09.08.2017

423 WALNUT STREET, SYRACUSE, NY

Markell Washington, President/Project Manager
Wesley Knights, Technical Director
Janvi Joshi, Business Analyst
Jin seo Bae, Systems Designer

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True Consulting

SUNRISE SPORTING GOODS Business Case

Project Name: Sunrise Sporting Goods
Project Owner: Bill Customer
Prepared By: True Consulting
Date: 12/6/2017
Version: 1.0

JUSTIFICATION:

True Consulting is a consulting firm based in Syracuse, New York. We are focused on helping business' grow to their greatest potential and also help them maintain it. Our focal point is implementing systems with the latest technology that is both feasible as well as affordable. They are a firm made of highly-skilled individuals who are dedicated to find the best possible solution for their clients.

Sunrise Sporting Goods, a new client, located in Topeka, Kansas has asked True Consulting to come up with a new Point-of-Sales (POS) system that can help him become organized and increase his sales. Bill Customer, the owner of Sunrise Sporting Goods is currently keeping track of his transactions on paper. Bill Customer would like to expand his business and would also, like it to become more technologically advanced, therefore, we have created a new plan to implement a new POS system as well as a website. The new POS system will help Bill Customer and his employees become organized and help keep track of transactions and customers to ensure better record keeping. In addition, the website will create an online database so customers could order online and in turn would make all transactions credit card based. We will implement a training procedure to help Bill Customer and his staff understand and use the systems.

Cost/Benefit Analysis:

Tangible Costs

Consulting Fees

Hourly Consulting	$40.00/hr
Total Weekly Hours	25 hours
Total Consultants	4
Weekly Payment for All Consultant	$4,000.00/week
Monthly Payment for All consultant	$16,000.00/month
Total Pay over Four Months	**$64,000.00**

System Creation   **$1,800.00**

Hardware Costs

2 Laptops	$1,100.00
2 Tablets	$350.00
Amazon Cloud Services	$70.00/month
Total Technical Costs	**$1,730.00 (For 4 months)**

On-site Training

Flights	$2,000.00 (For 4 consultants)
Lodging	$2,200.00 (For 4 consultants)
Hourly Rate	$125.00/hr

Intangible Costs

- Risk of losing customers because of the change in systems
- There are a lot of technological changes happening and in the beginning with test runs, it may affect the business
- Some employees may feel like their jobs are being taken away from them
- May need to hire new employees who can use technology and understands technology

Tangible Benefits

Some tangible benefits of having a new system are new customers, efficiency, organization, expansion of the business, using new technology, user feasibility, accurate ordering system, and online ordering.

Intangible Benefits

Better performing business, competitive necessity, more timely information, improved organizational planning, increased organizational flexibility, availability of new, better, or more information, faster decision making, more confidence in decision quality, improved resource control, increased accuracy in operations, better usage of resources

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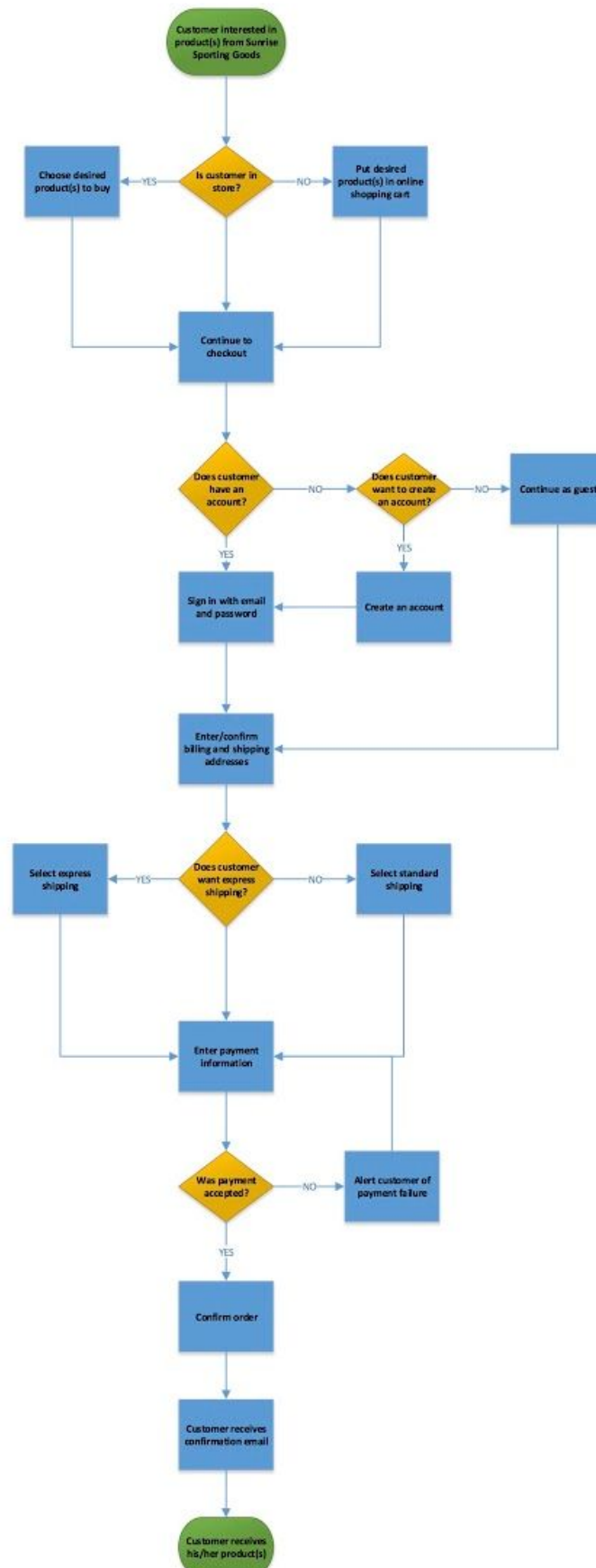# Technical and Organizational Feasibility:

Technical Feasibility:

