Problem Definition:

Currently the client uses a manual system to book in clients, times and contact details over the phone with no computational aid as they use pen and paper. This is an issue as this takes a great amount of time that could be used for doing the job or other tasks to do with it, rather than redundant work that could be made much more efficient.

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The problem of the client is one of information management, currently a large proportion of time doing the job is organising clients booking times, this is an issue as it is unpaid extra work that when made more efficient, can be replaced with increased work hours to reduce wasted time.

Currently no computational methods are used in the process. The client could use a computational system to enhance this to reduce the time taken to book and process this, like travel time. This is not suitable as time is taken up so that more important tasks can be done, which can be improved with computational methods.

The stake holder is a dog grooming business owner who require a system to book clients. They will use this system to shorten booking times to make this process more efficient. It is appropriate for the client as many clients of the stakeholder will require this system for booking appointments and other requirements of the task as evidenced by the communication with the client.

The main limitation to the problem is that many of the stakeholder’s clients are elderly, this creates an issue as there is a greater percentage of elderly are not able to, or do not have access to computers to gain access to the web based solution. This makes the current paper based solution more suitable for the stakeholder as it is the most accessible way for the stakeholder and their client to communicate.