

**Individual Assignment Cover Sheet**

*You must keep a photocopy or electronic copy of your assignment.*

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| Unit name: | Systems Analysis and Modelling | | | |
| Unit code: | 11486 | | | |
| Semester: | 2 | | Year: | 2021 |
| Tutor’s Name: | Walter Selvakumar | | | |
| Tutorial Day and Time: | Thursdays @ 4:30PM | | | |
| Assignment Name/Number: | | Individual Assignment 1 | | |
| Case Study Name and Number (if relevant): | | Case Study D/4 - ActiveGo | | |

**I declare that this assignment is solely my own work, except where due acknowledgements are made. I acknowledge that the assessor of this assignment may provide a copy of this assignment to another member of the University, and/or to a plagiarism checking service whilst assessing this assignment. I have read and understood the University Policies in respect of Student Academic Honesty.**

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Signed: James Greatbanks

Date: 1/09/2021

Research and Assumptions

Rich Picture

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System Vision

Problem Description

ActiveGo has proposed a replacement ICT system for its current pen-and-paper system. In its current state, ActiveGo relies entirely on employees to calculate all fees for their equipment hire, including deposits and late fees, in addition to managing and cataloguing the locations and states of each equipment pack owned by ActiveGo. This kind of system is inherently prone to human error and is much more time-intensive than implementing and using an ICT system.

System Capabilities

The proposed new system will automate the following processes:

* Payment calculation and facilitate transactions
* Store relevant customer payment information
* Maintain the current locations and states of equipment packs
* Store all required customer information
* Communicate relevant transaction metadata to banks for taxation purposes
* Hold and release deposits as necessary

Business Benefits

In addition to saving time when serving customers by reducing the overhead workload on employees, the system could also significantly improve the reliability, security and availability of the data stored by ActiveGo, especially sensitive personal information of customers. If the system is implemented, it could also potentially improve the redundancy of data by running the system on a server with storage redundancy of some form. There may also be less of a requirement for the current number of employees fulfilling these processes if the system is implemented, thus lowering operating costs for ActiveGo.

Stakeholder Analysis

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Event Table

Reference List