True Consulting is very prepared and experienced in the technological realm. Our employees are extremely skilled in technological aspects such as implementing a new system and integrating all customer data. We are also fully capable in teaching the systems as well as maintaining them. True Consulting will be reachable by phone, email, and on-site. True Consulting will be on-site during maintenance and implementation of the systems.
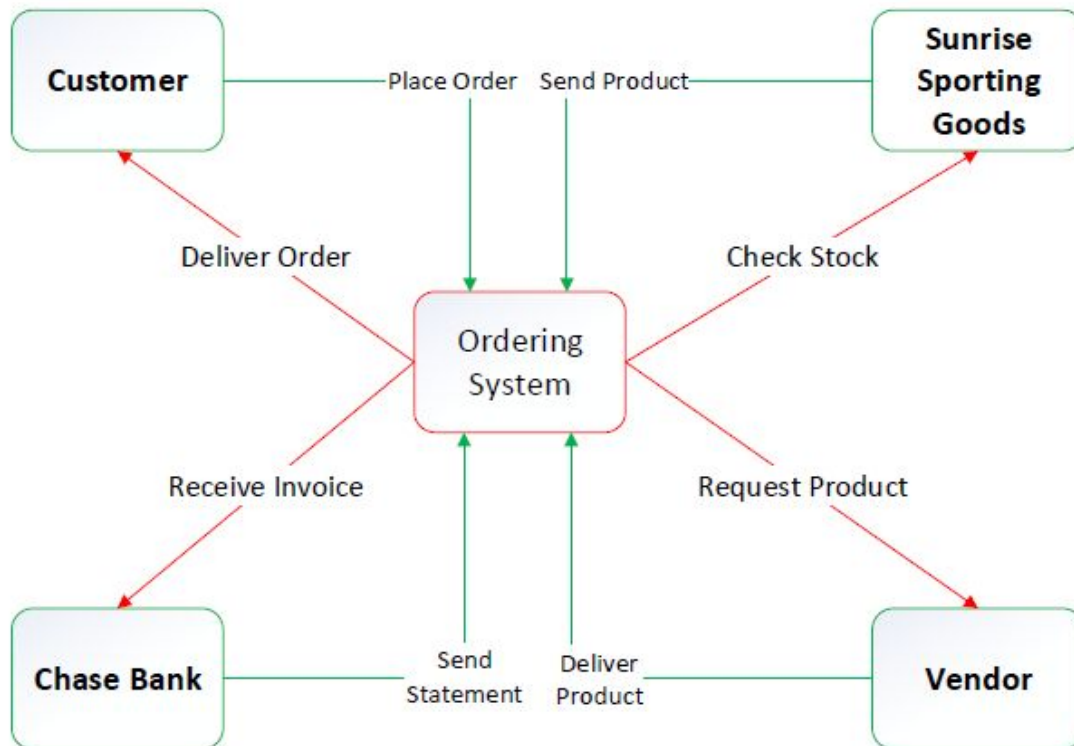
Organizational Feasibility:

Once our team installs and inputs the new technology and organizational system, Sunrise Sporting Goods will be able to expand and scale its business. With this said, many organizational changes will occur as Bill Customer will need to be trained to use the system itself. In addition, he plans to hire two new employees -college students- who will also need to be trained to use the new system. Therefore, his business' organization will transition from being ran by him and his daughter to him and two new full time staff, which could bring challenges. However, we are confident that Mr. Customer will hire two worthy college students who will have a basic understanding of technology and are quick learners. He plans to take a managerial role in his business, overseeing day-to-day operations and key business decisions while his employees handle and operate the daily technical duties using the technology our team provides. Even though this massive change will bring its fair share of challenges, we are confident that in just a few months, Sunrise Sporting Goods will be able to scale its business.

SUNRISE SPORTING GOODS: DATA FLOW DIAGRAM (FLOWCHART)

Customer interested in product(s) from Sunrise Sporting Goods

Is customer in store?
- YES → Choose desired product(s) to buy
- NO → Put desired product(s) in online shopping cart

Continue to checkout

Does customer have an account?
- NO → Does customer want to create an account?
  - NO → Continue as guest
  - YES → Create an account
- YES → Sign in with email and password

Enter/confirm billing and shipping addresses

Does customer want express shipping?
- YES → Select express shipping
- NO → Select standard shipping

Enter payment information

Was payment accepted?
- NO → Alert customer of payment failure
- YES → Confirm order

Customer receives confirmation email

Customer receives his/her product(s)

SUNRISE SPORTING GOODS: DATA FLOW DIAGRAM

REQUEST FOR PROPOSAL (RFP)

TRUE CONSULTING
423 WALNUT STREET
SYRACUSE, NEW YORK 13210

NOVEMBER 30, 2018

Introduction and Executive Summary

True Consulting is a multifaceted consulting firm based in Syracuse, New York. With our well trained and skilled staff, we plan to implement a new technology system to Sunrise Sporting Goods that includes cloud computing to improve the business' transactional, inventory and organizational processes. We believe that by implementing these systems, any small business like Sunrise Sporting Goods can expand and scale up.

Business Overview & Background

True Consulting is a small consulting firm that concentrates on helping small to medium-sized businesses (SMB) expand or renovate their business. Our main point of service is designing and implementing a convenient and seamless business and technology system that will increase our client's sales, operational efficiency and organization overall. Our team is made up of highly skilled IT, business and management professionals who are trained to design, implement and maintain technology systems and provide the necessary training (if needed).

Detailed Specifications

We will begin our project on **September 28, 2017** and have it completed by **February 1, 2018**. In addition, additional on-site training will be conducted until **September 2017**. We will start by addressing four main areas that are part of our points of sale system: the customer, inventory, banking and vendor. Implementation of the new point-of-sale (POS) system will include the installation of two new laptop computers- one for Bill Customer and one to be shared amongst staff- and tablets to offer flexibility around the store. Additionally, a cloud storage system will be implemented and provided by Amazon Cloud Service, a reliable system that hosts massive storage capabilities, which is critical for Bill Customer's growing business. Due to the nature of the location of his business in Topeka, Kansas, natural disasters like tornadoes could compromise his data, so making sure all his data is securely kept on the cloud will be important. Customer data (i.e., credit card information, contact information, and address information) collected from the website will be kept on this cloud storage. The customer will order items through the website and their credit card information will then be transmitted to our banking system via Chase Bank, which will then connect their order request to Sunrise Sporting Goods inventory system. Bill's inventory system will keep track of the items he has in his store which will dictate when he needs to order new items and how many of those items would he need to order from the vendor. By using his laptop computer and the cloud service, Bill customer can

access this information remotely. Although the system will be delivered by **February 1, 2018**, the website won't be launched until **May 1, 2018**.

