# Scenario 1

Details: The main focus of the business is renting cars and vans, and the database is to manage the booking system.

1) Vehicles are categorized into small cars (suitable for carrying up to 4 people), family cars (suitable for carrying up to 7 adults), and vans.

2) Information stored for each booking includes customer, car, date of hire and date on which the vehicle is to be returned.

3) A customer cannot hire a car for longer than a week.

4) If a vehicle is available, the customer's details are recorded (if not stored already) and a new booking is made.

5) Potential or existing customers can book a vehicle up to 7 days in advance depending on availability.

6) Customers must pay for the vehicle at the time of hire.

7) On receiving an enquiry, employees are required to check availability of cars and vans.

8) An invoice is written at the time of booking for the customer.

9) If the booking has been made in advance, a confirmation letter will be sent to the customer.

10) A report is printed at the start of each day showing the bookings for that particular day.

A. What are the Things of Interest ?

A.1 Bookings

A.2 Cars

A.3 Confirmation Letters

A.4 Customers

A.5 Invoices

A.6 Payments

A.7 Vans

A.8 Vehicles

B. How are the Things of Interest related ?

B.1 A Booking is for one Vehicle and one Customer.

B.2 A Customer can be associated with one or many Vehicles.

B.3 A customer cannot hire a car for longer than a week.

B.4 A Customer can receive one or many Invoices.

B.5 A Vehicle can be a Car or a Van.

B.6 An Invoice is for one and only one Customer.

C. What are the characteristics of the Things of Interest ?

C.1 Customer details include name,address, gender telephone number.

C.2 Each booking includes customer, car, date of hire and

date on which the vehicle is to be returned.

# Scenario 2

Catalogue: yes, the point would be to provide access to the inventories of

several suppliers, so that the customer could search and compare on price,

quality, delivery times, etc. Shopping basket would be essential. The

optimal solution, to break into the commercial market would be true B2B

e-commerce portal functionality, which would allow ordering from car

maintenance / workshop software packages. Currently, these packages in the

US do provide a certain amount of this functionality, but it is not as

integrated as it should be, due to the incompatibility of cataloguing

information.

I have some experience of good parts ordering e-commerce packages, as I

worked for SpecTec, which provide computerised PMS (Planned Maintenance

Systems) to the shipping industry, where a high degree of reliability and

economy is required, with difficult last-mile-delivery issues, so I know a

reasonable amount about the standards required.

The AAIA site is here: http://www.apaa.org/ There is A LOT of very useful

information available at and through this site. The Americans are way ahead

of the Europeans (what a surprise) in the uptake of IS in this industry

segment.

On the other stuff we talked about, I've enclosed a few slides on the PER

(Political, Emotional, Rational) indices used by Gemini Consulting. I've

had to take out customer-specific information, but this stuff is still

proprietary, so it is for your eyes only; you seem like the kind of bloke I

can trust with this kind of thing! There are also two very useful toolkits,

some of which are 'ho-hum' standard consulting stuff, and some of which are

really good.

The PER scale stuff is only a tool. Personally, I use it in projects in a

slightly different way to that described by the Gemini; you will find

slides that describe the key people in any given environment:

- Decision maker

- Authoriser

- Technical Authority

- Key Influencer / Gatekeeper

- etc.

These 'roles' are dependent on the kind of project. I try to keep these

roles down to 4, although CGEY now uses more. Although these roles in

themselves can be categorised according to the PER:

- Decision maker - Political

- Authoriser - Political / Rational

- Technical Authority - Rational

- Key Influencer / Gatekeeper - Emotional

... I prefer to set up a grid whereby I use my in-house guide / coach to

establish how each of the people scores on these three elements:

MD Decision Maker - P60% - E10% - R30%

BoardSec Authoriser - P80% - E0% - R20%

TD Technical Authority - P20% - E20% - R60%

SysUser KI - P10% - E60% - R30%

This gives you a useful starting point on how to handle people and who

requires what information. A lot of this seems like common sense, and in

small projects, with one consultant, common sense is often enough. However,

as soon as you have more than one person working on a team (which is most of

the time in IT-heavy projects) then perceptions tend to vary. For example,

one team member who has to face off with the MD may not have cottoned onto

the fact that the MD doesn't give a stuff about how people feel about the

Change Processes that the project requires further down and will destroy the

team's credibility by appealing to the MD's 'better nature' rather than

providing him with political / technical ammunition to force the Board to

swallow the required medicine of a short-term reduction in turnover during

the reengineering process.

In any case, it is very useful for a Team Leader to be able to coordinate

the information that is given outwards from the project team, to ensure

consistency. These kind of tools help towards that goal.

I'd be happy to give you more on this kind of thing, if you feel it's

useful!

Talk soon.

Best regards

Guy

A Database to be built and support an e-commerce web application.

This would include a Search facility so that people could look for the Parts that they were interested in.

The data model would contain :-

Component – part hierarchies,

Fields such as weight, condition, mileage of donor vehicle, etc.

A. Things of Interest :-

A.1 Addresses

A.2 Customers

A.3 Car Parts

A.4 Suppliers

A.5 Vehicles

Organizations include :-

Suppliers.

People include :-

Customers, Suppliers.

Transactions include :-

Purchase and Payments.

C. How are these Things of Interest related ?

C.1 A Person can be related to many Organizations.

C.2 An Organization can be related to many People.

# Scenario 3

The Things of Interest include :-

Clinics

Pharmaceutical

Supplies

Suppliers

How are these Things related :-

A Supplier can supply one or many Supplies.

A Supply can be supplied by one or many Suppliers.

Characteristics of these Things :-

A Pharmaceutical Item has :-

A unique Drug Number, etc..()

A Non-Pharmaceutical Item has :-

A unique Item Number, etc..

# Scenario 4

Subject: Tracking Visits of Pharmaceutical Vendors

Question: A doctor needs to register visit of pharmaceutical vendors in his office.

Vendor works for one lab, offers several medical products.

Need to track date and product as detail of visit.

# Scenario 5

The User Requirements have been defined and are listed below.

The Area being Modelled is :-

A Online Banking.

A. STATEMENT OF USER REQUIREMENTS :

These Functional Requirements are taken from The Great Mind Challenge 2008

i. A Customer must have a valid User Id and password to login to the system

ii. If a wrong password is given thrice in succession, that account will be locked and the customer will not be able to use it.

When an invalid password is entered a warning is given to the user that his account is going to get locked.

iii. After the valid user logs in he is shown the list of accounts he has with the bank.

iv. On selecting the desired account he is taken to a page which shows the present balance in that particular account number

v. User can request details of the last ‘n’ number of transactions he has performed.

A report can also be taken of this.

vi. User can make a funds transfer to another account in the same bank. User is provided with a transaction password

which is different from the login password.

vii. User can transfer funds from his account to any other account with this bank. If the transaction is successful a

notification should appear to the customer, in case it is unsuccessful, a proper message should be given to the

customer as to why it failed.

viii. User can request for cheque book/change of address/stop payment of cheques

ix. User can view his monthly as well as annual statements. He can also take print out of the same.

That is the end of the Functional Requirements for the Database.

A GLOSSARY OF THE THINGS OF INTEREST INCLUDES ...

1. Accounts

2. Addresses

3. Customers

4. Transactions