Fall 2022

**Test 1: IS Analysis**

**You serve as the IS analyst engaged in developing the module of the IS for the category of employees assigned to you at the social system assigned to your team.**

**Don't miss to include your name & e-mail; and the case & category of employees assigned to you!**

**Name: Venislava Vitanova e-mail: vbv200@aubg.edu**

**Case: AUB Grand**

**Category employees assigned to you (your client): Receptionist**

**Submit an electronic copy to canvas not later than Thursday (October 20, 2022, 12:05 PM).**

**And hard copy in class!**

**Fine is 5%, for late submission but before 5:00 PM of the next day Friday, October 21, 2022).**

**If you submit the test after Saturday, October 22, 2022, you will get ZERO for this test.**

**(25 %)**

Assess the position of your client within the social system

1. Social system: mission, administrative structure, administrative maturity as seen by employees of your category.
2. The business process(s) s/he is engaged

* The receptionist is responsible for meeting guests, assigning rooms, check-ins and outs, and   
  payment, including issuing invoices.

1. Her/his role within the process

Receptionist is responsible for **welcoming guests**. This process includes greeting and welcoming guests as soon as they enter the hotel.

Receptionist is responsible for **check-ins.** This is the process after welcoming for new guests. The customers are asked for reservation and official documents, such as personal ID and/or passport. The receptionist then checks the system and signs up the guests if they don’t have a reservation, or confirms an existing one.

Receptionist is responsible for **room allocation. This is the process by which new guests without reservations and guests with reservations receive access to their rooms.**

* + **Guests with reservation** are welcomed, check-in and after confirmed reservation, the receptionist gives them the key to their assigned room for the stay.
  + **Guests without reservation** are welcomed, undergo check-in procedure in order to see if there are any available rooms. If yes, a room is allocated to them and the key is given.

Direct visitors to the appropriate person and office

Answer, screen and forward incoming phone calls

Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)

Provide basic and accurate information in-person and via phone/email

Receive, sort and distribute daily mail/deliveries

Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)

Order front office supplies and keep inventory of stock

Update calendars and schedule meetings

Arrange travel and accommodations, and prepare vouchers

Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

Enter data

1. Whether the position is associated with Cost | Profit | Losses (if any). Describe.

Loss

-The reception might mess up on accident by giving a more expensive room

cost

-No, this position is not associated with cost because receptionists only need to keep updated records of office expenses and costs.

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1. What decisions are made by your client during accomplishing her/his duties.

**(25 %)**

List questions (five, most relevant) you will ask the client to highlight her/his assessment of the legacy system and expectations for the new one.

Provide the answers you assume your “client” gave.

*Note: The description of the IS module you provide must correspond to these answers.*

**(25%)**

Legacy system: Describe the services provided by the current (legacy) information system (assume above answers):

1. Input data – what data is used by the client and how this data is provided?
2. Processes – what support the current IS provides in data processing?
3. Output – what data are generated by the client, including decisions made?
4. Assess performance of the client (with current way of doing business). Point out problems, short-cuts, bottle-necks, etc.
5. Assess the level client relies on data and established rules OR use mostly own experience/intuition

Present details regarding data objects your client is using or expects to use with the new system:

* Entities and attributes, describing entity; specify the level of importance
* Distinct what is available by the legacy system and in what form; and what is expected to be available by the new system

**(25%)**

Scope of proposed (new) system: List required services (functionality) the new system has to offer (assume above answers):

For every service: assess (use your judgement based on understanding of the job and needs of your client) whether it is feasible.

Classify the service in the three categories: “must do”; “worthy to do”, “nice to do”.

Assess efforts: 1 – easy; 2 – average; 3 – complex. Note: assume that “easy” needs approximately two weeks, and “complex” – more than three months.

Described algorithms (**if any**) used to process data in support of making decisions. Use flow-chart or structured English. In case of flow-charts, you may do it by hand and submit a snapshot.

Whether development of the module is feasible? Y/N (**only**)

List arguments (3-5) to justify needs of the new system (e.g. reducing cost, more efficient use of resources, increasing productivity, attracting customers, etc.)

What is the most appropriate development methodology? Choose between waterfall OR agile. Write one sentence (>=20 word) in support.

*Note: Results of analysis you made for the “client” assigned to you* ***NOW*** *will serve as the source for your design and next stages of the course!*