ICT581 INFORMATION SYSTEMS PRINCIPLES AND PRACTICE

**QUESTION 1:**

**TRIGGER**

The trigger for the Weddings Parties Everything system (WPE) is the rising interest for expertly cooked occasions like weddings, gatherings, corporate occasions, birthday events, commemorations, graduations, and gatherings. In this way WPE is a web-based business that connects any clients who need a caterer for their occasion with organizations that give catering. Clients input their prerequisites with areas, and the framework will tell them with a waitlist of accessible caterers who will offer the expected types of assistance.

**BENEFIT**

The benefit of WPE is that it provides a platform for customers to easily search and connect with caterers that can provide them with the catering services they need. It saves clients time and exertion in looking for caterers and guarantees that they are given confirmed caterers who have given their ABN, business name, logo, and evidence of current Public Responsibility or Expert Repayment protection to the framework. This gives clients certainty that they are utilizing genuine organizations.

For caterers, WPE provides an opening to showcase their services to potential customers and connect with them directly. Caterers pay to use the system, which helps WPE generate revenue. The credit system ensures that caterers are serious about using the platform and that they have enough credits to prepare quotes for customers. The expiry of credits after three months ensures that the platform remains active and up-to-date.Overall, WPE provides a win-win situation for both customers and caterers. Customers can easily find verified caterers who can provide them with the catering services they need, while caterers can connect with potential customers and generate revenue through the platform.

**QUESTION 2:**

Following are the main stakeholders for the Weddings Parties Everything system (WPE) are following :

**CUSTOMERS**

Customers are the primary stakeholders of the WPE system as they are the ones who use the system to find a caterer for their event. They are interested in the system because it provides them with a simple and efficient way to find and select a caterer that meets their requirements. They are particularly interested in the ease of use of the system, the quality of the caterers, the range of options available, and the pricing of the services.

**CATERERS**

Caterers are another important stakeholder of the WPE system. They use the system to connect with potential customers and generate business. They are interested in the system because it provides them with access to a large pool of potential customers who are specifically looking for catering services. They are particularly interested in the quality of the customer leads, the ease of use of the system, the pricing of the services, and the ability to showcase their business.

**WPE OWNER/MANAGER**

The owner/manager of WPE is interested in the system because it is their business and source of income. They are particularly interested in the financial success of the system, the growth potential of the system, and the quality of service provided to customers.

**INSURANCE COMPANIES**

Insurance companies are also stakeholders in the WPE system. They are interested in the system because it requires caterers to have current Public Liability or Professional Indemnity insurance. They are particularly interested in the accuracy and validity of the insurance information provided by the caterers.

**PAYPAL**

PayPal is a stakeholder in the WPE system because it is used for the payment of credits by caterers. They are interested in the system because it generates revenue for PayPal through transaction fees. They are particularly interested in the security and reliability of the payment process.

**QUESTION 3:**

Here are few areas where assumptions could be made and potential improvements for WPE identified:

**PRICING MODEL**

The case mentions that caterers pay for credits to use the WPE system, but there is no information provided on the pricing structure or how many credits are required per quote. It is assumed that WPE has conducted market research to determine a fair and competitive pricing model for credits, but this could be an area for improvement if feedback from caterers suggests that the pricing is too high or not flexible enough.

**CUSTOMER FEEDBACK**

While the case mentions that reviews are available for customers to read on WPE, there is no information on how WPE collects or manages this feedback. Assuming that customer satisfaction is a key driver for WPE's success, it would be beneficial for the system to have a more robust feedback mechanism that captures ratings, comments, and suggestions from customers after each catering job is completed. This feedback could be used to improve the system and the quality of catering services provided through WPE.

**CATERER VERIFICATION**

The case states that "verified" caterers are those who have providing their ABN, business name, logo, and proof of insurance to the system. However, there is no information on how WPE verifies this information or what criteria are used to determine if a caterer is legitimate or not. It is assumed that WPE has some sort of screening process in place, but this process could be improved by conducting background checks, requesting references, or conducting site visits to ensure that caterers are meeting WPE's standards for quality and professionalism.