Budget

Non Recurring Charge (NRC)
Monthly Recurring Charge (MRC)

	NRC	MRC
Project Initiation and Planning	$200.00	--
Market Research	$250.00	--
Site/Database Development	$700.00	--
Site/Database Testing	$1,000.00	--
Site/Database Deployment	$400.00	--
Site/Database Hosting	--	$80.00

Assumptions & Constraints

With the new system, Sunrise Sporting Goods customers will be able to use the website to search for items, enter their contact and billing information, purchase their desired item and retrieve it from the store. Once the customer requests for an item, the system will check if that specific item is available in the inventory system. If so, the customer will then be able to reserve and purchase that product. If it is not available, the system will automatically contact the vendor to request the item(s) to be shipped and delivered to the store and restock the inventory. Lastly, the banking system will automatically transfer payment processes from the customer to Bill Customer's account. Note: since Bill Customer's customer base is concentrated around the Topeka, Kansas region, we will not offer a delivery system from the store to the customer themselves. All this information will be stored in the new database, and returning customers will be identified and the website will offer items they usually purchase at ease. The biggest

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constraint the project might have is communication between our team and Bill Customer, due to the location of his store and our home-base being Syracuse, New York.

Terms and Conditions

We offer services on a five-year contract, including time spent designing and implementing the system on-site. During this period, we will be available for any services related to system maintenance and upgrades. We have also concluded to be held accountable for any hardware upgrades or replacements.

Selection Criteria

The selection criteria for this project are:

- Labor
- Demand/request for a new system
- Lack of a tangible business plan

Pricing Schedule

Table 1 – Project Fees

Deliverables	Unit/hrs	Rate	Total
Stage 1			
Consulting Fee	25 hrs/ 4 consultants	$40.00	$64,000.00
Laptop: Lenovo IdeaPad 320-15IKB 80XL 15.6″ Notebook	2 units	$550.00	$1,100.00
Tablet: Samsung - Galaxy Tab A 7" 8GB - White	2 units	$150.00	$350.00

Amazon Cloud Services	5 months	$70.00	$350.00
Verizon Phone and Internet Bundle	5 months	$89.00	$445.00
Stage 2			
Training	1 month	$300.00	$300.00
Total	--	--	$66,545

Table 2 - Travel and Other Expenses

Personnel Names	Description of Expenses or Disbursement	Rate Total amount $AUD (including GST)
Markell Washington	Roundtrip travel from Syracuse to Topeka	$500.00
	Lodging	$550.00
Janvi Joshi	Roundtrip travel from Syracuse to Topeka	$500.00
	Lodging	$550.00
Wesley Knights	Roundtrip travel from Syracuse to Topeka	$500.00
	Lodging	$550.00

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Jin seo Bae	Roundtrip travel from Syracuse to Topeka	$500.00	
	Lodging	$550.00	

Total	$4,200.00

Submission Details

All submissions for responding to this request must be submitted on paper and delivered to our office, as stated below, no later than:
Friday, December 29, 2017
No later than 5:00pm EDT

Submission Delivery Address

The delivery address to be used for all submissions is:
Janvi Joshi
Business Analyst
True Consulting, Inc.
423 Walnut Ave
Syracuse, NY 13210
P: 315-700-0004
Email: jjoshi@trueconsulting.com

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Submission Questions and Clarifications

You may contact the following person if you have any questions or require clarification on any topics covered in this Request For Proposal:

Markell Washington
President/Project Manager
P: 315-700-0001
Email: mwashington@trueconsulting.com

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Project Scope Statement

Project Name: Sunrise Sporting Goods

Project Owner: Bill Customer

True Consulting: Markell Washington (President/Project Manager), Janvi Joshi (Business Analyst), Wesley Knights (Technical Director), Jin Bae (Systems Designer)

Date: Tuesday, November 24, 2017

Prepared by

Document Owner(s)	Project Organization Role
Wesley Knights	Technical Director
Markell Washington	Project Manager/President

Project Closure Report Version Control

Version	Date	Author	Change Description
1.	11/15/2017	Wesley Knights	Created document
2.	12/13/2017	Wesley Knights	Updated Document
3.	12/28/2017	Markell Washington	Revised Document

Project Overview

Bill Customer is in the process of expanding upon his start up business, Sunrise Sporting Goods. His daughter, who is responsible for tracking inventory systems, sales systems, vendor

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transactions, baking systems and organizing the paperwork, will be leaving the business within the upcoming months and will be replaced by a new implemented system that does all of her previous work.

Project Objective

To construct a high-quality, custom made inventory, sales, vendor and transactional system within six months at a cost not to exceed $70,000.00. Then to be working on site in Topeka, Kansas training employees and implementing change for the following six months at cost equivalent to each consultant's hourly rate. This is in addition to fully covering transportation and lodging costs. After then, we will create a sleek, functioning ordering website for the roof price of $1,000.00

Project Boundaries

A system will be designed to manage Bill's sporting good business. The system includes organizing customers in-house orders through the phone. Order history, payment and personal information will be organized and managed using the implemented system. Bill will not receive an online sales system. However, in the future, after the new implemented system, the online sales system will be reassessed and may be implemented.

Key Project Requirements

- Online ordering system which will allow customers to track their orders through the point of sale system
- Inventory database that will allow staff and Sunrise Sporting Goods to track the quantity of that items and update accordingly
- Vendor system that will allow Sunrise Sporting Goods to reorder products
- Fill out order form, employees prepare the product(s)
- I

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●Transaction system will either deny or allow the payment and provide a confirmation notice to

Key Project Deliverables

- Customer Database
- Inventory Database
- Vendor Database
- Business Case
- Invoice
- Implementation Plan
- Training Plan

- Maintenance Plan
- RFP
- Point of Sales System
- Financial Database
- Flowchart
- DFD

Key Schedule Milestones

Begin Project	September 28,2017
First Meeting with Bill Customer	September 27, 2017
DFD due	October 20, 2017
Bill's Flowchart	November 30, 2017
Documents Deadline	November 30, 2017
Deliver Finished System	March 3, 2018
On site	March 2018 - September 2018
Launch Website	July 8, 2018

Project Impact

This new complete system will allow Bill Customer to organize his company more effectively and efficiently. The inventory system, point of sales system, vendor database and financial database will allow for bill to open his new storefront and catalogue any data that comes back from the customer, bank, or vendor will easy online access.

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Major Project Constraints

- Resources availability
- Inadequate facilities
- Unstable hazardous weather conditions
- Project must be completed within budget limitations
- Project base is in Topeka, Kansas and our headquarters are in Syracuse, New York
- Project must be completed by the hard date of February 3rd.

