OMIS 651 – Spring 2022  
Assignment 1: Requirements Determination  
Available Date: 2/3/2022  
Due Date: **2/10/2022** at **11:59 PM** on **Blackboard**  
Instructor: Amin Vahedian

**Mary’s Electrical Supplies and Services**

Mary owns a small shop that sells electrical supplies and employs one electrician, Mike. The shop owns a pickup truck and a van.

Mary runs the shop and is responsible for opening and closing. She takes purchase and service orders in person or by phone. Mike is responsible for performing the service. Mary is responsible for keeping the shop stocked. She monitors the inventory of the shop and maintains a purchase list.

Mary does the accounting for the shop and keeps track of sales and profit.

**A Business Process: Perform Electrical Service**

When a customer requests service from the shop, Mary makes an initial appointment with the customer. Mike goes to the appointment and develops a plan for the work, which determines what supplies are needed and how long the work will take. He then makes the appointment with the customer to perform the work. At the end of each day, Mike goes to the shop and checks for all the supplies he needs for all the work he planned that day. If an item is not found in the shop, he adds it to the purchase list with a due date that is before the service appointment. On the day of the service appointment, Mike loads all the supplies to the van and takes them to the location where he performs the service.

**Exercise:**

Mary would like to acquire a software system to support this process. Using the information above, identify at least two user requirements and their corresponding functional requirements for this software system.

First, identify system users:

* Store Manager
* Service Engineer

Second, identify tasks for each user:

* Store Manager
  + Create a customer request with their availability
  + Schedule customer visit
  + Manipulate Purchase list
  + Create Purchase Order
  + Validate Purchase Order as per due dates
* Service Engineer
  + Visit customer as per the schedule and list the required items
  + Schedule Initial Visit
  + Check the availability of items in the list
  + Get the items in the list
  + Get the service done for the customer

Fill out the requirements in the following table:

1. Store Manager:

|  |  |
| --- | --- |
| **User Requirements** | **Functional Requirements** |
| Customer request | * Get customer availability * Get customer contact details * Make an appointment |
| Schedule initial visit | * Get Mike availability * Check customer availability and plan a visit |
| Check the required items | * Check items in stock * Identify required items |
| Purchase List | * Create/ Modify a Purchase List * View Open/Existing Purchase list * Add Items to Purchase list * Specify Due dates for List Items |
| Create Purchase Order | * Create a Purchase list summary, based on dates. * Create an Order Request * Acknowledge Order Request |
| Validate the Purchase Order | * Goods Receipt Invoice Verification * Specify missed-out items * Edit/ Add New items to stock * Update New Prices for Inventory |

To be continued

1. Service Engineer

|  |  |
| --- | --- |
| **User Requirements** | **Functional Requirements** |
| Schedule Customer visit | * Collect Customer contact information * Check the issue/requirements * List the items required * Update the time required |
| Manipulate Purchase List | * Check the Items in stock * Edit the purchase list |
| Collect the items | * Get the list from stock * Pack the items |
| Plan for Service | * Load Items into the van/ truck * Install the items * Submit the travel expense report |