

PART A

MIS – Manager for International Students

1. Could you introduce your company's agent process?

We have a Facebook group that is our main advertisement. Through this tool we capture our customers. My team is composed of 4 people, all able to give all information to the clients. The financial process goes through me, and then I'm accountable to my partner. The company earns commissions from schools and partner colleges of the company. All of my control of customer information, documents and payments are controlled by spreadsheets and placed in an individual folder, but we have a control sheet for all customers.

2. How many functions from the process do you hope to realize in this software?

At least 5. Registration of customers, control of the progress of the entire process of the client, cash flow, financial control of the company and help tool in the capture of customers.

3. Will the software be run by your company itself or other operator company?

In my company. However, also I want to access it outside of my company.

4. If it runs, how many advisors will you provide with the online work during workdays?

At least 2.

5. How many costumers do you have? How many of them will use this software? How many of them will use it at the same time?

I have 40 customers per month. No one will access my system. Everyone uses Facebook and Whatsapp.

6. What is your budget to develop this software?

I have no idea yet, but it can not be too loud.

7. Would you like to develop a mobile version of it?

It depends on when it would cost me and the benefit that this tool would bring me.

8. Do you want to have any financial functions like payment in the software?

I guess it's not necessary, because my customer living outside of Canada.

9. What was your mind about the user interface?

I guess that in my case it's not necessary.

10. How long time you can give us to develop this software?

I think that 3 months it's ok.

CUSTOMER: Sila Intercâmbio

Problem description:

This Company helps Brazilian students to come to Canada to study English or college. Sila give all supports to your customers like information of country, customs, dwelling, fees and information of schools and colleges. The Company uses Facebook and word of mouth marketing. It has an average of 40 new customers per month. It controls all process, cash flow and student information, using spreadsheets. The company has a small staff, four persons, 2 employees and 2 owners. The data of the company are accessed manually and sharing in folders of Dropbox, so it's inconvenient that one owner has to spend too much time

watching these files every time. Due to personal treatment, the company has to spend much time on single customer and this hinders company's growth. The main problem is low productivity and laborious financial control. The contact personality with customers is captivating and attracts new customers every time. The reputation of the company is recognized by anyone who has used its services.

System capabilities:

- The system will be able to collect student information, store and help track each student's process.
- The system will enhance and streamline the financial control of the company.
- The system will allow the SILA team to have more

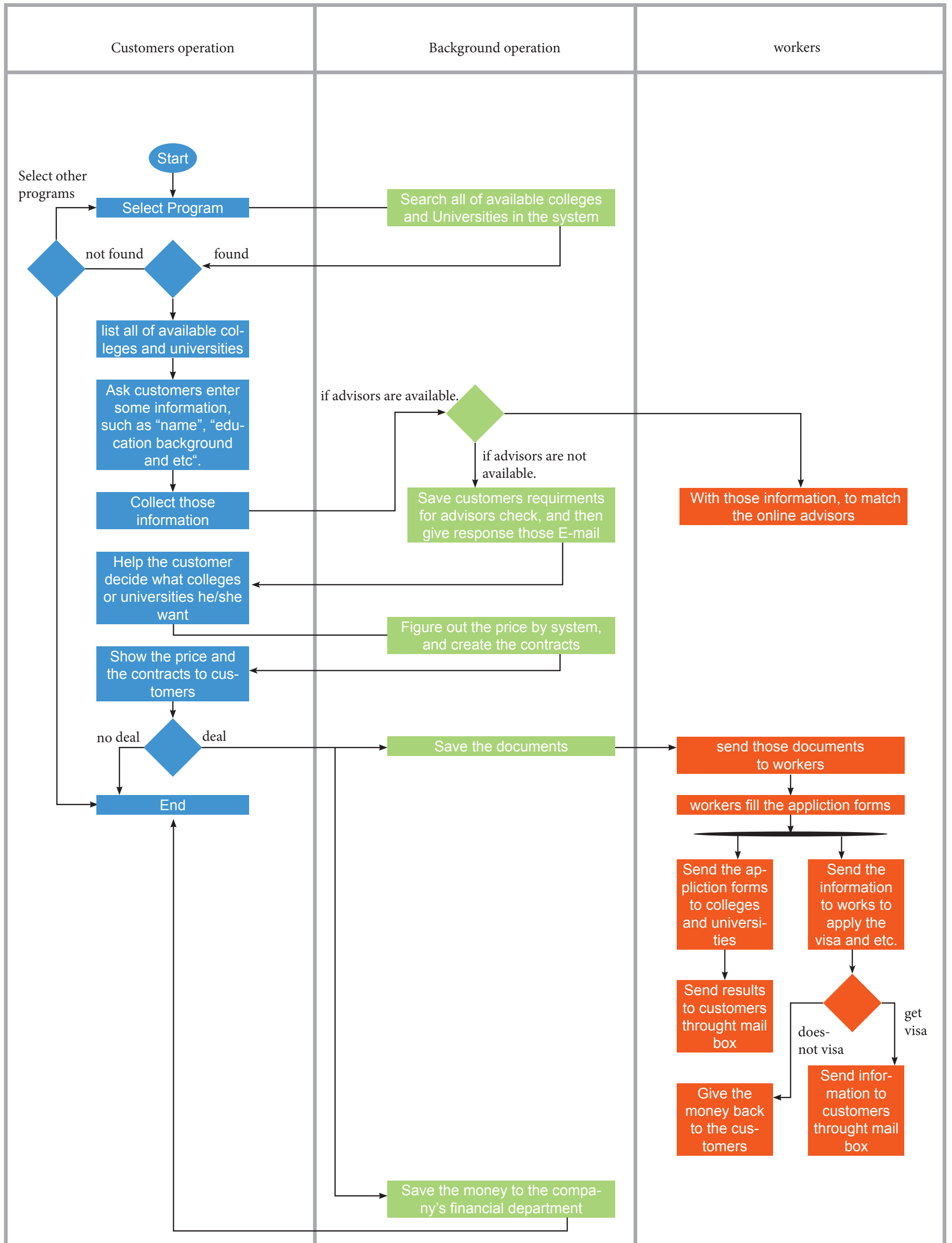
time to focus on attracting new customers.