Major Project Assumptions

- Outsourcing vendor has adequate resources.
- Future IT staff will have a basic understanding of technology
- Deliverables will be as defined in scope
- Customers will be asked for contact information and shipping/billing information
- Information will be stored in the customer database
- The inventory system we implement will check for available product in the store
- If the store does not carry the product, the system will automatically contact the vendor through the vendor database
- financial /banking system will complete payment transactions whether it is from customer to Bill or from bank vendor
- Project Objectives will be attained at close of project

Initial Project Organization

Sponsor   Bill Customer
Project Leader & Manager   Markell Washington
Technical director   Wesley Knights
Business Analyst   Janvi Joshi
Systems Designer   Jin Seo Bae

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Defined Risks

Currently there are no risks involved with this particular project. However, there are several possible risks if the system is not properly implemented. Possible risks with the financial database may also occur with delivery services or if the bank is enduring issues.

Costs

- Project 1 not to exceed $2,750
- Consulting fee $67,200.00
- Systems creation fee $2,000.00
- Accommodations $5,250
- Training flat pay rate $300

Change Management Requirements

Any changes involved within this project will be presented to the President, Markell Washington, and must be approved by both him and the Project Sponsor, Bill Customer.

Signatures

By signing, the Sponsor agrees with the scope of this project and is authorizing the project manager to continue to commit resources to the project.

Sponsor Title_____Department_____Date_____

Project President Title_____Department_____Date_____

Project Manager Title_____Department_____Date_____

Technical Director Title_____Department_____Date_____

Business Analyst Title_____Department_____Date_____

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Systems Designer Title_____Department_____Date_____

Implementation and Testing

IT Number → 31577003
Project Title → Sunrise Sporting Goods

Document Update History/Revisions				
Date	**Name**	**Reference #**	**Sequence**	**Change**
N/A	N/A	N/A	N/A	N/A

Project Information	
Summary: Bill Customer has requested our company, True Consulting, to update his design and implement an online marketplace. He is the owner of Sunrise Sporting Goods. He also requested to update his company's banking system that has to be through Chase Bank. True Consulting is planning to fulfill his company's needs. We are creating an organized online program to incorporate an inventory and client database.	**Need by Date:** 02/01/2018
Date: 10/10/2017	**Requesting Area:** Bill Customer
Reference #: 1897	

Contacts	Email address	Phone Ext.
President/Project Manager: Markell Washington	mwashington@trueconsulting.com	315-700-0001
Technical Director: Wesley Knights	wknights@trueconsulting.com	315-700-0002
System Designer: Jin Seo Bae	jbae@trueconsulting.com	315-700-0003
Business Analyst: Janvi Joshi	jjoshi@trueconsulting.com	315-700-0004

Approvers / Reviewers	
Name	**Position**
Markell Washington	President/Project Manager
Wesley Knights	Technical Director
Jin seo Bae	System Analyst
Janvi Joshi	Business Analyst
Bill Customer	Customer

Project Description:

True consulting is redesigning the structure for Bill Customer's company, Sunrise Sporting Goods, by introducing an online marketplace for its users. The new system will help expand the target audience by making it more accessible and efficient. By using an online banking system connected to Chase Bank, Bill Customer's company will save time and effort to manage the users' informations. Also, the new system will be easier to track larger inventories and broaden

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the customer base. Sunrise Sporting Goods' new employees and Bill customer do not have to worry about contacting vendors with the automated replenishing system. The new system will notify the changes and processes. Our plan will take Sunrise Sporting Goods to take the next level of their business.

Current Process/Process History (if any):

Sunrise Sporting Good is a traditional store that running by Bill Customer. It is a family owned business, which can be a problem. If they want to expand customer base and still have outdated tracking system, they cannot take a next level of their business. They have a very manual system; when it comes to restocking inventory, every step of system has to be worked in paper based. The store has no credit/debit card transaction method for its customers and the only other way to reach them without physically going to the store is to call them. True Consulting has the responsibility to create a new online system to redesign Bill Customer's business. Bill Customer has provided his need to create an online marketplace. It needs to have its own databases for inventory and client information. The main goal of our project is to help him manage his business efficiently and expand his own brand by creating a new and efficient system.

Project:

Functional Considerations

True Consulting is developing a customized online system for Bill Customer's business, Sunrise Sporting Goods. This new system will not only include a database for the inventory, but will also utilize cloud functionality to create a secure database for his expanding client's private information as well. The inventory system will work through Microsoft Access. All the information, including banking statements and client information, will be backed up by Amazon Web Services. The new system will come together through the web page, which will allow them to make purchases. The users' card information will go through the new bank transaction system, where the money is sent straight to Chase Bank, and the inventory system will be updated automatically upon receiving confirmation from the Chase Bank. Vendors will get a notification if a certain product needs to be restocked. This system will lead to a more efficient way for customers to get their products.

Technical Considerations

Implementation

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→ Transition from the old system to the new system.
→ The new system is working seamlessly with outside resources such as vendors and banks.
→ Ensure the customer's information is protected through proper security system.
→ Both for the Bill Customer and his clients, proper supports and maintenance are maintained through the process.

Security Requirements

Network data security is a high priority when considering a network setup due to the growing threat of hackers trying to infect as many computers possible. We need information security to reduce the risk of unauthorized information disclosure, modification, and destruction. We, True Consulting strongly make sure that significant information of Sunrise Sporting Goods to be highly protected. Firstly, we set up a firewall to block any intruders from entering the system. Second step is to limit the access of the users, but make sure to open overall access only to Bill Customer. Other workers will also have limited access. Next, there is an encryption software. Even with a secure cloud backup, the user information is encrypted so that if does not open account numbers and other clients' private information. Lastly, we will monitor the system to protect the information. If there is a hint of suspicious activity involvement, both Sunrise Sporting Goods and True Consulting will be notified.

Support Requirements

1) Systems Testing Plan: True Consulting will test the new system to make sure that we completed Bill Customer's needs. This test will help us to fix the errors as developers' perspectives.
2) Information Transition Support: We will ensure not to misplace important information during the transition from the old system to new one.
3) Employee Training Support: We will also focus on enough training for new workers. The training will be mainly about the new system functions. We will continue on training and make proper training courses for new coming employees.
4) Maintenance: We will help consumers with any problems faced after the implementation of the system. Also, we will take charge on any new changes of the system if there is a problem.

Interface Requirements

Every employees of Sunrise Sporting Goods can easily access to the inventory database. The new system, online marketplace, made to be focused on simplicity. So that the consumers can

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make their purchases easier and save their private information if necessary. There are on screen instructions for both the customers and the employees if they need assistance.

Data Warehouse

The data warehouse helps backup all the updated inventory data in real time as well as private client information in the cloud. The third party provider of this cloud service makes sure that all the information is secure. Data updates after every purchase and is stored in Sunrise Sporting Goods' database.

