Edmonds Community College

Computer Information Systems Department

CIS 233

Fall 2010

***Research Project 1***

Bank of Xanadu Preliminary Investigation Report

Prepared by the Amazing Analysts

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October 22, 2010

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Introduction

The Amazing Analysts received an Information Systems Work Request on or about Friday, October 8, 2010 from Patrick Jay, Vice President and Accounting Manager at Bank of Xanadu’s Bellevue Banking Center. The request was for the design and implementation of a software and database program that will allow Mr. Jay’s accounting group to automatically track invoices and payments for services rendered by the banking center’s IT contractors. The new system will supersede the banking center’s current method of tracking their IT expenses via Microsoft Excel spreadsheet.

This preliminary investigation report comprises the findings and recommendations of the Amazing Analysts. It represents a combined effort by team members Priya Niralay, Raphael Durias, Laurie Corniel and Jeremy Perry. The completion date of this report is Friday, October 22, 2010.

Systems Request Summary

The IS system Proposal submitted by Mr. Jay is an indirect result of the Bank of Xanadu’s decision to contract out their IT services. When the Bellevue Banking Center had its in-house IT staff, these employees were considered full time members of the banking center and their wages were paid by the center’s employee payroll system. In response to the bank’s decision to contract out these services, the accounting department that Mr. Jay heads implemented an Excel spreadsheet as a temporary means of tracking the center’s IT expenses.

As mentioned in the previous paragraph, the banking center is currently using an Excel spreadsheet to track their IT contractor expenses. Excel had its advantages as it was easy and cost effective to set up while a permanent solution would be implemented later. However, the spreadsheet was only meant to be a temporary solution as it has many disadvantages for expense tracking. The most notable disadvantage is the process is time consuming. Mr. Jay estimates that the accounting department spends up to a half hour processing each IT invoice. With numerous invoices to process each month, the system consumes a lot of working hours that can be redirected elsewhere. Dave Spencer, who is Mr. Jay’s principal assistant and oversees the day to day operations of tracking the IT expenses, further elaborated on the shortcomings of the Excel spreadsheet, such as the spreadsheet lacking formatting standards and the high potential of the contract not being paid because of irregularities.

Mr. Jay has requested that the new system be automated as a way of reducing the labor time spent processing and tracking the IT expenses. Both Mr. Jay and Mr. Spencer have identified further features that they would like to see implemented into the system, which include but aren’t limited to the need to calculate fields, keep track of contractors who would require a 1099 tax form, keeping track of programmers, balancing the contractor rates against the balance on the contract, etc.

While there are a lst of features that will be required of the system, Mr. Jay has afforded our group a considerable amount of leeway in designing and implementing this system. An example of which is giving us the ability to determine whether a commercial or custom software system will be suitable and if this system should be stored on individual computers of the banking center’s server.

Background

Xanadu Bank, originally based out of Bellevue, WA, began operations in 1978 by three banking entrepreneurs. The bank was founded on the concepts of putting the customer first no matter what, a system of solid banking practices, and a company slogan of “No Boundaries”. Over the next 32 years, the bank grew from having a small presence in the Seattle metropolitan area to becoming a worldwide banking conglomerate. The bank’s current corporate headquarters is in Georgetown, Cayman Islands.

Because of the economic downturn, senior management in the bank determined that money can be saved by outsourcing all business functions that were non-essential to core bank operations. Among the functions outsourced was every banking center’s IT department. Each center previously employed approximately 15 to 20 full-time IT personnel. Because the IT personnel were direct employees, their wages were handled by the banking center’s payroll and accounting system.

After the realignment, each banking center’s accounting group was left to its own devices in regards to tracking and maintaining their IT contractual expenses as there was no bank-wide method of doing such. For example, Bellevue Banking Center put together an Excel workbook as a temporary method of tracking these expenses. Realizing that a permanent solution was needed, senior management choose the Bellevue Banking Center to implement a pilot system that would automatically track the IT contractual expenses.

The system is to be designed based on the recommendations and requirements of the banking center’s accounting group. If the system proves to be successful and cost-effective, there is the potential for the system to be scaled out to other banking centers and possibly see bank-wide implementation.

DATE: 22 October 2010

FROM: The Amazing Analysts Team

TO: Patrick Jay, Vice President and Manager

SUBJECT: Preliminary Investigation Report

Thank you for taking the time to meet with our team last Friday. That meeting allowed us to learn more about the specifications you seek in the system as well as exchange questions we had for one another.

We are pleased to inform you that we have completed our preliminary investigation report, which marks the culmination of the planning phase of the Systems Development Life Cycle (SDLC). This document is designed to be reader friend as it describes our findings and proposed course of action in clear and concise English.

We trust that the report will serve as a valuable insight into the system design we will be implementing. You and any other interested person are more than invited to filed questions concerning the report to us at our next meeting scheduled Friday, October 22 at 6 PM. We will be looking forward to meeting with you then to discuss the report in greater depth.

***Preliminary Investigation Report***

Bank of Xanadu – Bellevue Banking Center

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