- The system will bring the company a new concept in enterprise data security.
- The system can be accessed by registered customers to search for common issues.
- The system should have the ability to be accessed from outside the SILA.

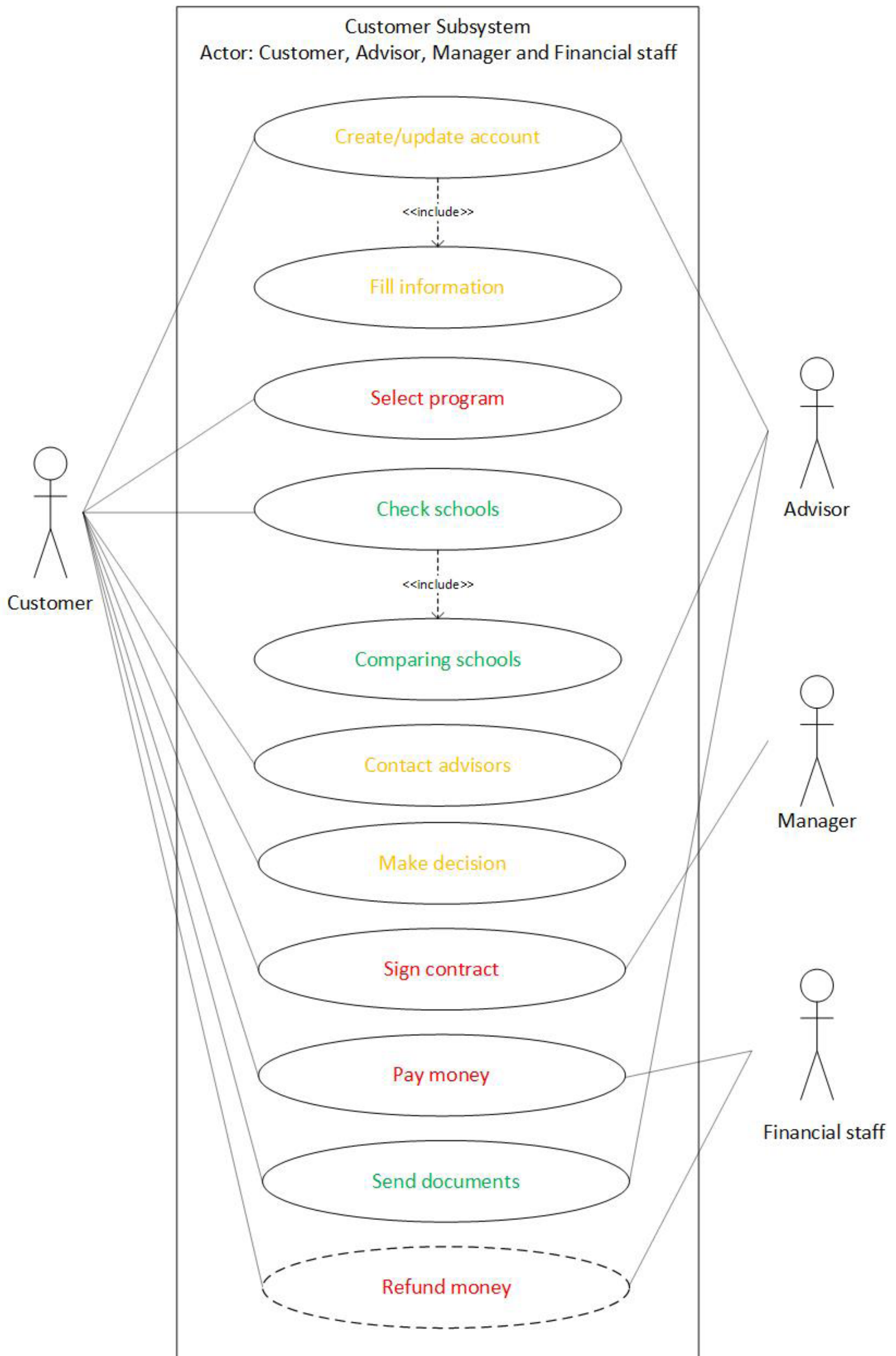
Business benefits:

- reducing costs with improved financial management.
- Increased customer empowerment due to time savings.
- Increased customer data security.
- Increased potential in company billing.

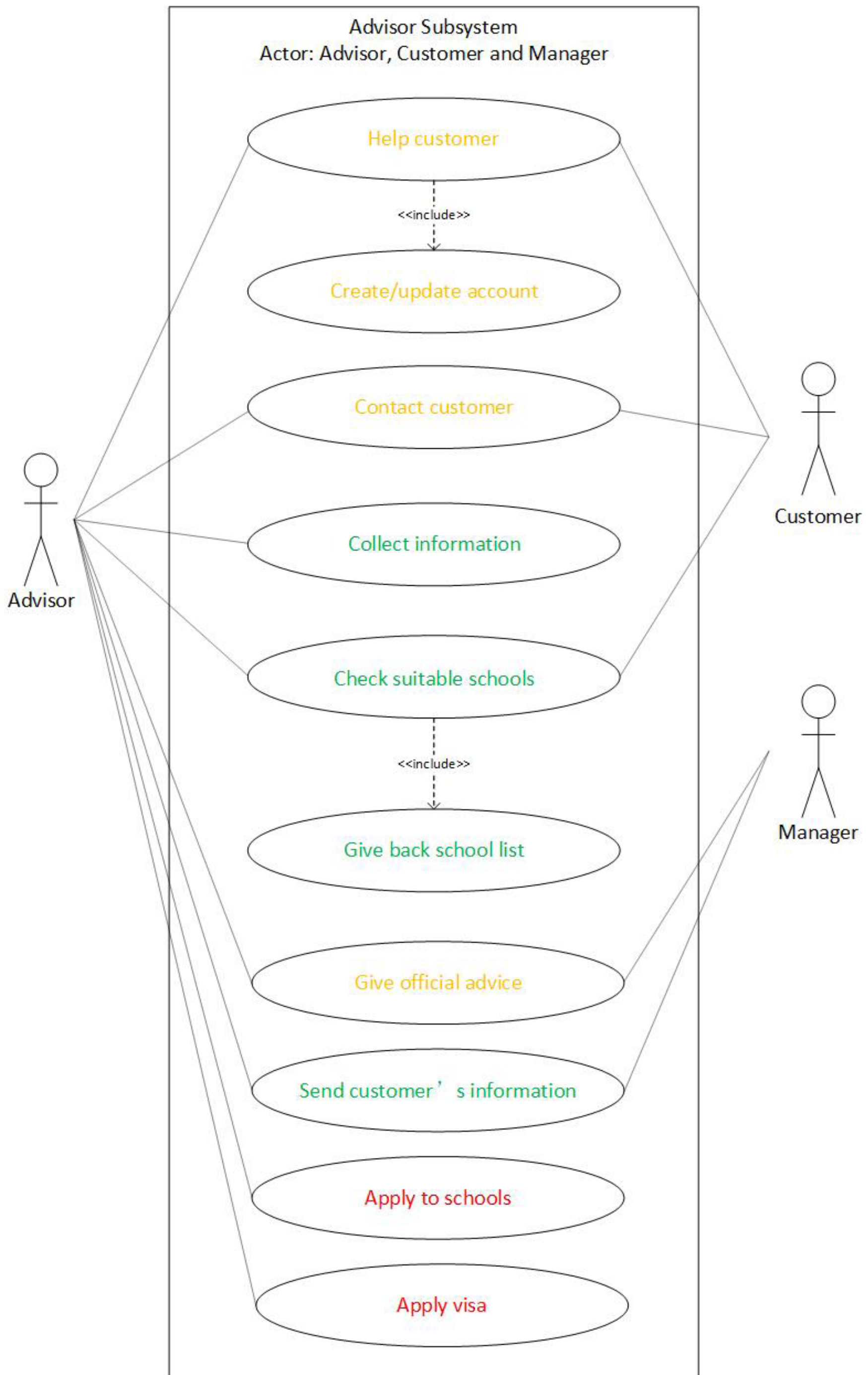
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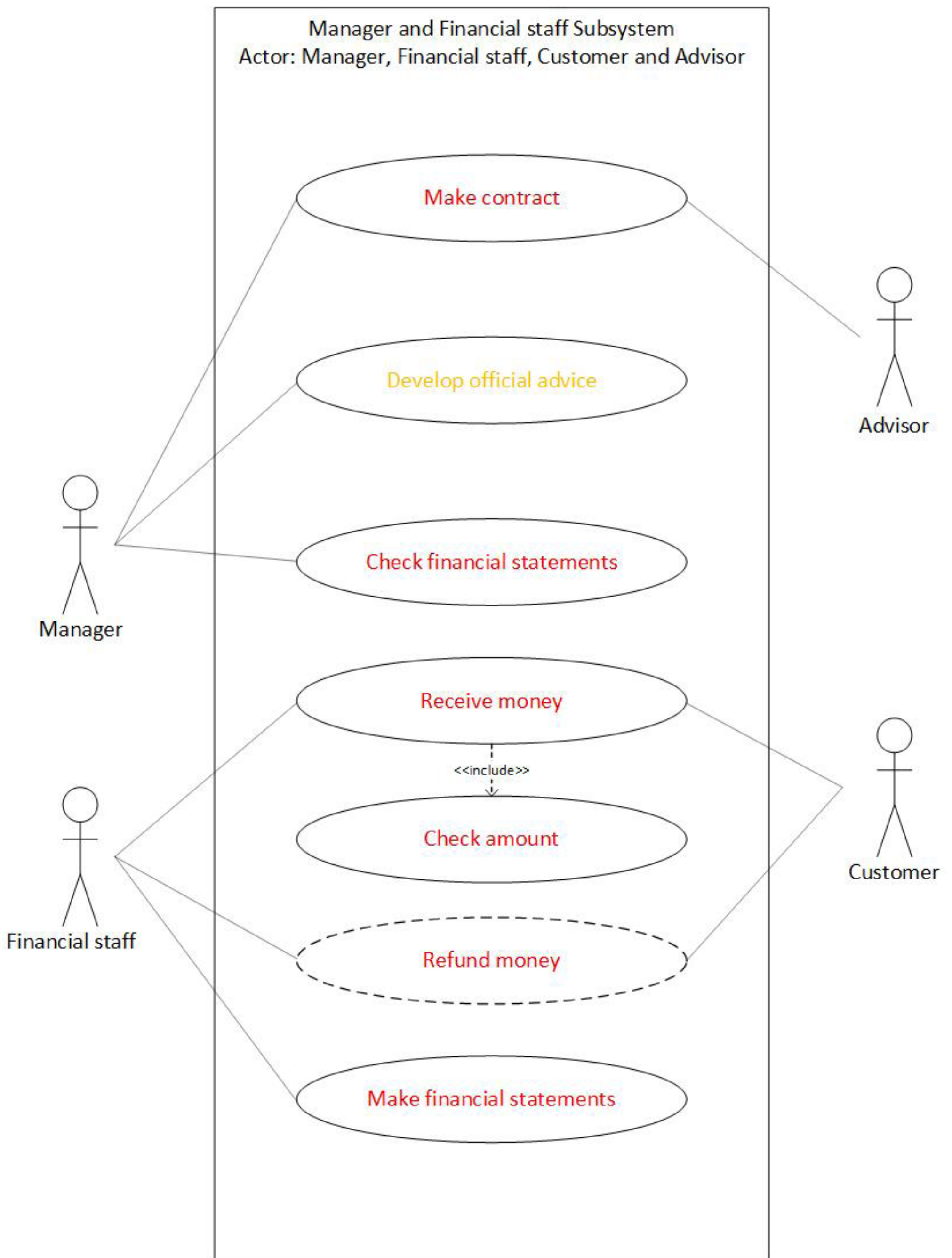
PART B