Reporting

True Consulting will review each aspect of the new system of Sunrise Sporting Goods. If there is an error founded on the system, our company will take immediate action. We will present a report every three weeks about the new system with Bill Customer. The report will be straightforward for a solution toward the problem.

Application Testing

Test 1:
Tested by: Chase Bank/Sunrise Sporting Goods/Jin seo Bae/Wesley Knights/Vendors
Date: 10/10/2017

Seq	Action (Testing)	Expected Results	Actual Results
1	Design	The design of the online marketplace has worked flawlessly and transitions of the online marketplace is pretty smooth.	The site is running properly, and transitions had no problem.
2	Transaction	Both for user-end and Chase bank, transactions of our site works well and has about 8-10 second time frame.	Our company used Chase Bank for every transaction to proceed. We tried form of payment to make sure

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Seq	Action (Testing)	Expected Results	Actual Results
			users will not be denied while proceeding the purchase.
3	Inventory Functionality	Overall the inventory system is communicating with vendors when products need to be restocked. When users tries to place on our website, our inventory system and transaction system are working seamlessly.	The inventory system does not update the inventory on every 3rd purchase made by a customer, which lead to throws off the inventory count.
4	Security	Our system is well secured that protects both confidential information of both Sunrise Sporting Goods and its clients.	The firewall can be breached, and leaves holes in the system which needs attention.
5	User-End	Customers are able to purchase their needed products through the website without any error.	Website crashes on occasion which also leads to customer's information being lost.

Test 2:
Tested by: Chase Bank/Sunrise Sporting Goods/Jin seo Bae/Wesley Knights/Vendors
Date: 12/12/2017

Seq	Action (Testing)	Expected Results	Actual Results
1	Design	The design of the online marketplace has worked flawlessly and transitions of the online marketplace is pretty smooth.	The site is running properly, and transitions had no problem.

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2	Transaction	Both for user-end and Chase bank, transactions of our site works well and has about 8-10 second time frame.	Our company used Chase Bank for every transaction to proceed. We tried form of payment to make sure users will not be denied while proceeding the purchase.
3	Inventory Functionality	Overall the inventory system is communicating with vendors when products need to be restocked. When users tries to place on our website, our inventory system and transaction system are working seamlessly.	The inventory system does not update the inventory on every 3rd purchase made by a customer, which lead to throws off the inventory count.
4	Security	Our system is well secured that protects both confidential information of both Sunrise Sporting Goods and its clients.	Holes in the firewall were given proper attention and the developer team has found a fix. Firewall has withstood several hack tests.
5	User-End	Customers are able to purchase their needed products through the website without any error.	We fixed the site from crashing and made sure customer information is not lost.

Special Notes: Completed by 02/01/2017

Check List of Changes:

1. Design Testing: True Consulting identified and fixed the small problem. We found the solution for later possible error.
2. Transaction Testing: We worked with Chase Bank to ensure the accepting system of credit/debit cards.

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3. Inventory Functionality Testing: We found and fixed the error in the inventory system's code. We found the way to avoid counting issues.

4. Security Testing: We examined the errors in the system and created proper security measures to fend even the complicated hacks.

5. User-End Testing: We placed security measures to secure private information.

Issues:

Number	Issue	Date	Assigned to	Status	Comments/ Resolution
1	The transaction system was charged the customers, but it did not place their orders with the inventory system.	11/15/2017	Wesley Knights	Complete	We found glitches on our new system. Customers have received their products.
2	The computers at the storefront were not functioning and overheated. The workers were unable to keep track on customers' orders.	11/27/2017	Jin seo Bae	Complete	We added fan on our desktop to cool down our computers.
3	Because we made new system to lock the database if the user put wrong	12/12/2017	Janvi Joshi	Complete	We installed a fingerprint reader by asking Google about Bill Customer's

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	password, Bill Customer could not access to the database of Sunrise Sporting Goods.				chromebook. Now, Bill can access to database without numeric passwords.
4	Our tracking system of their product was miscalculated by inventory database.	01/30/2017	Jin Seo Bae	Complete	We made new system for better communication between Vendors and Sunrise Sporting Goods' employees. So that we can avoid future miscalculation.

Project Requirements and Design Specifications

Contact Person: Janvi Joshi	**Email: jjoshi@trueconsulting.com**

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Date: November 30, 2017	Needed Date By: November 30th, 2017

Bill Customer wanted a system that could easily help him stay organized and keep track of customer information. The system that we (True Consulting) created keeps track of orders placed by customers, makes financial transactions and keeps track of vendor information. This will ensure that Bill Customer can maintain and grow his business successfully. This new system will include 2 new laptops, and 2 new tablets for the store. People will be able to order online on the website or in store. These devices will help Bill Customer and his employees create a faster and more appealing ordering process for the customers. The system will be connected to Amazon Cloud Services who will store the information for customers, vendors, and transactions in their database. By having all the information on the cloud, all the information will be available, whether using a tablet, computer or even your phone. If there is a mistake with an order, or if an employee needs to look back at a transaction it can be easily done with Amazon Cloud Services. The financial transactions will be controlled by the nearest Chase Bank. We will not be handling the finances and the system will not handle finances besides transferring over the money directly to the bank.

User Characteristics

The main users of the system will be both customers and employees at Sunrise Sporting Goods. Customers will be using the website on their own devices while employees will be using the database at the Sunrise Sporting Goods location using the two laptops and tablets. People can create accounts on the website and sign in as either themselves or a guest. All their information will be saved if they want it to be so they do not have to enter it all again. This helps with the database because Bill Customer will have the loyal customers' information at all times. The use of laptops and tablets are feasible for the employees so that they can move around and easily attend to all the customers needs. The website is mobile-friendly and desktop-friendly so that customers can use and see the website on any of their devices.There will be on-site training for Bill Customer and the employees. By the time we are done with on-site training, they will be confident in how everything works.

Requirements

Business Requirements

The system will provide a database that keeps track of all vendor information, bank transactions, and orders from customers. This database will help Bill Customer keep his

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customer database organized with all their information and will open up his products to the internet. People will be able to purchase their items in store and online. This database will include correct customer information, correct payment to Chase Bank, and an inventory system that will notify Bill Customer and the employees when they need to restock.

