**NORTHRISE UNIVERSITY**

**CIT309 - INFORMATION TECHNOLOGY BUSINESS PROJECT PROPOSAL**

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| **Student Name:** Jarred Jardine | **Student ID:** 0700045 | |
| **Project Title:** Online Job Recruitment System | | |
| **Projected Start Date:** Wednesday 17th March 2010(Projected date as of approval) | | |
| **Projected Completion:** 18th March 2010(Implementation), 23 April 2010(Presentation) | | |
| **Project Description:**  Event Planners at *Sentiments Limited* organize and plan events such as parties, wedding ceremonies, and different other celebrations for different kinds of people and organizations. The company conducts the event planning business for their clients by employing a manual system. The time that it takes to search for particular data and information of their client and business is unacceptable. In addition, recovery of any misplaced or lost data is usually impossible because of lack of a successful and satisfactory mechanism to search for the needed information, hence, information is not timely or easily accessible prior to its use. Sometimes, business information of clients and suppliers especially that of former clients and suppliers is hardly kept or stored resulting in no record of any past business dealings with the client or even the events. The data and information stored by the company’s system is not in any useful order. This information includes that of their clients as well as of their suppliers, events, and events guests. Errors are highly common and accuracy is highly compromised in the data during data entry because of the unstructured voluminous nature of data that is collected and entered at most times. Even as this data is collected, costs incurred by the company are greatly increased due to the use of materials and supplies needed to capture and store their data.  Another problem is that this company’s information about its business dealings can be accessed by anyone who comes in contact with the company files as they are hard copies and there is no restriction to the kind of information that can be viewed or should not be viewed by anyone therefore the company data is very vulnerable to accidents or deliberate sabotage. The management of the company also wish to improve their current marketing and in so doing be able to increase their orders.  When data clerks are replaced they find it hard to learn or use this system because of its inconsistencies and unorganized storage format of data. This slow system also compromises the company’s reputation to some of its clients who are sometimes inconvenienced because of the unreliableness of the current system, hence, some of the company’s clients tend to not be satisfied with some of the services offered. | | |
| **Project Objectives:**  I am doing this project to fulfill the course requirements of the Application Development CIT402, Final Project. The completion of this project will be a stepping stone to my graduation for the BIT (Bachelor of Information Technology) program at Northrise University.  For this project, creation of an EMS will make it easier for event planners to do their jobs. It will help managers keep track of the plans undertaken so far in the event planning. The EMS will also provide storage space in the form of a database in which the event company may be able to store their data, rather than through use of physical files, folders and cabinet drawers.  For the project, objectives are to develop an events planning system that will be able to track the company’s clients and create a provision for the client to be constantly updated of the business progress. The system shall also be able to trace an event back to its client as well as suppliers to particular events. The company will also have quicker access to data through the use of satisfactory navigation options. The user will be able to search for particular information in a quicker and more efficient way. A database that has integrity and no redundancy will be created. This means that the data entered in the database will be accurate and consistent. The data entered in the fields of each particular entity should obey the rules of that field. This will improve performance and manageability of the system.The system should be reliable and be able to retain accuracy to meet users’ needs and queries. The system will also be secured and be able evade unauthorized access from unauthorized persons unless authority is given by way of correct usernames and passwords.  My final objective is to be able to help improve the events planning businesses starting in Ndola and probably widespread throughout Zambia. | | |
| **Business Needs:**  Apart from improving security, the system will be highly proficient in time management and reduce of mistakes that are usually made in the current system. This will increase the company’s efficiency and in turn raise client satisfaction thus, develop a firmer relationship with the client. Another goal of the project is to improve the service quality of the business and at the same time reduce on business and performance costs in the long run.  Use of this system will also lead to reduction in the time needed to coordinate actions and processes as event planners do their task. There will also be an improved constant communications channel between the planner and the client leading to improvements in the business’ client retain base and client satisfaction. The system’s security features will be able to limit unauthorized access to confidential data and information. The system will be user friendly due to the system’s interface’s straightforwardness which should not make it difficult for the user to work with. | | |
