Case Study

*Richards’ Riding Stables* is a family owned Equestrian School and Stabling facility, located north of Aurora Ontario. The Equestrian School has 10 horses and ponies that are used in lessons and the Stable have room for 20 additional Boarder stalls, which are leased to clients for their horses. Included in the lease, is daily cleaning of the stall, Breakfast and Supper for the horses, daily turnout to grass paddocks with continuous access to hay and water. Richards’ Riding Stables guarantees that horses placed in their care will never be hungry!

Mr. Richards, a retired bookkeeper, owns the business and employs his two daughters, Kate and Susan as Equestrian Coaches and his grandchildren, Edward, Brian and Clark as stable staff. Up until recently, Mr. Richards kept track of all of the Riding Sables’ transactions using his computer and manual ledgers.

Faulty wiring caused a fire in the office and Mr. Richards computer and records were destroyed. Mr. Richards has decided that he’s best to implement a new computer system to replace the manual records, so that with proper backups, important information will never be lost again.

Mr. Richards would like the system to replace his manual ledgers. He would like to input a budget at the beginning of the year and track expenses against budget items. He requires the ability to summarize bills by supplier and by expense type. Mr. Richards also must be able to track income by income type. Boarding and lesson payments are the largest sources of income for the business. Mr. Richards also rents some of his fields to a tree farm and stores boats and trailers on another field.

Kate and Susan would like an online scheduling system booking students and assigning horses and tack to the student, avoiding overlap of the indoor area and outside riding ring. Students would like to contact Kate and Susan requesting lessons and be able to see their schedule. Students and Customers would like to book services online, requesting blankets be put on/removed from their horses and requesting appointments with the local farrier (Blacksmith) and Veterinarian.

The Stable Staff would like to see the list of customer/student requests and be able to provide feedback.

*Richards’ Riding Stables* have approached your company to develop a web application that will allow them to complete the tasks outlined above. You would like the opportunity to develop this system and have full faith in your team’s ability to produce it completely and in the time allotted.Part A: *Richards’ Riding Stables* would like to work with your company to produce this system. You’ve looked at their business and are interested in this opportunity. Using the template below, fill in the Project Initiation Document that you would attach to your contract to *Richards’ Riding Stables*.

1. Positioning
   1. Problem Statement

|  |  |
| --- | --- |
| The Problem of | the lack of a computer system to keep track of bookkeeping with automated backups |
| Affects | Company owner, customers, suppliers |
| The impact of which | possible loss of important accounting information, in keeping track of accounting information, difficulty in searching/filtering accounting information. |
| A successful solution would | Provide automated always-on backups that would enable restoring the whole data set at any time. Enable searching/filtering based on transaction type and supplier. Enable tracking spending vs budget. Have a booking system to avoid overlaps and enable viewing schedules. Have a request tracking system. |

1. Stakeholders and Users
   1. Stakeholders

|  |  |
| --- | --- |
| **Stakeholder Title / Identifier** | **Category** |
| Business owners (family) | Sponsor |
| Accountant | User |
| Equestrian coaches | User |
| Stable staff | User |
| Lesson clients (of equestrian coaches) | User, Customer |
| Boarding clients | User, Customer |
| Software company | Developer |
| **Veterinarian** | **Authority** |
| **Farrier** | **Authority** |

* 1. Key Stakeholder and User Needs

Identify key stakeholders and user needs for each

(AT LEAST TWO OF THEIR NEEDS)

* Business owner
  + Keep track of accounting information in a computer database system that allows for querying based on supplier and expense type.
  + Have the information always backed up, so that in case of data loss it can be restored.
* Equestrian coaches
  + Easily avoiding overlap of usage of various horse areas.
  + Ability to manage/see students’ schedules.
* Stable staff
  + View customer feedback
  + Reply to customer feedback
* Equestrian lesson students
  + Book services online
  + Request services and appointments online
  1. Product Position Statement

|  |  |
| --- | --- |
| For | Richards’ Riding Stables |
| Who | Need a computer software system to manage bookkeeping records. **Bookkeeper who requires a means to track budget, expense, income. Coaches who need to organize their schedule, the availability of the track, and assignment of horses. Stable staff who need to view customer/student requests and respond to feedback. Customers and students who need to book services online.** |
| The | Horsys is a accounting and customer management system |
| That | Provides the ability to keep track of income and expenses, searching/filtering, automated always-on data backup, lesson online tracking, customer request tracking/answering. |
| Unlike | Manual bookkeeping |
| Our Product | Will ensure that no records are ever lost, accountant can rapidly access/filter/report based on needs, staff and customers can get the answers they need without depending on the other party always being on call. |