Functional Requirements

The function of this system will include keeping Bill Customer organized. It will also ensure that the process of collecting customer information and ordering sporting goods will be innately faster. Bill Customer will make his customers even more satisfied because his system will create efficiency and accuracy. There will be less mistakes and quicker transactions. They will also have access to all their previous orders to refer back to. They can access this at home and in store. The ordering system will be easier in-store also. This way, people do not have to wait for a long time to place their order and have everything handwritten. Everything will be computerized and quicker. Employees will have an easier time restocking items because they will not have to count the inventory after. Everything will be online so they will know when they need to order more items.

User Requirements

Bill Customer and his employees will be trained and will be capable of using the tablets and laptops to take customers orders and use the system. They will be able to place orders, and look up customer and vendor information as well as bank transactions. Customers will be able to use the mobile-friendly and user-friendly website on their own devices. They can always call the store if they need help placing an order.

Performance Requirements

We will be using Amazon Cloud Services to house this system. By having the database on the cloud, it allows Bill Customer to worry less about the system. An in-house system would require a lot more maintenance in his part and inadvertently cost more money. The weather is also not that great in Kansas, and therefore, it makes sense to have a cloud service. The cloud service will cost $70 dollars a month. A high speed internet access is also implemented to ensure the performance of the website is up to customer standards.

Quality Requirements

This website was built for user feasibility and ease of use. The quality of the website and system has to uphold the standards of something everyone can use easily without any problems or glitches. The user can create an account or choose to use a guest account and then they can easily order any items to the cart. After, they can checkout with their credit card or debit card.

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The payment will go straight to the bank. All of this information will go automatically into a document that can easily be accessed by Bill Customer or his employees. In addition, if customers create an account, they will be able to lookup their past orders and their information that they provided.

Interfaces

The customer puts their information into the website form using any device and it sends the information to a database that is saved in the cloud services hosted by Amazon. This information is placed in a database that can easily be accessed by Bill Customer and his employees on their two laptops and tablets.

Systems Design

These pictures, below, represent what the website for Sunrise Sporting Goods will look like :
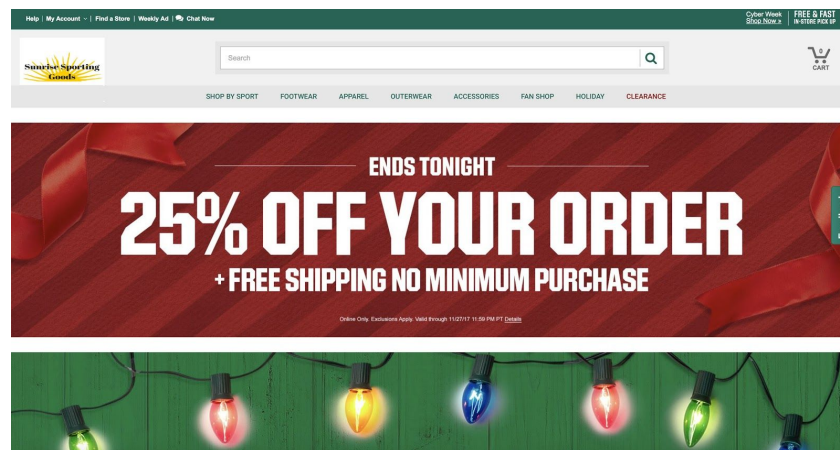
This is the homepage of the website. It displays eight different tabs. The tabs are "Shop by Sport", "Footwear", "Apparel", "Outerwear", "Accessories", "Fan Shop", "Holiday", and

The front
discusses
deals or
it may be
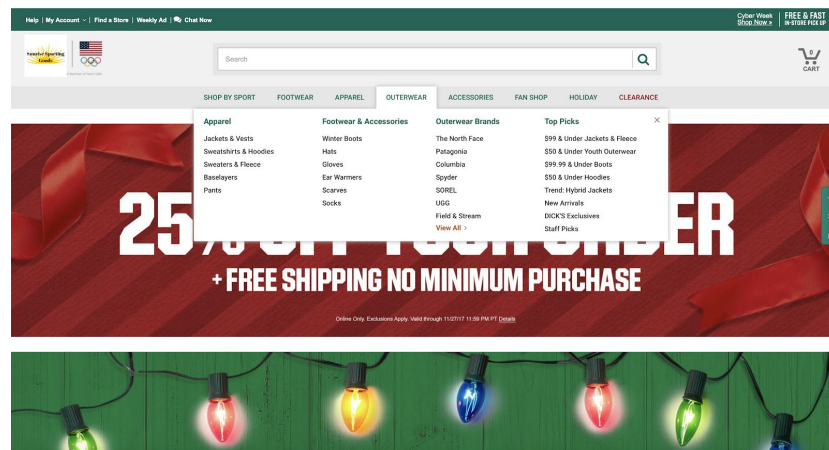
"Clearance".
page also
any current
important news
having.

This page shows the drop down menu of each category. Within the menu tabs, there are also more categories. To look for an item, customers can either look for it through this task bar or they can search it in the search bar.
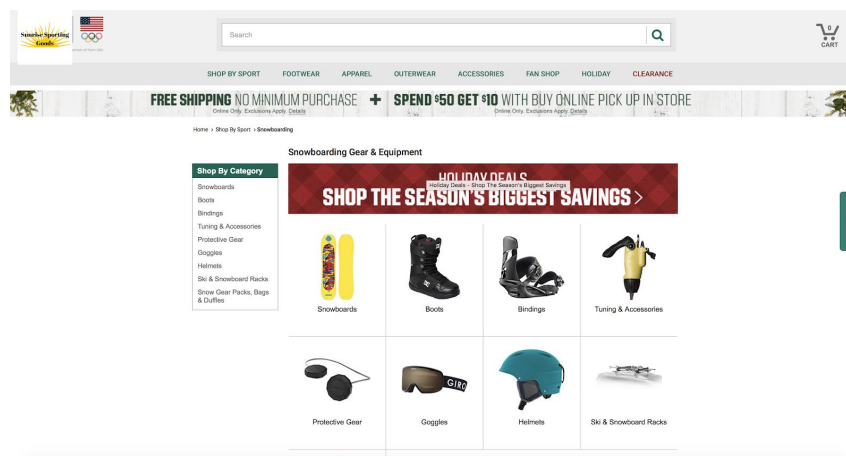
This image shows all the different categories in the "Snowboarding Gear & Equipment". This could be found under "Shop by Sport". This helps the customer narrow down its choices of what they actually need.
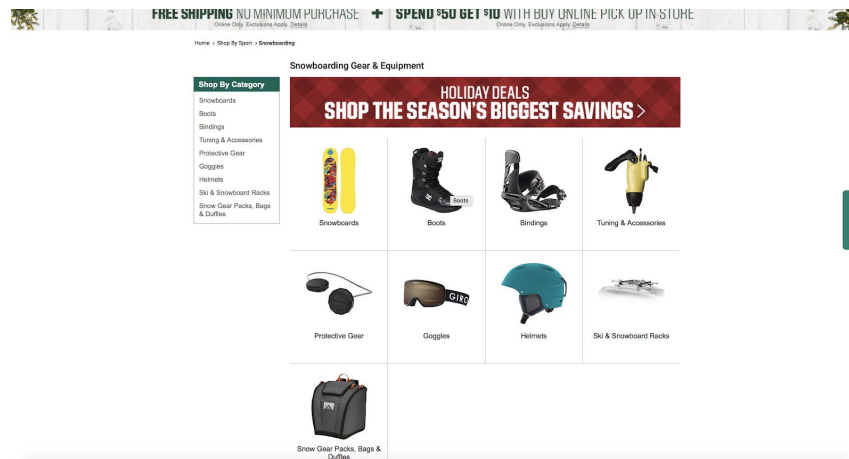