| **Total Projected Costs:**  Time and money will be spent during the modeling of this project. Aspects of the project that incurred expense are research, transport, and project materials. By research I mean a methodical investigation into the study of events planning in order to discover facts to establish some kind of theory and develop a plan of action based on those findings. Research was done on the internet, in books and by professionals who know about the events planning business. During research, I incurred costs while in various internet cafés (who charge K150 per minute) spending minutes to hours at a time just to gain more knowledge from the outside world and how events are planned in other countries and regions other than Ndola, Zambia. More research was done on how to build different components of the system and what methods would suit best for the system  For transportation, because I had to have a reliable mode of transportation to get me to the internet cafés, *Sentiments Limited* and other events companies I considered, as well as making sure I was on time for any arranged meetings, more costs were incurred. As mentioned, the mode of transportation I needed to be reliable because of lack of public transport (which is cheaper) within Kanini area to Ndola town center.  Also during the creation of the project, more costs were incurred as I needed places in which to store my research findings, modes of collecting the data as well as creation of blue prints for the project. Examples of materials that were used for these tasks include pens, pencils, an eraser, plain papers, a note pad, and an electricity bill for spending most nights creating the project. Below are the mentioned costs:   * Internet café bill - K30, 000 * Transportation bill - K50, 000 * Material bill - K17, 000 * Electricity bill – Unknown * TOTAL bill – K97, 000 + Electricity bill   The costs that an events company will incur in order for them to implement the Events Management System would include:   * Acquisition of a computer if none is owned and the price of the computer would vary depending on where this computer is purchased. The computer would eventually need to work in conjunction with a web server environment, which can be made possible by hosting on an ISP (Internet Service Provider). ISPs charge from K100, 000 to K700, 000 in Zambia depending on how long one is planning on being hosted and in what category as a client one is. I would recommend WAMP server as it is open source, can run PHP scripts and is also readily accessible. * User Training about how to use the system would cost the business K350, 000, a price that I, as the system creator have set. * Acquisition price of the EMS itself will vary as more components are added to the system. This is a price that will also be set by me, as the creator of the system, in comparison with other events systems that are on offer on the internet. The price will be set keeping in mind that a system like the EMS is not common or easily accessible in Zambia. | | |
| **Major Risks:**  The project is at risk of not being completed because of certain threats that may or may not be under the control of the project manager. The first major risk is the lack of access and availability to any current system forms or data entry illustrations from event planning companies of what an event management system should do or work like, therefore, the requirement would be higher in terms of research and trial versions before a unique system is formed fully implemented.  A second major threat is time and whether the time schedule has been overly underestimated rather than accurate. Another factor, in terms of elapsed time is efficiency. This entails coffee breaks, meal breaks, restroom breaks, participation in non-project work, reading email, and even engaging in idle conversation because no worker performs at 100 percent efficiency.  Interruptions are also another threat to the elapse of time. The project manager may experience phone calls, visitors, and other unplanned interruptions that would increase the time required for project work.  Aside from time factors, another threat to the successful completion of the project is the project team size. This project is a one-person team, hence, it has both advantages and disadvantages. The benefits or limiting the size of a team to one are that communication overhead and difficulties will be reduced. The more communication paths there are, the greater the probability that there will be increased communication problems. However, the drawbacks include a lack of backup and maximum coverage in key skills if the project manager plays all required roles but probably lacks certain required skill or is unavailable due to unforeseen circumstances and complications such as illness.  Another major risk that may jeopardize the completion of this project on time is the lack and unavailability of any reference material. Instead I had the opportunity to research this project and create it from scratch without any help or direction from examples of forms, existing events systems, or database structures.  Last, but not the least, power cuts and load shading are other risks that may hold back the prompt completion of this project. | | |
| Approval Signatures | | |
| IT Coordinator: | | |
|  | | |
| Signature: | | Date: |
|  | | |
| Project Sponsor: | | |
| Signature: | | Date: |
|  | | |
| Department Director: | | |
| Signature: | | Date: |
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**PROJECT SUMMARY**

