SYS366 – Problem Statement and Stakeholders Needs Worksheet

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| **Date Submitted:** | 1/3/2018 |
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| **Class** | Sys366SCC |
| **Title:** | Problem statement |

**Problem Statement**

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| **The Problem of** | Gifts From Suzie is currently utilizing a home grown system that is somewhat outdated in appearance, structure and in the presentation of content.  The paper based/somewhat computerized system that they are currently using is not meeting the organization’s needs.  Causing potential volunteers and donors are frequently lost. Equipment is often ‘double-booked’ and Tax Receipts are often missed. The number of requests far exceeds the number of what the organization can produce. |
| **Affects** | * Owner * Customers * Volunteers * VolunteerManeger * FundManager * WorkplaceManager * EquipmentManager * InventoryManager * Suppliers * DesignManager * AssembledProjectManager * Packers * ShippingClerks * AccoutingManager |
| **The impact of which is** | * Data or history can be lost more than before, specially customer and sponsor information. * The inaccuracy calculate inventory can cause over booked supplies and may affect the image of the organization. * Mess up the volunteers’ schedule can cause the frustrated by volunteers and company may lose them. * Lack of tracking orders’ output can cause losing time to make redundant orders and losing money in materials. * Lack of back up file may lose more value information about sponsors and documents such as tax receipts or schedules. * Need a proper program to store inventory to avoid remember by human memory. * Individual storing data or information may hard to find when need it. |
| **A successful solution would** | * Our relevant people in company can use the system to do their own job with back up security * Easy to use with simple user interface * Everybody can store and check data, information in the system fast and organized. * All data and information are stored in the same database. Therefore, everybody can use the system to check all the relevant information * Volunteers can feel stable for their schedule and happy to work * Reduce the redundant gift order due to the system control. |

**Stakeholder and Users Needs**

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| **Stakeholder** | **Need in the new system** | **Feature in the new System** |
| * Owner | Keep log of all the transactions  Report the fund balance  Easy for all employees to use  Avoid error or accident problems  Avoid losing customers, volunteers and donors information  Well organized system with some automatic keep tracking | Save all the transactions in database  Print out document  Backup data  Pop-up error with detail and guide for solution in a simple structure  Simple function for tracking process and reminder |
| * Volunteers * VolunteerManeger | Volunteers information store  Schedule set up by considering volunteers available schedule.  Volunteers can provide their schedule through the system  Easy to use for all volunteer  Log any transaction  Can save and check all the activities  Print report |  |
| * InventoryManager * Suppliers * EquipmentManager | Easy to track the supplies  Connect with design department to update supplier available type  Giving order report with period time option  Suggest order when the supplies are low | Calculate the sale (with the time option)  Maintain |
| * WorkplaceManager | Store date and information  Tracking daily work | Combine all the function that all the department in demand  Store and back up data  Read and write data in easy method. |
| * DesignManager | Tracking with inventory  Spending sample and contact with ProjectManager | Store and display data,  Checking inventory, supplies detail  Send message back and forward through each department |
| Customer | No error for online order  Save their information in the system for easy access for next purchase  Save their wish list products  Order tracking  Ability to send request or email to company  New gift sample pictures send to customers online email | Online shopping guide  Errors pop-up with detail and guide for solve  Giving optional option for save customer information in the system  Create space for storing customer wish list  Customer can check their orders  Connect to company email or phone contact |
| * FundManager * AccoutingManager | Store donors’ information with back up  Get the transaction put in distinct categories such as Supplies order budget, Shipping fee | Back up data,  Store and display data, information  Store each transaction in the categories (Choosing from the main menu) |
| * AssembledProjectManager * Packers * ShippingClerks | Tracking order process  Order list update automatically with time set in case they forgot to do manual update  Provide shipping address and information | Help function to connect with creating system support help  Detail about the gift  Auto set up or manual update list |