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ITS 465-MC01

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**Operations and Support – Twin Peak Member Management**

**Program Maintenance**

Twin Peak Member Management was designed and implemented using Microsoft Access. The program maintenance on Twin Peak will be broken down into three categories of software maintenance: corrective, adaptive, and perfective. As the implementation of Twin Peak happens in the health club, corrective maintenance will prevent itself as bugs and flaws arise through the business process. Possibilities include form reconstruction, data field additions or deletions, and additional reporting procedures. Adaptive maintenance will ensure that the Access database continues to work fluently on the computer alongside other software and the operating system. Aligning with adaptive maintenance, should the health club purchase and utilize more hardware, the software must be able to be replicated and used cross platform, this could mean that adaptive maintenance be completed to ensure this process is fluent. Perfective maintenance is inevitable as the health club grows and requires more functionality from the database. There are endless possibilities for growth using Microsoft Access so as new ideas and further development present themselves, perfective maintenance must be completed to ensure the system continues to run as intended.

**System Recovery**

Twin Peak Member Management has already been split into a front and backend. The frontend is what the employees will utilize daily as they complete tasks required through the business process. To maintain the most secure information, the backend of the database is stored on the desktop computer in the health club. For additional protection, the General Manager will be required to backup all data every other day to ensure if the system crashes, the health club will still have information updated from the previous day.

**Technical Support**

Automating support for the users of Twin Peak Member Management will provide the best way to support the health club in utilizing the database. The designer of the database will be responsible for producing videos aligning with each part of the business process that includes the use of Twin Peak. Required videos to be produced are: Enrolling a Member, Cancelling a Member, Updating Member Information, Utilizing the Employee Time Clock, Retrieving the Member Billing Report, and Retrieving the Expiring Members Report. As the designer of the system is also an employee, all employees who need support must first consult the videos, and if still requiring support, must reach out to the designer. The support needed could present further ideas to help the health club employees in understanding and working through daily issues.

**System Enhancements**

The owners are anticipating rapid growth due to the implementation of Twin Peak Member Management. Due to this anticipated growth, they are expecting to rethink the way employees are being paid. The owners would like to implement commissions on each sale, and this would require additional data to be entered into the database. The designer of Twin Peak has already been notified of this enhancement and is working on solutions. The most likely solution to this would be adding fields in the Member Info table so that each enrollment can be tied to a salesperson or employee. Utilizing primary and foreign keys with the Employee table will produce more data aligning with payroll and the calculation of hours worked as the accountant prepares for payroll submission.

Another enhancement that is already in planning phase would be the addition of new business processes to align with the potential of paid commissions to the salesperson. In other health clubs, the owners have implemented further requirements for the salesperson in booking free personal training sessions and acquiring referrals from those being enrolled. The owners are planning on adding minimum restrictions on referrals and booked sessions for commissions to be paid. This would also require additional fields to be created in the Member Info table to store the data on the number of referrals received and the number of sessions booked. This enhancement would not require a vast amount of work as manipulating the current forms to display and require entry in these fields would suffice. As the implementation of Twin Peak moves forward, there are bound to be more planned enhancements as the business continues to grow and adapt.