Criterion A: Planning

Tech Request Form: Defining the Problem

Client Jxxx is a student leader for the school's AV club, otherwise known as tech sound. He wants to streamline requests made to tech using a single program. According to the client, the current system for tech requests is extremely inefficient and is spread across separate platforms. Furthermore, the work is unevenly distributed to different members of tech sound, known as "techies," depending on how the request is made. Lastly, tech sound generally lacks formality, making the club and the club's services confusing and unenjoyable for both techies and those requiring tech's services.

He wants a straightforward and efficient platform that can gather all the basic information needed to complete a tech request. This includes the contact information of the requester, what they want, when they want it, and where they want it. Furthermore, to avoid certain members being assigned tasks better suited to others, the platform should be able to evenly and reasonably distribute tech requests to according techies.

Hearing J*** talk about this issue made me realize this was an excellent issue to base my Internal Assessment because the efficiency of a real computer program would trump the usefulness of any other platforms. Thus, this program could become the sole platform for tech requests, making things less confusing and more efficient for techies and tech requesters.

Rationale for Proposed Solution

A Java program will definitely help solve the client's problem, because it creates an interface specifically for the issue of tech requests, as opposed to using Facebook or eMail. It demystifies the tech request process, encouraging efficiency and facilitating communication between the tech sound club and tech requesters.

This streamlining process is also achieved by using Java programming to use the data recorded by the program to automatically compose and send an email to the corresponding techie. By creating separate classes in addition to my main class to perform different tasks, and using object oriented programming to create a techie object, the program can perform multiple useful tasks with a very simple user interface.

Thus, object oriented Java programming is most suitable for this project because:

- Java is the language I'm learning in school

- Java is transferable across multiple platforms, making the program suitable for any user

- Java's graphical user interfaces allow simple and user-friendly access to the tech request process

- Separate classes and objects allow the program to assign tech requests to the most suitable techie

Starting Success Criteria

1. Program must be able to collect and record the most crucial data needed to complete a tech request -- who is requesting, what is needed, when it is needed, and where it is needed.

2. Program is straightforward and has a simple interface.

3. Program is able to assign tech requests to the most qualified techie according to the details of the tech request.

4. Program is able to email qualified techie once they are assigned the request by the program.

5. Program emails the tech requester a receipt of their request.