**SYS366 PID Assignment**

Group#3 SYSTech Solutions

Brett Larney

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Jongkuk Lee

Rohit Madhan

Webi Vodehra

SYS366BB

John Kucharczuk

July 14, 2017

**Professor: John Kucharczuk Date: July 14 2017**

**Team: Group 3 – SYSTech Solutions**

**Company Name: TechForAll Computers**

**Team Member’s Names:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Business Area** | **App** | **Main** | **Dessert** |
| Brett Larney | Office Administrator | Maintain Employee (information) | Manage Feedback/complaints | Maintain Shipping Schedule |
| Oleksii Kozachenko | TechSupport/Ops | Maintain Inventory | Manage Feedback/complaints | Manage Repair Schedule / Log Repairs |
| Jongkuk Lee | Sales/Marketing | Maintain Client (information) | Maintain Purchase Orders | Manage Schedule of Events |
| Rohit Madhan | Events | Maintain Inventory Supplier (information) | Maintain Invoices | Maintain Technical Support Schedule |
| Webi Vodehra | Finance | Maintain Financial Donor (information) | Maintain Invoices | Maintain Staff Schedule |

**Stakeholders and Their Needs**

|  |  |  |  |
| --- | --- | --- | --- |
| **Stakeholder Group List of all** | **Category** | | **What does this role need in the new system?** |
| **Owners**  -Andrew & Max Gibson, owners of TechForAll Computers | User | | The Owners need a unified system to track transactions, donations, sponsors, and clients more organized and efficiently |
| **OfficeAdministrator**  -Oversees all office administration duties | User | | The OfficeAdministrator needs a way to manage contacts for donors, clients, volunteers, and associates more efficiently |
| **FundraisingEventManager**  -Oversees all fundraising and other events, takes donations | User | | The FundraisingEventManager needs a simpler way to handle and track monetary donations with the computer system |
| **Bank**  -Holds the company’s finances | Sponsor | | The Bank is provided information about the company’s finances electronically |
| **Canada Revenue Agency – (CRA)**  -Deals with tax information for the company | Authority | | N/A |
| **Bookkeeper**  -Keeps the campny’s finances in order and does light accounting work | User | | The Bookkeeper needs to be able to track financial information with the new computer system |
| **TechSupportSpecialist**   * TechSupportSpecialist is a head of the TechSupport department. Deals with all computer hardware and tech related operations | User | | The TechSupportSpecialist needs a way to manage inventory more effectively  Create specifications based on specific user requests  Create, view, edit repair schedule  Efficiently manage customers’ feedback/complaints |
|  |  | |  |
| **TechSupportVolunteer**  - Assists the TechSupportSpecialist, oversees volunteer employees and duties | User | | The TechSupportSpecialist needs a way to manage inventory more effectively  Create specifications based on specific user requests  Create, view, edit repair schedule  Efficiently manage customers’ feedback/complaints |
| **TechSupportCrewOfVolunteers**  - Assamble computers, sometimes they pick up donated hardware/software, and do repairs and installations | | User | View and follow repair schedule  Respond to customers’ feedback/complaints |
| **AdministratorVolunteer**  -Assists the OfficeAdministrator with day to day duties | | User | The AdministratorVolunteer needs a way to manage contacts and schedules on the computer system |
| **AccountingVolunteer**  -An accountant who volunteers time to make sure the company’s finances are in order | User | | The AccountingVolunteer needs to view financial information on the computer system to more efficiently review the company’s books |
| **SalesMarketingManager**  -Oversees all sales and marketing duties for the company | User | | The SalesMarketingManager needs to computer system to manage customers' information, to receive the payment for the purchase orders, and to establish schedule related to fundraising events. |
| **SenecaDesignClass**  -An outside graphic design class that creates designs for the company | Developer | | The SenecaDesignClass needs to computer system to establish schedule for graphic design works that TechForAll requests. |
| **ShippingCompany**  -A shipping company which donates it’s time and resources to the company | Sponsor | | N/A |
| **Suppliers**  -Assorted suppliers who provide the company with miscellaneous office supplies | Sponsor | | N/A |
| **Sponsors**  -Donate money and computer hardware to the compnay | Sponsor | | N/A |
| **Caterer**  -Cater events put on by the company | Customer | | N/A |
| **SecurityGuards**  -Guard events and office facilities | Customer | | N/A |
| **Supporters**  -Donate money to the company | Sponsor | | N/A |
| **Customers**  -Receive donated computer hardware from the company | Customer | | Ability to send feedback/complaints about service or computers  Ability to request repairs |
| **WebDevelopmentCompany**  -Develop the company’s website | Developer | | The WebDevelopmentCompany needs to computer system to establish schedule for developing website that TechForAll requests. |
| **Publisher**  -Publish printed materials for the company | Developer | | The Publisher needs to computer system to establish schedule for developing brochure that TechForAll requests. |

Problem Statement:

|  |  |  |
| --- | --- | --- |
| **Problem #** | **Problem name** | **Member name** |
| 1 | Employee information may become outdated | Brett Larney |
| 2 | Employee information cannot be seen by everyone in the company | Brett Larney |
| 3 | Customer feedback may not reach the relevant employee | Brett Larney |
| 4 | Shipping schedule conflicts may not be caught or resolved | Brett Larney |
| 5 | Feedback collection is not centralized | Brett Larney |
| 6 | Insufficient way to ordering the installation of specific software in terms of computer setup | Jongkuk Lee |
| 7 | Insufficient way to order the specific hardware | Jongkuk Lee |
| 8 | The inefficient business processes | Jongkuk Lee |
| 9 | Difficulty to manage schedule for pickups of donated computers | Jongkuk Lee |
| 10 | Difficulty to manage schedule for fundraising events | Jongkuk Lee |
| 11 |  | Rohit Madhan |
| 12 |  | Rohit Madhan |
| 13 |  | Rohit Madhan |
| 14 |  | Rohit Madhan |
| 15 |  | Rohit Madhan |
| 16 | Inability to maintain record of every financial donor | Webi Vodehra |
| 17 | Insufficient information to maintain financial donor record | Webi Vodehra |
| 18 | Maintaining invoices can be a time consuming and tricky work | Webi Vodehra |
| 19 | Non-availability of staff during busy periods | Webi Vodehra |
| 20 | Last minute changes to the staff schedule due to unforeseen causes | Webi Vodehra |
| 21 | Inefficient tracking of donated hardware/software | Oleksii Kozachenko |
| 22 | Inefficient collection of feedback/complaints from customers | Oleksii Kozachenko |
| 23 | Responding to customers’ feedback/complaints more efficiently | Oleksii Kozachenko |
| 24 | Creating a repair schedule that will satisfy customers and the TechSupport/OPS employees | Oleksii Kozachenko |
| 25 | Updating and changing repair schedule | Oleksii Kozachenko |