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PART B

Brief use case descriptions

Customer Subsystem:	right to get their money back and we will refund the	to make contracts.
Create/update account: Create/update customer account in our company.	money (not include the application fee).	Apply to schools: Send applications and customer's documents to schools.
Fill information: Fill in customer's personal information in account.	Advisor Subsystem:	Apply visa: Send customer's documents and apply for a visa and etc.
Select program: Choose which kind of service customer want, like going to college/university/master or learning ELL.	Help customer: Advisor helps to create/update customer account.	Manager and Financial staff Subsystem:
Check schools: Check every schools' details in our website.	Create/update account: Advisor helps to fill in customers' personal information in account.	Make contract: Collect customer information given by advisors to make contracts.
Comparing schools: Comparing with several chosen schools.	Contact customer: Contact customer by online chat function in our website, or through phone/email.	Develop official advice: Collect every schools' admission status in recent years, the sponsorship status by schools and customer statistics in recent years to develop the agency official advice.
Contact advisors: Contact advisor by online chat function in our website, or through phone/email.	Collect information: Collect all useful personal information and personal requests or wills from customer.	Check financial statements: Check the financial statements from financial staff.
Make decision: Make decision on which programs to choose and which school to going to.	Check suitable schools: Check every available school that meet customer's requirements.	Receive money: Receive money from customers.
Sign contract: Fill in and sign contract provided by company's manager.	Give back school list: Make a list of those schools and give it back to customer.	Check amount: Check amount with the contract.
Pay money: Pay money to company's account.	Give official advice: Give the agency official advice to customer. (see details in "Develop official advice")	Refund money: Give money back to customer if visa doesn't pass or customer doesn't be admitted by any school (not include the application fee).
Send documents: Send personal documents used for application to the advisor.	Send customer's information: Send the customer's information, status and decisions to manager	Make financial statements: Make financial statements at regular intervals.
Refund money: If application fails, customer has		

Prioritized list of use cases

High level	tional); Make financial statements	Develop official advice
	Middle level	Low level
Customer Subsystem:		Customer Subsystem:
Select program; Sign contract; Pay money; Refund money(optional)	Customer Subsystem: Create/update account (include Fill information); Contact advisors; Make decision	Check schools (include Comparing schools); Send documents
Advisor Subsystem:		Advisor Subsystem:
Apply to schools; Apply visa	Advisor Subsystem:	Collect information; Check suitable schools (include
Manager and Financial staff Subsystem:	Help customer (include Create/update account);	Give back school list); Send customer's information
Make contract; Check financial statements; Receive money (include Check amount); Refund money(op-	Contact customer; Give official advice	Manager and Financial staff Subsystem:
	Manager and Financial staff Subsystem:	None