If a customer wants to choose a type of product they want, they can simply pick a product they want or they can use the green box on the side. In this picture, boots is chosen.
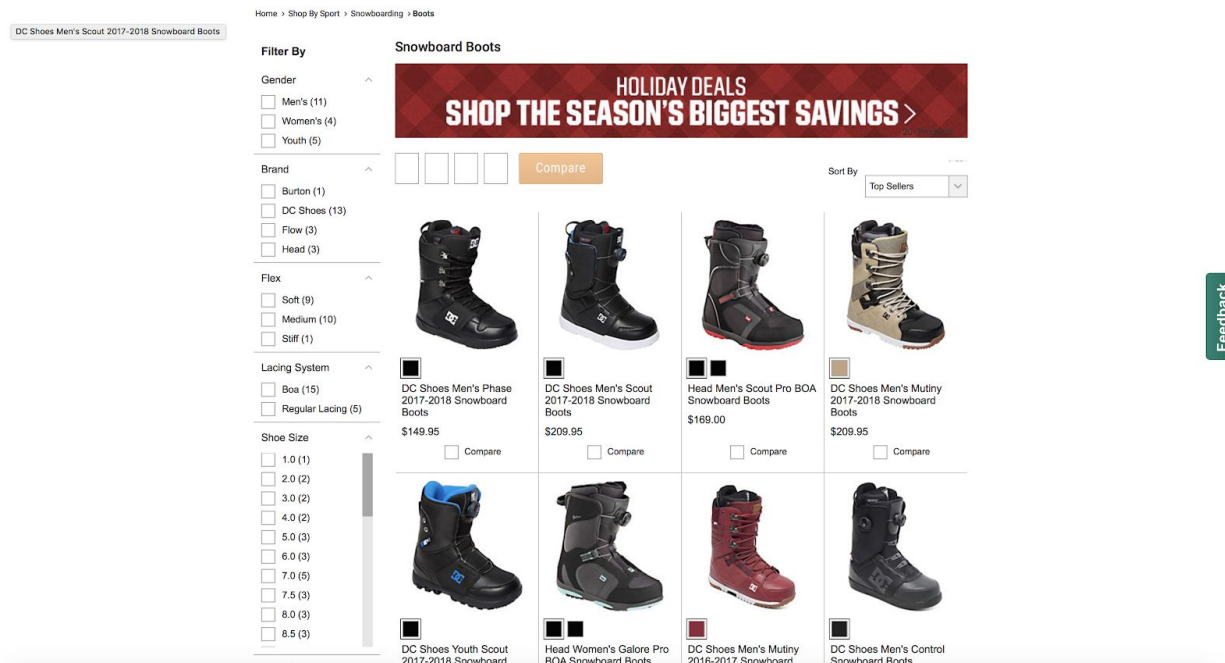
After clicking on boots, it brings the user to a page with all types of boots on it. Now, the user can filter it by, gender, brand, flex, lacing system, shoe size, price, and rating. They can also sort the list by, top sellers, price low to high, price high to low, top rated, new products, brand (A-Z) and most relevant.
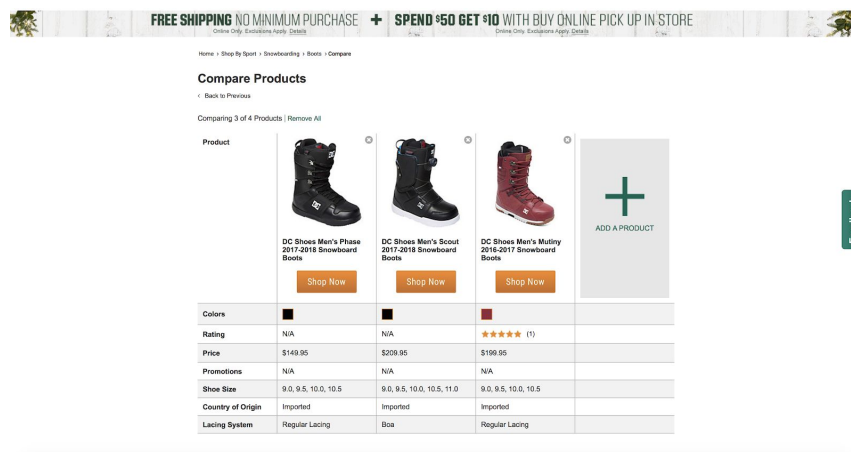
The site also has a feature where the consumer can compare products. They can check to see colors, rating, price, promotions, shoe sizes, country of origin and more.
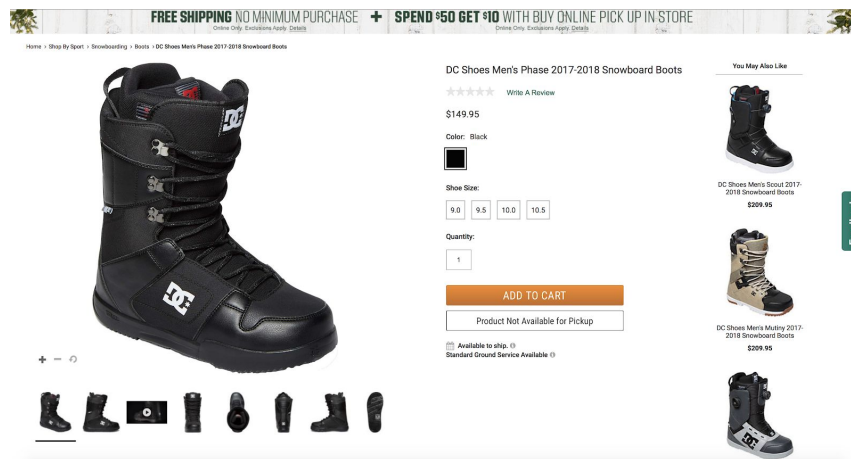
After choosing a shoe, it brings the customer to this page where it shows the product bigger. The customer can see a 360 degree view of the product. On the side are boots they might also like depending on this product. On this page, the customer can see if there are any reviews, what different colors are offered and what shoe sizes are available. The customer can also choose what quantity of the product they would like. After, they can click the "Add to Cart" button to proceed with the purchasing process.
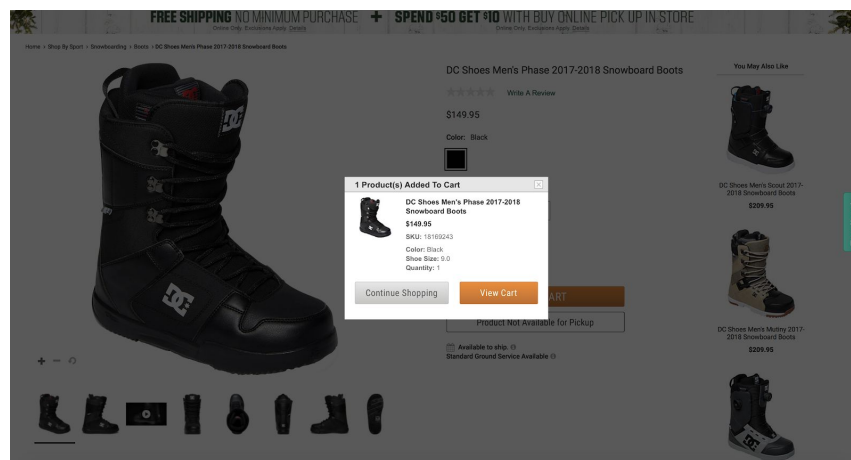
After clicking add to cart, this pop-up comes up asking if the customer would like to continue shopping or view the cart. If the customer chooses continue shopping, it will lead them back to the page with the boots. If the customer chooses "View Cart" it leads them to the next picture.

