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| The Crosses Pub, Kilmuckridge. |
| Systems Analysis Project - Assignment 1 – Company Report. |
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# Introduction

This is a project to evaluate my local pub in Wexford to determine what systems it has in place and whether these systems are up to date and are improving workflow in the way they are intended. If not I will suggest a new improved system to do the set task and ultimately improve workflow and increase revenue.

In the following report I will detail exactly what the pub does, what systems it uses, how it processes transactions etc. and an improvement to the current system used.

# Organisational History

The Crosses provides a service for the kilmuckridge area as a pub. It serves drink, provides Wi-fi and digital TV showing football games, has a pool table and jukebox, and provides a betting service.

Its staff consists of a manager/owner, three regular full time bar staff, and three part-time bar staff for busier times of the year.

# IT Systems

One of its only IT systems is its cash register which is not high tech and presents problems of its own including malfunctions.

These are used by all of the staff in the pub for its various transactions but it is not used for calculations for the betting service within the pub. This is done using a calculator and a pen and paper.

It is effective and improves workflow but it definitely could be much more efficient. They seem outdated and have little or no maintenance.

Another of its IT systems is its credit card reader which allows transactions by credit or debit card. They are very slow and this consumes time and slows down service.

# Feasibility Study

The current hardware system in place for transactions is clearly outdated and problematic to the workflow of the organisation. It requires a new cash register system and I believe an electronic system would benefit the organisation.

Although an electronic cash register system is expensive it would benefit the organisation in the long run.

I sourced an updated electronic system that costs €2000 and an extra €1000 to set up the network for the entire pub. It requires €200 worth of maintenance a year after the first year.

The Manager believes he throws away €10 of stock each week because of his current system and yearly this totals to €1040. This is a benefit if the new system is implemented.

The payback period is just 5 years.

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| Year | Cost | Benefit | Net Benefit |
| 1 | 2000  1000 |  |  |
| 2 | 200  3200 | 1040 |  |
| 3 | 200  3400 | 1040  2080 |  |
| 4 | 200  3600 | 1040  3120 |  |
| 5 | 200  3800 | 1040  4160 | 360 |

# Conclusion

I learned that the pub would benefit hugely from investing in new systems and that it wastes a lot of money as a result of its old system.

Next in the system development cycle would be designing the system, implementing and maintaining it.