Event planners are people that organize events and celebrations such as weddings, parties, holiday events, christenings, and other types of ceremonies. Because of the diverse kinds of events that may occur and how frequent some of them transpire, for instance birthdays and weddings, event planners tend to have quite a number of clients or customers at a time. The clients can range from organizations or companies, groups of people, to individuals. The events that are planned for may involve an extensive number of people that may need to be catered for at an event or may even be less than five people at the event. The job of an event planner or event manager may seem easy or doable but this task requires one to be highly creative and coordinative as they carry out their tasks. The planner should be able to pay attention to very minute details such as invitations and how they are executed to being able to organize for an indoors or outdoors event even with as little as twenty four hours notice to the event.

The purpose of this paper is to document the business requirements, functions, design, and processes of the Events Management System. To help with the creation of the project, *Sentiments Limited* was chosen as an example of an events company that helped in the modeling of the system but has also been modeled for other events companies other than *Sentiments Limited.*

**Project Background:**

*Sentiments’* Event Management department has been using a manual system since its commencement. The current system involves consultations in person with clients, working in collaboration with certain suppliers in charge of décor, catering, and other necessities at an event, rentals to events including those not organized by the company. Details that result from these activities are usually kept or filed until the end of the particular business dealings. Below are the inefficiencies that are related to this system:

* Inability to create, utilize and adequately store competent data and information of the company’s business dealings. At times, business information of former clients and suppliers is scarcely kept or stored resulting in hardly any record of any past business dealings with the client or supplier. The current system hardly has a uniform storage mechanism as the company event managers transition from organizing one event to another.
* The system has also proved to be inefficient and time consuming because information such as that of a client or supplier is not retrieved easily or timely prior to its use. In addition, recovery of any misplaced or lost data is usually impossible because of lack of a successful and satisfactory means to search for the needed information. This is due to the fact that the data and information stored by the company’s system is not in any useful order.
* Errors are highly common and accuracy is highly compromised in the data during data entry due to the unstructured voluminous nature of data that is collected and entered at most times. Even as this data is collected, costs incurred by the company are greatly increased due to the use of materials and supplies needed to capture and store their data.
* Another problem is that this company’s information about its business dealings can be accessed by anyone who comes in contact with the company files and there is no restriction to the kind of information that can be viewed or should not be viewed by anyone therefore it was found that the company data was very vulnerable to accidents or deliberate sabotage.
* The shortcomings in the current system listed above make it hard for any new or replacement data entry officers to learn or use this system because of its inconsistencies and unorganized format storage of data.
* Quiet tasking when generating reports: Report generation involves analysis of many different documents.

**Purpose of the New System:**

Due to the drawbacks of the manual event management system it would be ideal for a company like Sentiments to improve their system to an automated one in order to increase performance. The new system will implement a method that will help event planners to manage events better. Planners will be able to:

* Use the primary functionality of the system such as add, delete, view, search, and edit.
* Capture information such as that of the business’ clients, suppliers, contacts, events, event locations, set up equipment, food catering, event functions i.e. client objectives or purposes of holding the event, and so on. Some of this information will need to be captured at the beginning of the event plans, for example, the event name and theme, the client details and contact, the purpose of the event, and so on, while some of it can be captured at any time as the event plans progress, such as who will cater at the event, what event materials will be used, what location to use, how many people will attend the event and how many confirm to come, and so on.
* Provide Event Managers and other users faster access to events, contacts and other event details through the use of adequate options of navigational tools.
* The creation and maintenance of a database with integrity and less redundancy will be accomplished. This means that the data entered in the system’s database will be accurate and consistent. All data that will be entered in their particular fields will obey the rules of that field. For example, fields that require numeric characters only such as the contact’s phone number or a name field that should only use alphabetical characters will follow those rules respectively. By doing this, performance and manageability of the event management system will be improved.
* Planners will be able to add reminders and notes to an event calendar that will help them take note of the added reminders. These notes will be linked to the calendar so that the planner is duly notified of any urgent actions that are yet to be done and the planner needs a reminder to make sure that the task is done.
* Provide an interface that will allow a user, or event manager, to organize events and manage information associated with the events with ease and in less time
* Effectively plan the key elements of events by organizing event details, set up notes and reminders.
* Effectively keep a list of all companies and contacts and be able to print out summary reports such as that of companies and their contacts.

**BUSINESS ANALYSIS**

**Business** Background

Event planning includes budgeting, establishing dates, selecting the event site, coordinating transportation, parking and so on.

Event planning also includes some or all of the following, depending on the event: developing a theme or motive for the event, arranging for speakers and alternate speakers, coordinating location support (such as electricity and other utilities), arranging decor, tables, chairs, tents, event support and security, emergency plans, and cleanup.

