

Deliverable 1

IS 436 Structured System Analysis and Design

Professor Carolyn Seaman

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Team MCJAB

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Project Sponsor:

BBTS

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The company does tax planning, tax preparation, payrolls, and financial statements investment review. The company was started in the early 90's and has been successfully serving their clients throughout the United States. The company has three offices in the United States, one in Maryland and two in Virginia.

Business Need: Much of the Hardware and Software used by the Maryland office is outdated and slow. Tax season is coming up which will stress the system at critical times. The time loss and weakness to heavy loads caused by the outdated system has resulted in the loss of 15% in customer retention (an overall loss of 45 clients) in the last tax season to other companies. Additional issues with the current outdated system are listed as follows:

- Slow processing time to do taxes, to client dismay
- Employee work longer hours despite lack of efficiency in those hours
- Longer overall processing time per client has overall reduced the amount of clientele that can possibly be served

Business requirements:

- Provide better service for customers and better redundancy for critical data.
- Decrease IT visits.
- Reduce processing time [30 mins per tax filing on average].

Business Value:

- Increase in overall client retention [8%5 -> 95%] for Tax season
 - Retention Rate = $((CE-CN)/Cs)) \times 100$
 - CE = number of customers at end of period
 - CN = number of new customers acquired during period

- Cs = number of customers at start of period
 - Ce = 305
 - Cn = 50
 - Cs = 300
 - Retention rate = 85%
 - Goal to raise retention rate to at least 90%
- Increase in employee moral

Special issues/constraints:

- Impact of upgrading the maryland branch on the company as a whole
- Budget on IT Department to teach and implement a new system

Full Time Equivalent: 3 Full time IT people to moderate the system.

Team MCJAB Bios and Info

Brendan Gentile: brend1@umbc.edu

Role:Team Leader

A former CS major now IS major. Greatly experienced in a number of different object oriented programming languages. A big reader, gamer, and animal lover.

About Keita: aboubak1@umbc.edu

Role:Researcher

Information Systems senior. I have experience in a C++, Java, and SQL. I am involved in many organizations and many different school organizations and enjoy helping people.

Jackson John: jjohn4@umbc.edu

Role:Sponsor Liaison

Information Systems student and also an Intern at Trinity Information Services. I love to come up with solutions which involve technology. Travels a lot, and explores the remote side of every country I visit. I want to work in the cinema either as an actor or a director and that's been my passion since childhood.

Mitchel Phan: pmitt1@umbc.edu

Role: Quality Control / Editor

Work experience in health informatics. Greater focus into database work. Does digital art in free time. I will be hard reviewing each deliverable (while also working on it) to maintain rubric standard.

Cameron Rivera: crivera2@umbc.edu

Role: Researcher

Currently rank 3 in the school for table tennis and play for the school team. Also enjoy skateboarding and video games.

Meeting Times: Mondays and Tuesdays 3pm-5pm at the RLC