more accurate sessions and information for all those involved. The proposed information system would gather data so it can later be mined for the companies benefit.