**Discussion**

Identification of the Problem

Digital Funhouse is a video game retailer that primarily sells video games along with other video game items such as merchandise, consoles, gaming equipment and codes for digital currency. This retailer also provides rental services for video games. This business is located in Cardiff and it has been running for 20 years. There are 8 employees that works for this business. The owner of this business is called Mr Hopper Truth and the manager is called Mr Justin Sain. This retailer is open from 10 am to 8 pm every day excluding bank holidays.

This business has been using a paper-based system to do all of their work for the past 20 years. In recent years, there has been an increase in the usage of video games as a form of home entertainment which has caused issues with making deliveries for stock because the rate of stock being purchased is faster the rate at which deliveries are being made which causes customer dissatisfaction due to unavailable items. Due to this increase, this retailer has seen more customers coming into their store which has caused longer queues at the store as the staff are not able to work quick enough, using the paper-based system, to accommodate for all of the customers. This has put a strain on this business as they now have to work harder in order to reduce their workload while satisfying the needs of their customers.

In order to solve this issue, I have decided that a new computer-based system should be implemented. This new computer-based system will be able to increase productivity amongst employees, reduce time spent updating information and it will be faster than the paper-based system. This new computer system needs to meet the requirements of this business while being more efficient than the current system so that time is not wasted when dealing with the system.

Broad Aims

**Customer Requirements**

Digital Funhouse provides rental services for video games. This new system needs to be able to accommodate this service. To provide rental services, customer details are collected so that the retailer will know who has rented from the store and this provides the retailer with the ability to contact the customer regarding the rented item.

This new system needs to be able to:

* Store customer details for rental purchases
* Manage the items that have been rented
* Notify customers about the remaining days for their item
* Bill customers for any late items

**Employee/Business Requirements**

The new system needs to be able to:

* Manage and control the retailer’s stock
* Search for items that are in stock
* Update the number of items that are in stock after a purchase
* Automatically make a delivery for items that are out of stock.
* Calculate employee wages

With the current system, employees needed to store the number of hours that they worked on paper and the pay would be calculated using a calculator. The new system should eliminate this procedure and employee wages should now be calculated automatically. Also, by using the new system, time is not wasted by staff trying to update stock information and making deliveries for items out of stock.

Possible Limitations

Even though the new system will be faster than the current paper-based system, there will be some things that the new system will not be able to do. With the employee wages, the employees will still need to know the number of hours that they have worked. While this is the case, the new system will be able to calculate the wages as long as it knows the hours of work.

As this business is a video game retailer, the business would want to stock up on new video game releases. The new system will be able to assist in making deliveries but the procedure of making deliveries can only be automated for items that are out of stock. This new system will not be able to automatically make deliveries for new items.

Since this retailer provides rental services, there are procedures that needs to be placed in the event that somebody returns an item late. This can be done by billing the customer with a late fee. The new system will be able to do this, however, in the event that a rented item has not been returned and it looks like the buyer is not going to return it, the new system will not be able to do anything about this.

Consideration of Feedback

After presenting the idea of the new system to other people, I have received feedback on how I could improve the system. I have been told that my system should include more features such as a system that notifies customers about whether an item is in stock. While I am already planning on implementing a stock control system, I will only be taking in some of this feedback because this business does not have an online store so there will be no platform in which customers can be notified about any updates about the store’s product. I do think that adding more features will be a good idea as more features allows more tasks to be completed efficiently. If I find that there more tasks, within the business, that could be carried out by a computer-based system, then I will consider adding more features.

I have also been told that I could improve the security of the new system by creating a login system. I will take this into consideration as the login system could be used by all members of staff and each staff member could have access to the parts of the system that will be useful for completing the tasks relating to their job title.

When I presented my ideas, I was told that time could be an issue as I have a lot of requirements for the new system. I feel that I could do everything I have mentioned without running out of time, but if something in the new system will be time consuming to implement, then I will consider whether that part of the system will be worth spending my time on.