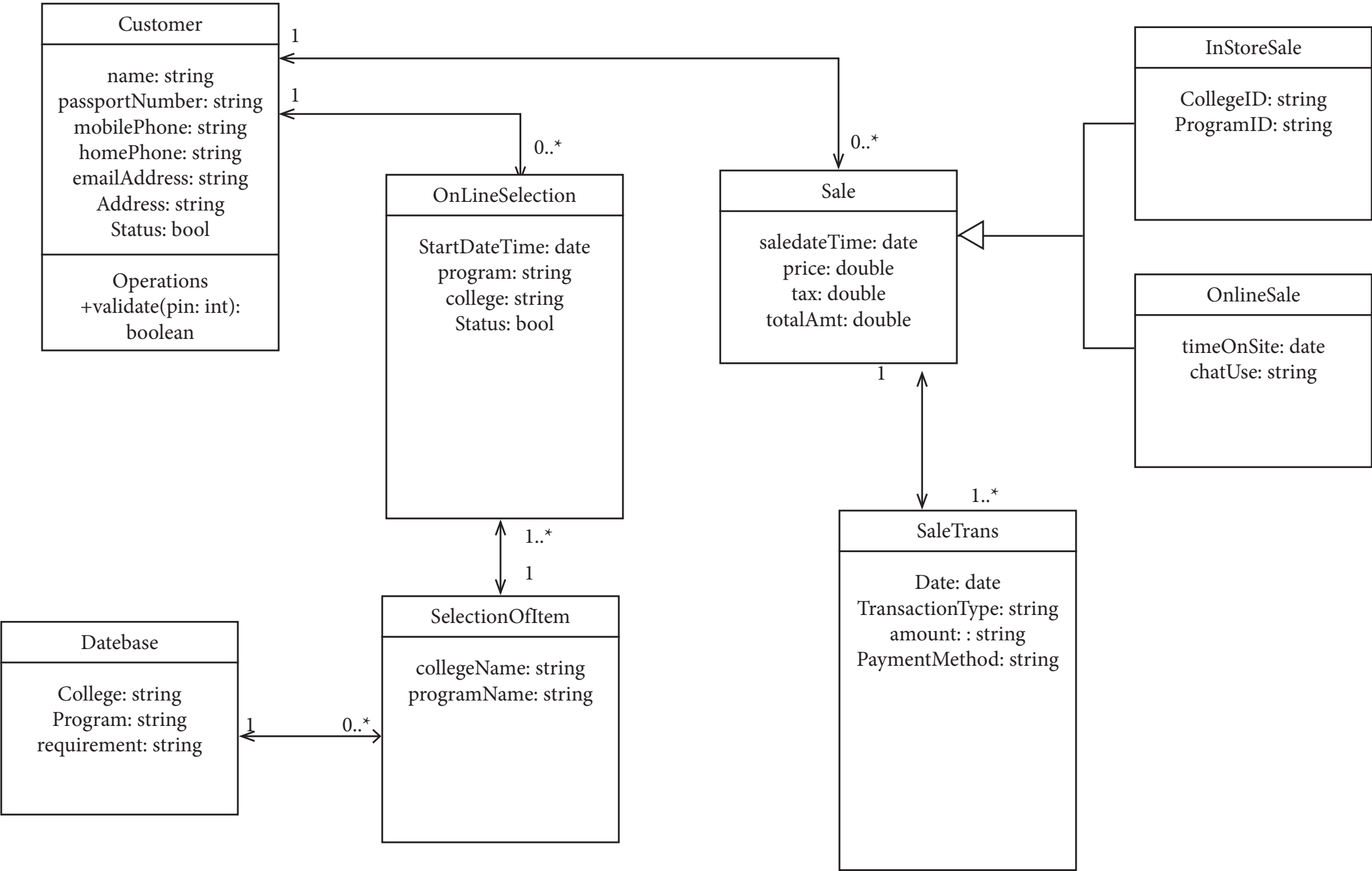
PART B

Minutes of meetings log between team members

Meeting#	Date	Duration	Name of attendees	Type	Key action agreed upon
1	08/6/2018	1 hour (in class)	Han Li	In class, and online	Discuss about the Use Case Diagram from the Part A 's information before about our business
			Fernando Martins		
			Truong Giang Nguyen		
			Gaofeng		
2	15/6/2018 -22/6/2018	1 hour (in class)	Han Li	In class, and online	We talked about the priority of use cases and we have the use case and brief description done.
			Fernando Martins		
			Truong Giang Nguyen		
			Gaofeng		
			Hojun Na		
3	29/6/2018	1 hour	Han Li	Through Inter- net	After the priorities done, we talked about Diagram and entities, we got the first draft of ERD and Class Diagram done and show to professor for feedback.
			Fernando Martins		
			Truong Giang Nguyen		
			Gaofeng		
			Hojun Na		
4	13/7/2018	40 hours	Han Li	In class and through WhatsApp	We fixed some part of diagram and got everything done for submission.
			Fernando Martins		
			Truong Giang Nguyen		
			Gaofeng		
			Hojun Na		

PART B

association-UML



relationship - ERD

