**Task 1-8: Identifying BNY’s Problems and Solutions**

**1. Problem Analysis**

Brooklyn Navy Yard (BNY) faces multiple challenges in managing its daily operations, which impact visitor management and security. Below is an analysis of the affected business functions and the nature of the problems.

**Business Functions Affected:**

- Visitor Management: Inefficient handling of large volumes of visitors and employees.

- Security Operations: Manual ID checks caused delays, long lines, and traffic.

**Nature of Problems:**

- People Problem: Visitors and delivery drivers were not pre-registering, causing delays.

- Organizational Problem: The manual system created bottlenecks in visitor processing.

- Technology Problem: The internally hosted web portal was outdated, slow, and lacked scalability.

**2. Proposed Information System Solution**

To address these challenges, BNY should implement a cloud-based Visitor Management System (VMS) with the following features:

- Pre-registration: Allow tenants and visitors to pre-register online before arrival.

- Real-Time Updates: Monitor visitor traffic and security gate operations in real-time.

- Automated ID Verification: Replace manual ID checks with barcode/QR code scanning.

- Scalable Platform: Ensure the system can handle thousands of users daily with minimal lag.

**3. Implementation Challenges**

- System Integration: Ensuring compatibility with existing infrastructure and processes.

- User Adoption: Training employees and tenants to use the new system.

- Data Security: Protecting sensitive visitor and employee data from breaches.

- Cost Management: Balancing implementation costs with budget constraints.

**4. Expected Business Impact**

- Operational Efficiency: Reduce waiting times and streamline visitor processing.

- Enhanced Security: Automated ID checks improve accuracy and speed.

- Scalability: Handle future increases in visitors and employees without performance degradation.