**STRUCTURED ANALYSIS REPORT**

1. **INTRODUCTION AND BACKGROUND OF BUSINESS:**

Meeting Makers has been one of the big companies in arranging and managing events for businesses since 1988. They have catered to a variety of business needs such as arranging conferences and meetings. This company has worked with numerous organizations over the years to help them execute their vision of conducting their meetings and conferences. Companies have trusted meeting makers with their reputation and credibility when providing their contracts to host their clients or colleagues, from their own or other organizations. They have also tried to accommodate the company’s requirements within their budgets and provide clients with an extravagant experience. Although this company has been moving forward quite well over the years, after performing our analysis of the company information systems, there are some issues that we have come across that will be discussed further.

1. **CURRENT INFORMATION SYSTEM & SUPPORTING DOCUMENTS:**

Conference and meeting planners benefit from the services provided by Meeting Makers. Meeting Makers has grown rapidly over the past six years, and last year they oversaw 130 separate conferences. The present database requires Meeting Makers to inquire about the client's preferred location, date range, guest count, budget, and optional extras. They use this data to determine the bid for their services and assign one project manager to the task.

As the project manager gets ready for the bid, he or she goes through the list of hotels and puts them on tentative hold. Meeting Makers staff use a template form to figure out how much the registration process will cost for formal events. The expected number of attendees is put into the template form, and the template then figures out how much it will cost to mail out registration information, do pre-registration, and have people at the event to help with on-site registration. Once the Project Manager has gathered all the information, bids are organized and put together in a word processing program. Meeting Makers send the client two to three options and a range of prices for each. In their current system, each member of staff has a computer with Windows, Excel, Word, and Access on it. Software for sharing printed materials has been put on these computers. The information about Meeting Makers is kept in an Access system. The information is kept in one master database, which has three tables. This database is kept on a single computer. Seven people who work in the office know the basics of Excel and Word.

Supporting documents: [Supporting\_Documents-Meeting Makers](https://docs.google.com/document/d/1XzrVtErbJZx50PVyjqdPVyk0wyw5Mt0v3ggE3tQfM0U/edit?usp=sharing)

1. **PROBLEMS WITH** **CURRENT INFORMATION SYSTEM:**

* Several hotels are not willing to place holds for Meeting Makers and received penalty charges as the Project Managers have forgotten to cancel the hotel which was placed on hold.
* Difficult to prepare bids for Graphic Designers, as the information is not recorded anywhere.
* The information of additional activities in the nearby cities is not recorded in files.
* There is no sharing of software or files through the network of Meeting Makers.
* Low productivity of staff as the database is stored on one PC, the staff and PMs use the PC alternatively to complete their work.
* Some office staff members only have basic training in MS Excel and Word and are not comfortable performing out of scope activities.
* Excessive workload on a daily basis as a result they do not have time to explore learning other capabilities of the systems.
* Losing customers due to inaccuracy in the bids, lacking care and not meeting deadlines.
* Issues in primary key integrity causing database problems.

1. **PURPOSE AND SCOPE FOR** **FUTURE INFORMATION SYSTEM:**

The purpose of the system would be to establish an efficient flow of information resulting in accurate data retrieval for flawless creation of bids and meticulous management of the event. The system scope covers the complete handling of booking of hotels and additional venues for stay and registering for activities, along with all forms of communication with them; brochure designing and printing; maintaining, updating, and querying on a database for data recording, extraction, and analysis; management of the IT systems in the office along with training the staff. The problem for future IS would be obsolescence of the technology stack in use. The system currently uses outdated tech to manage information.

1. **FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS:**

**Functional Requirements:**

* Cloud based system to store and simultaneously edit all the documents.
* Restructure relational model to solve primary key problems and make all databases cloud based.
* System to set and receive reminders to book and cancel hotel reservations and alert project managers.
* Animation software for better brochure designing.
* Database for brochure cost estimation.
* System to check and record venue availability.
* Program to track, predict and eliminate bidding and booking errors.

