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Module: XBCAD7319

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Documentation: Change Management

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# 1. CHANGE MANAGEMENT

## **Adoption of software**

At the current moment Crystal Ridge doesn’t have any way to book an appointment/class on an online format. All business is done via phone call and then entered into a bookings book manually. With this system if there is no one to answer the phone or all employees are busy with lessons or something similar then the booking/appointment cannot be made.   
  
With the system that was designed it gets rid of 90% of the manual work and allows for people to book appointments online giving them all necessary information about what time, location, price and amount of people in the class there will be. This allows for customers to not only be able to book lessons/appointments at their own time but then also allows for employees to not constantly need to be available for phone calls or emails for appointment booking.

In conclusion the adaptation of the new software will allow for easy, quick and faster booking of any new/returning customers as well as allowing them to book the lessons on their own time so they don't need to change their schedule just to make a booking. The software also allows for all employees to focus more on their work around the yard and not constantly have to be around their phones to answer potential customers.

## **Strategy for adoption of software**

The software is web based with the potential of moving to a mobile app later down the line. The easiest way to implement the actual software would be to design the whole website with the integration of the current website and launch it as a whole new product. The current website has no functionality attached so the integration should be quick and seamless due to only visual changes taking place. A youtube video of how the website will work should also be made to assist anyone who battles to navigate or use the website to grasp a full understanding of it. With this implementation method there is very little chance of anyone battling to understand the website and would allow for fast, easy booking for those who can’t call/book during working hours.

## **Maintenance and support**

The maintainability and support will more than likely be handled by an external couple like Wix or something similar. The current system is on Wix ,which is an online website creation and hosting tool, and will either need to be adjusted slightly or completely redone to integrate all the different parts of the 2 websites. The support for the website will need to be done internally so 1-2 of the employees should understand the basics of the application and how it works to fix issues if they possibly arise. There are currently an IT technician on site which would do all the basic work on the website but most of the maintenance and support would be linked to the selected website used to run the software.

# REFERENCE LIST

*Crystal Ridge Equestrian: Horse riding lessons: 28 jarrah road, petit, Benoni, South Africa* (no date) *Crystal Ridge Stable*. Available at: https://www.crystalridgestables.co.za/ (Accessed: 15 November 2024).