Justin Ely

ITS 465-MC01

Dr. Umesh Varma

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Preliminary Investigation – Twin Peak Billing Software

1. Problems, Opportunities, and Directives
   1. The problems with the current systems are relative and based on time using them. Analyzing the functionality of the current systems have identified various problems where opportunity presents itself for a new system. The current system contains far too many folders within folders that cause confusion and error with the employees working on entering new members. While moving between these folders, the system often slows down and occasionally stalls and restarts. If the system were more easily manageable from one screen, there would be less error when creating new accounts. The current resubmittal process for accounts where the initial draft of dues did not process is too far out, and too routine.
   2. There are various opportunities for the development of Twin Peak to assist gym owners in billing and managing their assets. First, possessing a database that clearly identifies pertinent information on each member and employee will lead to the best operation of the system. A database that can differentiate between multiple fields for thousands of members will more easily produce the best reports for the owners. Creating an easily understandable graphical user interface will produce more accurate inputs to help maintain the proper outputs of the ad-hoc reporting. Keeping the GUI simple, yet effective is important in this new design.
   3. The deliverables for the design of this system are: creating a physical database, creating ad-hoc reporting outputs based on the database, creating a new graphical user interface, and creating a new billing schedule that will cause the least amount of errors and financial loss.
2. Preliminary Scope
   1. The preliminary scope for the design and implementation of Twin Peak is to produce a system that maintains the most accurate data on members, employees, and operations, as well as maintains a regular billing schedule for all services offered to ensure the maximum amount of income without error.
3. Project Worth
   1. This project will increase the monthly revenue of gym owners substantially by increasing the chances of monthly dues processing. The collections list will decrease as the less-routine resubmittal process will more frequently be successful in retrieving past due accounts.
4. Project Plan
   1. Create the physical database of members and all related information for the function of the system.
   2. Compile a list of important reports that gym owners will use to grow and manage their business.
   3. Create a new graphical user interface that will aid in the input of correct and important information.
   4. Create a new billing schedule that will allow for the best collection of all dues owed to the business.
   5. Compile the previous deliverables into a system that will aid gym owners in managing and billing their members.
5. Proposed Timeline
   1. February 22, Problem Analysis Complete
   2. March 8, Requirements Analysis Complete
   3. March 25, Decision Analysis Complete
   4. March 29, Final Design Complete
   5. April 12, System and Database Testing Complete
   6. April 18, Implementation and Training Complete, Operations and Support Complete
   7. April 21, Final Report Complete