**Non-Functional Requirements:**

* Brochure cost estimation and the design system should be managed by a team, instead of an individual.
* Arrange workshops to make the employees more acquainted with the information system.
* A centralized software or web interface with explicit access to manage all the functional systems and database.

1. **RECOMMENDATIONS:**

* Updating systems to modern technology stacks, such as using Oracle databases with MySQL, MS Excel, etc.
* Hiring one more staff member trained in querying just for handling data retrieval and analysis
* Making excel sheets with accurate information available to graphic designers in a timely manner
* Making the Oracle database accessible to other PCs the local Wi-Fi network to increase productivity
* Reevaluating the database relational model to ensure primary key integrity
* Establishing a direct connection between designers and project managers
* Having a staff member regularly check reservation status

1. **BUSINESS ASSUMPTIONS:**

* List of Hotel’s dataset in the DFD consists of the database Meeting Makers has of all the hotels that are contacted by the company to organize meetings, events, and accommodations. The database also consists of the cost of various services, the event requirements, and details provided to Meeting Makers by the client.
* The events and Meetings dataset in the DFD consists of the record of events undertaken by the company that is either scheduled for an upcoming date or are currently being negotiated with the client.
* After a bid is approved by the client, the information is stored in the List of Hotels database and is later communicated to the hotel management.
* The DFD focuses on the interaction between the customer and Meeting Makers and not that of the hotel with the company.
* The ER diagram consists of attributes and operations relevant to the current scenario that is used to establish a connection between the various entities.
* Hotels are not mentioned as a separate Entity as they will only be privy to basic details related to booking as company information is sensitive and cannot be disclosed. Basic booking details are the same for anyone booking a room and are hence not considered significant enough to be shown here.

1. **Context DFD:**

Text

Description automatically generated

1. **Level-0 DFD:**

Diagram

Description automatically generated

Data stores:

D1- List of hotels for reference

D2- Events and meetings information

D3- Reject bid

D4- After approval list of hotel information is stored in D4

1. **BASIC ERD:**

A picture containing timeline

Description automatically generated

1. **Extended ERD:**

A picture containing diagram

Description automatically generated

**INTERACTION WORKSHEET**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Attendees** | **Ways of Communication** | **Appx. Duration/**  **Length** | **Topic** | **Major Decision** | **Other Comments** |
| 9/8/2022 | Teammates | In-Person | 15 minutes | Assigning Responsibilities | Medium of Communication, Team responsibilities, Next meeting time | We also decided to read and analyze both the cases before the next class |
| 9/11/2022 | Teammates | Online meeting | 30 minutes | Case Discussions | Understanding each other’s point of view about the cases | Discussing the issues within both the case studies |
| 9/15/2022 | Teammates | In-Person | 30 minutes | Choosing the case | Resolving conflict of opinions and going ahead with one case | Next meeting agenda |
| 9/17/2022 | Teammates | Online meeting | 30 minutes | Format for Proposal | Divided the rubric between each of the team members | Setting next meeting agenda |
| 9/20/2022 | Teammates | Online meeting | 15 minutes | Status on progress of work | Decided the timeline for completion and final review | Setting next meeting agenda |
| 9/21/2022 | Teammates | Online meeting | 30 minutes | Final Proposal Review | Consolidated the points and reviewed the proposal before submission | Submitted the Proposal with Interaction sheet and evaluation |
| 10/13/22 | Teammates | In person Meeting | 15 minutes | 5.3 Assignment review | Analyze the assignment and what has to be done | Setting up meeting agenda |
| 10/20/22 | Teammates | In person Meeting | 15 minutes | Case Analysis and ideas | Reviewing the proposal and brainstorming ideas to create diagrams. | Next meeting decided after class |
| 11/3/22 | Teammates | In person Meeting | 15 minutes | Work distribution | Deciding which diagram must be done by whom. | Decided to do the business assumptions  later |
| 11/6/22 | Teammates | Online meeting | 40 minutes | Work update and assumptions discussion | Providing updates and helping teammates. | Next meeting is documentation |
| 11/13/22 | Teammates | Online Meeting | 60 minutes | Documentation and final review | Writing the business assumptions and documenting the assignment | Submitting the document on 15th. |

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