SYS366 \_SAA\_ **Problem Statement Worksheet**

|  |  |
| --- | --- |
| **Date Submitted:** | 8/3/2018 |
| **Team Number and Name:** | 5 SICT |
| **Other Student Information:** | Minh Anh Le  Ju An Kim  Jinmook Kang |
| **Instructor:** | Tevin Apenteng |

Problem Statement

|  |  |
| --- | --- |
| **The Problem of** | **Key North Cottage Supply departments have increased work load due to using a decentralized system** |
| **Affects** | **Owner, Managers, Staff, Customers** |
| **The impact of which is** | **Increase in work load,**  **Decrease in employee work performance,**  **Increase in staff,**  **Eventual loss of revenue, and**  **Dissatisfied customers** |
| **A successful solution would** | **A centralized customer system provides access to the same database across all departments.**  **This system has to work for many years and provide improved work efficiency, flexibility and reliability for the foreseeable future.** |