DATE: 13 October 2010

FROM: Jeremy Perry, Systems Analyst

TO: Patrick Jay, Vice President and Manager

SUBJECT: First project meeting for IS Work Request

Thank you very much for taking the time to meet with me on Friday, October 8th at my office to discuss the Information System Work Request you submitted to my company. I always consider meeting face to face with new clients a top priority since it allows for an excellent environment to learn about not only the system proposed, but also the company we will be doing work for. The meeting also allowed me to gain invaluable insight into the scope of the project by allowing for us to engage in open dialogue over the designs and specifications of the system. In short, it will serve as an important step in the development process of your new system.

I completely understand that the transition Xanadu Bank is going through right now must be challenging, especially with dealing with an outmoded way of keeping track of IT contractual expenses. While I’m by no means saying anything against the value of an Excel workbook in the right circumstances, your needs clearly exceed Excel’s capabilities, with the result being a cumbersome and time-consuming process of keeping track of expenses.

While the system is still very much in its conceptual stage with many details that still need to be worked out, I can say with confidence that we can deliver to you a system that meets or exceeds all of your requirements. Once implemented, you will have a fully automated and user friendly payment system that will see its value almost immediately and in time make for stronger profits. It will also be designed with enough flexibility to be adapted by Xanadu Bank’s other major banking centers with relative ease if the need arises.

My team will be using a proven process called the Systems Development Life Cycle (SDLC) to complete your project request. Here are its five phases:

Planning – identifying the nature and scope of the problem. A preliminary investigation report will follow.

Analysis – we will analyze and document the Excel spreadsheet to help develop concepts for the new system. This will result in a systems requirements document.

Design – we will design the new system exactly to your specifications and ensure it has all components necessary to do its job.

Implementation –where we conduct the actual installation, programming, training, etc. of the new system and transfer the data from the Excel spreadsheet.

Operation and Support –we will ensure the product works and ensure that you have unsurpassed tech support if any issues or concerns come up.

I have a number of system questions that I wish to address with you at our next meeting on Friday, October 15 at 6 PM. Having these questions answered will be a great asset to developing the system. I will be looking forward to meeting with you at that time.