The first step to planning an event is determining its purpose, whether it is for a wedding, company, birthday, festival, graduation or something else. From this the event manager begins to choose the location, guest list, speakers, what kind of entertainment if any, and content or materials to use at the event. The possible location sites for events is endless, but with event planning they would likely be held at hotels, convention centers, reception halls, or even outdoors depending on the event. Once the location is set the manager or planner needs to prepare the event with staff, set up the equipment such as projectors, speakers, pens, DVDs etcetera, and be able to keep constant contact with the client at almost every stage of development. After all this is set the event planner has all the smaller details to address like set up of the event such as food, drinks, guest list, music, advertising and marketing, budget, decorations, all this preparation is what is needed for an event to run smoothly. Event managers need to be able to manage their time wisely for the event, and the length of preparation needed for each event so it is a success.

Event planners work draws a thin line of being either stressful or energizing. There work is also considered fast paced and demanding. They are faced with constant deadlines and may need to communicate with multiple people at one time. Planners spend most of their time in offices, but when meeting with clients the work is usually on-site at the location where the event is to take place or is taking place. Some physical activity is required such as carrying boxes of materials and decorations or supplies needed for the event. Also, long working hours can be a part of the task. The day the event is taking place could start as early as 5:00 a.m. and then work until midnight. Working on weekends is sometimes required, which is when many events take place. Some events may even span a space of more than a day.

**Business Objectives**

Managing or planning an event may be quite a huge task for anyone at times. Zambian event managers have little or no strategic methods as they undertake their projects of event planning. Because their work is so involving, planners need as much time as they can get to prepare and execute on-site plans rather than spend a great amount of their time documenting their projects. At the finish of the event management system project, the following business objectives would have been met with the help of the system:

* A reduction in the time needed to coordinate actions and processes as event planners do their task.
* An improved constant communications channel between the planner and the event manager. This will also be as a result of the to-do-list that will be available to the client to view the progress of their event plans even as the event manager does his/her work.
* The system’s security features will be able to limit unauthorized access to confidential data and information.
* The system will be user friendly due to the system’s interface’s straightforwardness which should not make it difficult for the user to work with.

**CIT309 - Business Project**

As you embark on your final project for your undergraduate degree, you are required to propose and develop a business project. On completion of the project, you will have:

1. demonstrated project management skills;
2. demonstrated a professional approach in completing a practical project;
3. demonstrated the technical (analysis, design, programming) and communication skills required for a successful project encompassing the full systems development life cycle;
4. demonstrate strong communication skills in the preparation and delivery of formal system proposals and requirements definition presentations to management and user groups
5. written clearly, logically, and concisely at a high level of proficiency
6. developed sound arguments and express them in spoken and written form
7. employed a systematic approach to drafting, revision, and editing written and oral communications
8. identified and minimised barriers to effective communications
9. worked constructively in groups (where applicable)
10. adapted your styles of written, oral, and non-verbal communication and their modes of delivery to the needs of a particular audience.

**Recommended Reference Materials:**

* 1. *A Guide to SQL*, Pratt, Philip J., (6th Ed), Thomson Course Technology, 2003. (ISBN: 0-619-15957-X)
  2. *Concepts of Database Management (5th Ed),* Pratt, Adamski, Thomson (ISBN 0-619-21529-1)
  3. *Database Administration*, *The Complete Guide to Practices and Procedures*, Mullings, Craig S., Pearson Education Inc. (ISBN: 0-201-74129-6)

1. *PHP Programming with MySQL*, Gosselin, Don *,* Course Technology Incorporated, 2005, (ISBN 0-619-21687-5).
2. *Programming Logic and Design,*  Farell, Joyce,(2nd Ed.,) Course Technology, 2002 (ISBN – 0-619-06314-9)
3. *Systems Analysis & Design Method,* Whitten, Bentley & Dittman, (6th Ed), Prentice Hall, (ISBN- 0-07-247417)

**Project Requirements**

You are expected to hand in the following deliverables at the end of the project:

1. A Design Document which includes the following requirements:

**Project Summary**

Project Background

Project Plan

**Business Analysis**

Background of the Business

Business Objectives

**Requirements Details** with the following technical designs

Context DFD

System Process Model

ERDs

**Data Dictionary**

**User Interface Specifications**

**Reports and Queries (at least 1 each)**

**Technologies Used for System Design and Construction**

**Instructions on How to Use the System**

1. A working software system (on CD) that includes a database.