Milestone 4 Documentation:

ISTN3SI

GROUP 9

1. Group and System Details

Group No	Group/System Name
9	Group Name: Tech Support System for Teez Kustomz

No	Group Members Student numbers	Group Member's Name & Surname	% Estimated Contribution to M2	Signature
1	███████	████████	100	K.R
2	██████	████████	100	S.N
3	█████	██████	100	W.F
4	██████	████████	100	A.R
5	██████	██████	100	I.A

Total: 100%

2. The Project Finalization Report (PFR)
- **Name of the System:** Tech Support System for Teez Kustomz
- **Objectives of the system:**

The major objectives of the system were to improve efficiency and effectiveness within the business. This would ultimately enhance business procedures and lead to higher profits.

By enabling the front-end to create a platform for the scheduling of appointments by the employees, and furthermore the website allowing customers to book their own appointments, this creates an efficient means of operations. Considering that tattoo appointments are the business' main source of income, it was necessary to implement manners in which the organization of bookings with regards to creation, reading, updating and deleting was handled professionally and effectively.

The system also enables merchandise to be sold both online and in-store which allows larger profits to be generated and the tracking of sales to take place.

Promotions incorporated into the system allow for incentives to customers. The expanded customer base will ensure better business for the studio.

- **Critical success factors relating to the front-end processing:**

With regards to the ***transaction processing requirements***, CRUD was the foundation for every aspect of the business. The employees can use the front-end system in order to schedule appointments/capture bookings, as well as to record point of sales purchases. The additional aspects implemented that pertain to transactions is the enabling of deleting, updating and viewing of bookings, as well as the viewing of sales.

The ***efforts made to enhance the usability of the system*** was a color scheme that is easy on the eyes and ensured the client would want to make use of the system on a busy daily basis. Tooltips were implemented to ensure the correct actions were being done in the system, as well as a separate intuitive help which could be navigated to easily via the menu. This help was broken down into the important aspects of the business and provided a user-friendly view of the system. Redundant information was not requested by the client.

If input was dependent upon specific data types, such as the date, this input was not manually entered but rather selected via a calendar control. As such, this was part of the ***efforts made to ensure that the prospect of errors was minimized***. Additionally, validation was done to ensure correct data was being entered across the system. Multiple pages were not allowed to be opened at the same time, and this was done to prevent the system from crashing and/or lagging. To confirm nothing was cancelled out of accidentally and data being inadvertently lost, the cancel button on forms was followed by a dialogue message box each time.

Two forms of an intuitive help were implemented into the system to ***ensure system users will be able to learn how to use the system quite easily***. Tooltips were created across the system, as we understood that the client was not from a technological background and thus may need guidance as he performs business proceedings. The second form of help was a feature

found in the menu, and it provided a comprehensive list of answers with regards to questions that could possibly be posed.

Crystal reports were used **to incorporate Business Intelligence Reports into the system**. These reports were attractive and easily able to be understood by the client. They provided information and statistics with regards to the sectors of the business. The reports help to show the studios' total expenditure and income with regards to appointments as well as point of sales transactions.

- **Front-end errors:**

Error Type	Description	Follow-up Action
Level 4	Minor user interface errors or cosmetic errors; however, interface issues should not be taken "lightly" and could be pivotal in enhancing the prospect of system acceptance. **Error with regards to front-end:** Emails that are being sent to customers by way of the system cannot be sent with the Global Protect VPN, nor with less secure apps disabled.	Enabled less secure apps. Disabled Global Protect VPN in order to send the email to the customer(s).

- **Critical success factors with regards to website processing:**

With regards to **ensuring that the website has business processing capacity and is fully integrated with the FES**, customers who are members in the business can book/schedule tattoo appointments and are able to purchase merchandise in this online environment. Employees have admin privileges such as adding in more merchandise and canceling or viewing appointments.

The efforts made to **enhance the usability of the website** is the attractive look of it that would entice a customer to interact with it, and thus with the business. The color scheme incorporates the themes of the business. Navigation is familiar and easy to use. The website is overall consistent and does not require redundant information to be added. Additionally, an FAQ page has been implemented as a means of help in the website for customers who could stumble across confusion whilst using the site.

To *ensure website security*, tabs in the navigation are visible based on access privileges, and thus a regular member in the site would not have the abilities of admin. Customers would be required to be a registered member of the site in order to perform specific tasks.

The *BIR capacity* is customers being able to view their past orders (sales).

- **Website errors:**

Error Type	Description	Follow-up Action
Level 4	Minor user interface errors or cosmetic errors; however, interface issues should not be taken "lightly" and could be pivotal in enhancing the prospect of system acceptance. **Error with regards to website:** Emails that are being sent to the business/customers by way of the website cannot be sent with the Global Protect VPN, nor with less secure apps disabled.	Enabled less secure apps. Disabled Global Protect VPN in order to send the email to the customer(s), and/or the business (with regards to the Contact Us form).

- **Reflections and lessons learnt:**

The project as a whole was a huge beneficial experience that was able to teach us valuable skills with regards to gathering requirements from a business, interacting with them constantly to ensure the clients needs were being met, and building upon the requirements to provide an end-product that was the creation of innumerable hours and hard work.

The lessons learnt was with regards to time management. The project was made up of many tasks and thus constantly setting aside time to work on it was key. Risk planning was also something that became imperative.

Whilst working in a team for such an important project, communication became a priority, to ensure that versions of the project were being properly handled and that no role was being slacked upon.

Overall, the system development and website creation was an incredible learning experience that we are absolutely appreciative to have had.