Pittsburgh Auto Sales

1234 River Road

Pittsburgh, PA 15203

**System Service Request**

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| REQUESTED BY | Jerry Gergich | | | DATE: | June 3, 2014 |
| DEPARTMENT | Management | | | | |
| LOCATION | Pittsburgh Auto Sales, Main Branch | | | | |
| CONTACT | Tel: 412-555-1234 Fax: 412-555-4321 email: jgergich@pas.com | | | | |
| TYPE OF REQUEST | | | URGENCY | | |
| New System | | | Immediate – Operations are impaired or opportunity lost | | |
| System Enhancement | | | Problems exist, but can be worked around | | |
| System Error Correction | | | Business losses can be tolerated until new system installed | | |
| PROBLEM STATEMENT | | | | | |
| With the expected expansion of the company to further locations and the proliferation of online sales, the current paper-based system for managing business operations, tracking inventory and keeping records of sales has become problematic and outdated. Some of the problems that need to be addressed are as follows: (1) The full time employee keeping track of paperwork has become overwhelmed, and thus is prone to errors; (2) Disconnects in communication exist between departments, using valuable employee time to acquire information; (3) Impending web sales will need electronic documentation to work with; (4) Expansion to further sites will only exacerbate the current issues with the paper-based records system. | | | | | |
| SERVICE REQUEST | | | | | |
| I request an extensive system analysis of current records and data management with the intent of designing an entirely new, electronic information system. The system must be able to completely replace all current paper-based systems, handling all sales information, inventory, employee payroll/taxes, current and past customer information and work done on cars in the lot. The system will need to allow different departments to access data quickly and easily, as well as allow for rapid business expansion and facilitate the implementation of the online store. These systems upgrade will not only allow the company to remain competitive, but will be crucial for the planned expansion. | | | | | |
| LIASON: | Michael Bowen Tel: 412-889-5863 email: mjbowen84@gmail.com | | | | |
| SPONSOR | Jerry Gergich, Owner | | | | |
| PARTICIPANTS | Michael Bowen, Tyler Chess, Doreen Esposito, Derek Fawcett, Antonio Gunter, Joshua Ibrahim, Barbara McGee, Scott McWilliams, John Smith, Joseph Yablinsky | | | | |
| ---------------------------------------------TO BE COMPLETED BY SYSTEMS PRIORITY BOARD------------------------------------------------------------ | | | | | |
| Request Approved | | ASSIGNED TO | Summer 2014 CIT 215 Development Group | | |
| START DATE | June 13, 2014 | | |
| Recommend revision | | | | | |
| Suggest user development | | | | | |
| Reject for reason: | | Reason for rejection | | | |