1 Product(s) In Your Cart 💬
Order #10061231855

< Continue Shopping

Product	Delivery	Each	Quantity	Total
DC Shoes Men's Phase 2017-2018 Snowboard Boots Color: Black Shoe Size: 9.0 SKU: 18169243	Ship to Address Available to ship. ⓘ	$149.95	1 Update	$149.95

Save for Later

Remove

Order Subtotal	$149.95
Estimated Shipping and Handling	FREE
Estimated Tax ⓘ	$0.00
Estimated Order Total	**$149.95**

CHECKOUT

After clicking "View Cart" it brings the customer to this page where the product quantity could be updated, saved for later or removed. It shows the order subtotal, estimated shipping and handling, estimated tax and the estimated order total. It gives you the option to checkout or continue shopping again.

Create an account

Secure Checkout

Continue as Guest	Customer Sign In
You can create your account after submitting your order. To begin checkout, simply click below. Guest Checkout	Email Address Password Forgot Password? Sign In

If the customer clicks "checkout", it asks the customer whether they would want to do a guest checkout, create an account or customer sign in.

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After either signing in as a guest, creating an account or signing into the customer's account, they will have to proceed through the following steps: Address, delivery, payment, review and then receipt.

There is a tab where customers can provide feedback regarding the website and store.

Product Design Specification Approval

The product design specifications document has been approved by the following:

Name:	Position:
Markell Washington	President/Project Manager
Wesley Knights	Technical Director
Janvi Joshi	Business Analyst
Jin Bae	Systems Designer

True Consulting
Maintenance Form

Requested By: Wesley Knights   **Date** _____
Department: Technical Director
Location: Syracuse, NY
Contact: President True Consulting   **Email:** mwashington@trueconsulting.com

Type of Request Urgency   **Urgency**

{ X }New System   **{   }Immediate Operations are impaired and need fixing**
{   }System Improvement   **{   }Problem is present but can be worked around**
{   }System Error Correlation   **{ X }Loses are tolerable until new system is installed**

Problem Statement

Information from the old system has failed to make it to the cloud system after being manually documented and entered in the system. When attempting to update inventory, only previously stored information is available. When merchandise sells out, we are unaware because of the lack of communication between the cloud system and the present system information.

Service Request

The current system isn't updating any of the new information that we are putting into the system. Please fix this so that we can continue to keep up to date with the numbers in our database.

Is Liaison: Markell Washington **Telephone:**315-700-0001 **Email:** mwashington@trueconsulting.com
Sponsor: Bill Customer

TO BE COMPLETED BY SYSTEMS PRIORITY BOARD
{   }   Request approved   **Assigned to Date:_____**
{   }   Recommend Revision   **Start Date:_____**
{   }   Suggest user development
{   }   Reject for Reason

_____

_____
TRAINING DOC
Technical Director: Wesley Knights

Project Sponsor: Bill Customer

Start Date	End Date	Purpose of Training (Why, What)	Method (How)	Recipients (Who)	Frequency (When)	Prepared By	Location (Where)
Date training started	*Date training completed*	*What will the training include?*	*Type of training:*	*Targeted groups*	*Frequency that training will be done*	*Person or Group*	*Topeka, Kansas* *Sunrise Sporting Goods*
1/19/2017	1/21/2017	Tutorial on how to use the system.	Class	BIll and his employees	One class a day for 1 hour.	**Wesley Knights**	*Topeka, Kansas* *Sunrise Sporting Goods*
1/21/2017	1/21/2017	Teaching employees how to confirm customer orders	Hands-On	Employees	Once	**Wesley Knights**	*Topeka, Kansas* *Sunrise Sporting Goods*
1/24/2017	1/24/2017	Show the functions of the new system through a document.	Document	BIll and his employees	Once	**Wesley Knights**	*Topeka, Kansas* *Sunrise Sporting Goods*
1/24/2017	1/24/2017	Introduction to the automatic system	Document	Employees	Once	**Wesley Knights**	*Topeka, Kansas*

		between the vendor and the bank.					*Sunrise Sporting Goods*
2/1/2017	2/5/2017	To learn how to troubleshoot, as a precaution within the system.	Class	Bill and his Employees	One Hour per day.	**Wesley Knights**	*Topeka, Kansas* *Sunrise Sporting Goods*