**AUTOMATED MATCHING**

The case mentions that the system matches customer requests with caterers who can meet their requirements, but there is no information on how this matching process is done. Assuming that WPE uses an automated algorithm to match customers with caterers, there may be opportunities to improve the accuracy and efficiency of this process by incorporating additional data points, such as past customer feedback, catering specialties, and geographic location.

Overall, WPE has a solid foundation for connecting customers with caterers and providing a platform for catering businesses to market their services. However, there is always room for improvement in terms of pricing, feedback, verification, and matching to ensure that WPE is providing the best possible experience for both customers and caterers.

**QUESTION 4:**

**PART (A)**

The following are the functional Requirements:

1. **Venue Management**

The system should allow users to manage venues, including booking, availability, and pricing information.

1. **Event management**

Users should be able to create and manage events, including setting dates, times, guest lists, and catering options.

1. **Vendor management**

The system should enable users to manage vendors, including searching, booking, and reviewing.

1. **Payment processing**

The system should be able to handle online payments securely and reliably. The system should keep a record of transactions and notify caterers when their credits are running low or have expired.

1. **Reporting and analytics**

Users should be able to access reports and analytics about events and vendors to inform decision-making. It will also generate summary reports to monitor the health of the business, such as the percentage of successful quotes that resulted in a booking, average satisfaction rating of completed catering jobs, and revenue breakdown by capital city.

1. **Communication**

The system should allow users to communicate with vendors, guests, and other stakeholders through messaging and notifications.

1. **User management**

The system must enable users to create accounts, achieve their profiles, and access support.

1. **Caterer registration**

The system should allow caterers to register by providing their business name, description, types of services they provide, location, link to their website, and contact email. Additionally, the system should provide a way to verify a caterer's legitimacy by requiring them to submit their ABN, business name, logo, and proof of current Public Liability or Professional Indemnity insurance.

**PART (B)**

The following are the non-functional Requirements :

1. **Performance**

The system would be responsive and able to switch a large quantity of users and events instantaneously.

1. **Security**

The system must be secure, protecting the sensitive user and financial data from unauthorized access i.e private communication between customers and caterers, including user authentication, data encryption, and protection against common web attacks such as cross-site scripting (XSS) and SQL injection.

1. **Availability**

The system should be serving 24/7 and have nominal interruption for maintenance.

1. **Scalability**

The system should be able to scale up or down to accommodate changes in demand.

1. **Usability**

The system should be intuitive and easy to use, with clear navigation and user-friendly interfaces.

1. **Reliability**

The system should be reliable and free of bugs, errors, and crashes.

1. **Compatibility**

The system ought to be viable with various gadgets, programs, and working frameworks.

