Business Case

# Executive Summary

A better way to sort the winning bids and better documentation to convey the functionality of the system to customer are needed. We will create a better sorting system and document at little to no cost. There is little risk, but because we are second semester students we do not have the knowledge or expertise most professionals do, but the cost benefits are worth the risk.

# Financial Appraisal

The project will have little to no cost for Fynbus because we are completing this project for a school project and thus will not be requiring monetary compensation for the work we do on this specific project. If Fynbus would like to have our group do extra work for them beyond what is in the scope of this project, we may seek monetary compensation. Fynbus may need to pay to have its employees to be trained to use our solution and to implement the solution to the system that is currently in use.

Since the cost will be so low, all the costs to implement this system will be made back very quickly, so this will result in an increase in profit.

The system will create a sorting function that will allow easier viewing of the winning bids for Fybus’ Flextrafik program. This will allow for quicker decisions on which contractor can be used at the specific time they are needed, saving time and thus money.

We will also be making a document that will describe how the entire system is working and how it gets the results that it does. This document will be provided to customers that want to know this information or customers that complain about the decisions that were made. This will make Fynbus be a more trustworthy and respected company if customers know exactly why decisions are made, and that they aren’t made based on any biases. This will in turn draw more customers to want to work with Fynbus, and will increase competition for the positions Fynbus is looking for, therefore, this will increase income.

# Background Information

The current problem is that there is no good way to sort the winning bids other than by hour price. Fynbus would also like to get a better overview of the cars that are available to drive for their Flextrafik system when they need it. Also, Fynbus would like to have documentation showing exactly how the system works and how it makes decisions on which bids win. Currently they do not have this documentation.

# Business Objective

Our goal is to improve on the current system Fynbus is using and to increase efficiency and transparency for the company. We will need to have access to the current system. This project will be allowing Fynbus to make as much profit as possible while still catering to the needs of all its customers.

# Benefits and Limitations

The benefits of implementing our solution include: save money by being more efficient, remain competitive, generate revenue and improve customer service. Since we are currently second semester students we do not have the knowledge or expertise that others may have.

# Option Identification and Selection

Problem: Need Better Sorting

Option 1: We will completely remake the program that chooses the winning bids and implement a better sorting function. This would result in much more work for us, but it will most likely make for a program that will better implement the new sorting system.

Option 2: We will simply use the current program and add our sorting function to it. This will result in much less work for us will allow us to make the sorting system much better, this is the best solution.

Option 3: We do nothing. Results in no improvement.

Problem: Need Documentation of Program Functions

Option 1: We add the ability for the program to display the functionality. This might allow for more specific explanation on exactly why one bid was chosen over another, but it is more work than is necessary because a general overview is all that is needed.

Option 2: We write one document that shows the functionality. Best solution. General documentation that shows how the system works and how it chooses the winner, possibly with example data to give a better understanding.

Option 3: We do nothing. Results in no improvement.

# Scope, Impact and Interdependencies

The project will only be affecting the program that chooses the winning bids. It has interdependencies with other systems such as the website that receives the bids and the Excel documents that store the bids.

# Outline Plan

We will be using scrum to plan how we work. We will have 1 week sprints until the end of the project on April 7.

# Risk Assessment

There is a risk that we could possibly give out sensitive information since we are inexperienced. The consequences of this would be very bad because it would cause Fynbus to lose reputability, customers and, subsequently, money. If we don’t have direct access to sensitive information we cannot lose it.

# Project Approach

Our group will be doing most of the work. We will have project leaders that will also help lead us through the process.

# Purchasing Strategy

Since we are students doing the project for school, there will be little cost to Fynbus, so they will not need to make any changes to finance the project.

# Project Governance

Scrum Master:

Jonas Amstrup Laursen

Group Members:

Matthew Anthony Peterson

Roxana Ion

Hedviga Arta Gerina

Surer Ali

Stakeholders:

**Morten Andersen –** Chairman

Poul Andersen – Vice-Chairman

Jan Ole Jacobsen

Birger Jensen

Jesper Hempler

Anders Berthelsen

Kristian Nielsen

Kristian **Grønbæk Andersen**

**Hans Bjergegaard**

**Per Jespersen**

**Niels Bebe**

**Martin** Bødker Krogh

Ingrid Dissing

Anne Daugbjerg Mortensen

Jan Gudmann Hansen

Søren Junker

# Progress Reporting

kpis

|  |  |
| --- | --- |
| KPI | Profits |
| Why measure? | If this has increased profits, we know it is working well |
| How measure? | Measure Profits for one year before implementing our system, then measure profits for one year after implementing our system. |
| Who is responsible for the measurement? | CFO |
| Expected date for measuring | Today to get profits for last fiscal year and then the end of the next fiscal year. |
| Expected values measured | Profits should have increased. |
| Measure |  |
| Plan of action in case the measure is outside the range of the expected measure | Remake or eliminate the system. |
| Responsible for action | IT at the company. |

|  |  |
| --- | --- |
| KPI | Customer Satisfaction |
| Why measure? | To know if customers are happy with how the system currently works. |
| How measure? | Survey customers before implementation and then again after implementation. |
| Who is responsible for the measurement? | Public Relations |
| Expected date for measuring | Today and then one month after the system has been implemented. |
| Expected values measured | Customers should be happier with the service. |
| Measure |  |
| Plan of action in case the measure is outside the range of the expected measure | Remake the system. |
| Responsible for action | IT at the company. |

|  |  |
| --- | --- |
| KPI | Documentation Opinion |
| Why measure? | To know if customers get the information they want from the documentation. |
| How measure? | Ask customers who receive the documentation if it has everything they expect it to, before and after we rewrite it. |
| Who is responsible for the measurement? | Customer Service |
| Expected date for measuring | Today and one month after new documentation is used. |
| Expected values measured | Customers should have a better understanding of how the system works and why it makes the decisions it makes. |
| Measure |  |
| Plan of action in case the measure is outside the range of the expected measure | Rewrite the documentation. |
| Responsible for action | IT at the company. |