**QUESTION 5:**

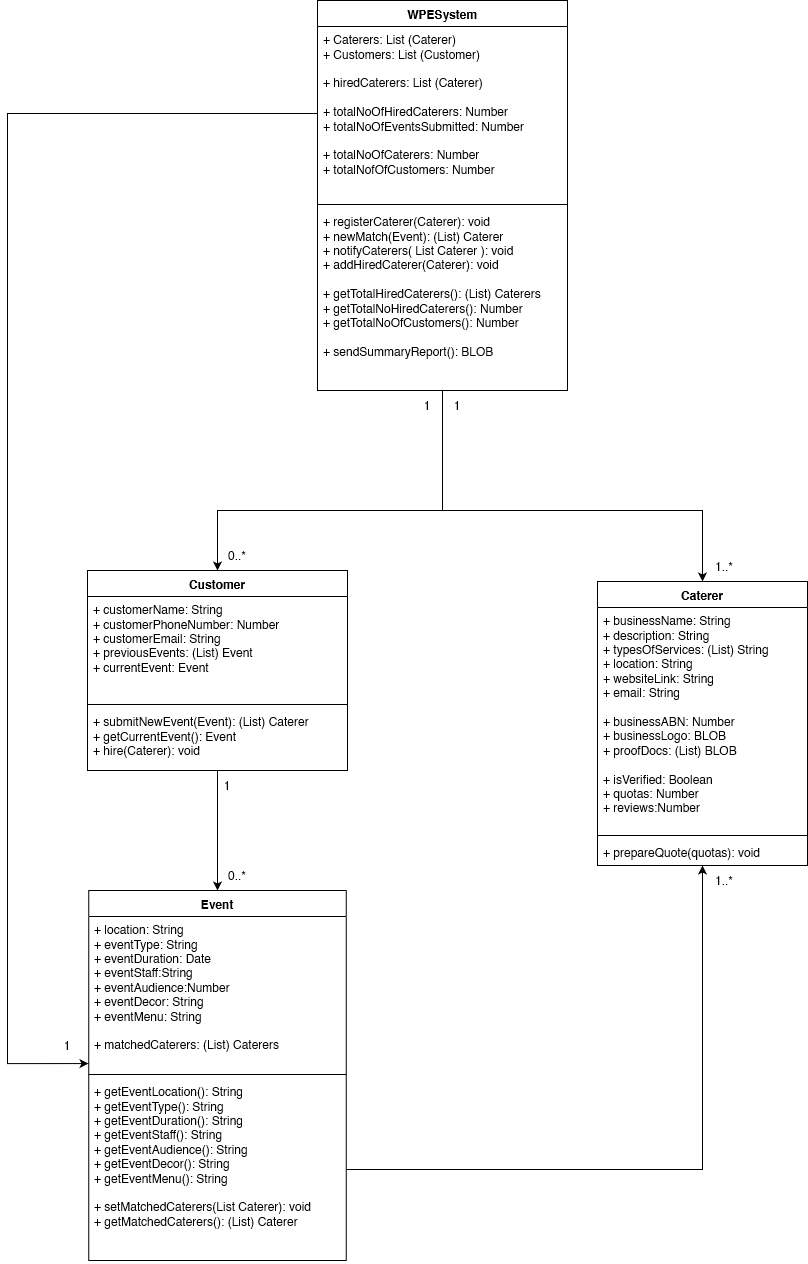
**A)**

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| **The Actors** | **Use Case Name** | **Use Case Description** |
| Customers | Create an account | A customer wants to create a new account on the WPE system to start using its services. |
| Customers | Browse services | A customer wants to browse the different services offered by WPE to select the ones that fit their needs. |
| Customers | Request a quote | A customer wants to request a quote for a specific service they are interested in. |
| Customers | Book a service | A customer wants to book a service for a specific date and time. |
| Customers | Make a Payment | A customer wants to make a payment for a service they have booked. |
| Wedding Planners | View bookings | A wedding planner wants to view the list of upcoming bookings for the services they are providing through WPE. |
| Wedding Planners | Manage bookings | A wedding planner wants to manage the bookings they have received through the WPE system, including accepting or rejecting them, rescheduling or cancelling them, and updating their status. |
| Vendors | Respond to requests | A vendor wants to respond to a quote request they have received through the WPE system, including providing a detailed proposal and pricing information. |
| Vendors | Manage Bookings | A vendor wants to manage the bookings they have received through the WPE system, including accepting or rejecting them, rescheduling or cancelling them, and updating their status. |
| Administrators | Manage Users | An administrator wants to manage the list of users registered on the WPE system, including adding new users, deleting existing ones, and updating their information. |
| Administrators | Generate Reports | An administrator wants to generate reports on the usage of the WPE system, including the number of bookings, payments, and user feedback. |

**B)**

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| **Events** | **Type of Event** | **NAME OF USE CASES** | **Description** |
| Client request | Temporal | Request Consultation | A client contacts WPE to request a consultation to discuss their event needs. |
| Consultation scheduled | State | Schedule consultation | WPE schedules a consultation with the client to discuss their event needs. |
| Consultation Held | State | Conduct consultation | WPE conducts a consultation with the client to discuss their event needs. |
| Contract signed | State | Sign contract | WPE and the client sign a contract to confirm the event details and services provided. |
| Event planned | State | Plan event | WPE plans the event based on the client's needs and preferences. |
| Event executed | Temporal | Execute event | WPE executes the planned event according to the contract and client's needs. |
| Event evaluation | State | Evaluate event | WPE evaluates the success of the event and collects feedback from the client. |

**QUESTION 6:**

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