

1. Company Description

Company Name & Description: The Gaming Frontier is a foreign game distribution hub that customers can use to buy foreign games without the hassle of having obtaining it themselves. For example, let's say that there was a game that you wanted to have but, it was only released in Italy. There are only a few possible ways that you can get it. You can either get a friend to mail it to you or, go to Italy yourself or buy it. Both options seem like a huge pain to do. This is where the Gaming Frontier in. With this hub, you'll be able to buy a game from our website with the click of a button . The company also offers services such as top up services for foreign MMO accounts or prepaid cards for foreign digital proprietary console stores like PSN, xbox store and Nintendo e shop. The idea itself is kind of sound, but sadly, I can already see some of the problems that such a project would face from the get go.

- The type of transactions that the company handles would have to be the customer orders
- They deal with around 100 orders per day (this is all done with the pen and paper order recording system that they currently use)
- **Company Locations:** the amount of money that is going to be needed to have a distribution many different countries is going to be LARGE. So the best thing I can do is put the offices in countries that frequently make video games like U.S. EU japan and South Korea. The main Building, however, will be located in New York. The New information system will benefit the company as a whole. This means that the main HQ as well as the distribution offices around the world will be able to use it and benefit from it greatly.
- **The suppliers will be** game manufacturers like Capcom, nintendo, team ninja, platinum games, etc. when a customer orders it. We won't buy a large amount of units for a specific game mostly because there's no way of telling which game would sell or not. The gaming industry as a whole can be a bit finicky when it comes to the popularity of a certain games. Some games have a good chance of selling solely because of the

publisher who makes. While others can become popular because of its unique gameplay, story or whatever. So only buying a game as soon as a customer buys it

- **The amount of employees this company is comprised of** 90 employees for each previously mentioned country
- **Annual revenue would have to be around**... well as of right now I can't make a sound estimate mostly because I'd have to figure out the amount of units I'd sale on average. As of right now, I can guess that each game(assuming that they're new) will be around \$60, the profit that the company makes will be from a service price which will be added into the price of the order may vary by country so it may not be so easy to predict an annual salary. Forgive me if my estimate is off. So, let's say that we sell about 500 copies of games per month. We slap an added service tag of \$20 for each game. 20×500 would be 10,000 per month so for a year, the annual income would be around 200,000 each year. Of course the estimate profit will be lower if I factor in expenses and imminent liabilities that will surely come but this isn't something that you need to know.

2.Scope Definition

Information system being designed: The scope of the system needed is rather simple but, it is extremely paramount to the company. The information system will automate the company's ordering process as well as offer many features for customers to take advantage of like delivery tracking and customer support. Once the system is created. The system will need to be able to gather order information from the company's website to a dedicated database. This database will hold information such as customer information, information of the game ordered as well as information of the order itself. Once that has been recorded, the system will send the order's information to the nearest distribution office. So, let's say that you buy a game that is going to be sold in japan and china only, and the customer ordered the Chinese version of the game. The

system will then send in the order to the distribution office that is in china. After the order has been sent to the nearest distribution office, the employees of that office will then order the game from the manufacturer. Once the distribution office receives the game, they will then ship it to the customer. The shipping will be an F.O.B. destination point shipping so there's going to be an added cost of shipping that the customer would also have to pay for (this added cost will be automatically added into the order's price.

Why the company needs this information System: As of right now, the company's system is the single thing that holding it back. The company's ordering system is a paper and pen based system. The company gets their customer's orders via phone call.

Estimated time to design implement and install: This system will take around a year to design and implement. The design will take place during the first 4 months. System building will occur in the next 5 months. System installation/implementation will occur during the last 4 months.

Cost: Hardware (33,000) + Software(15,000) + hiring designers/technicians(25,000) = Total Cost (\$73,000)

Total amount of people needed: 75? 25 system builders, 25 designers, 25 others. Others meaning the system admins and owners that are going to discuss what the system is going to do and how it's going to be made.

3.Problem analysis

Problem 1: The Company records orders via pen and paper. This causes inefficient communication between the distribution offices as well as the customers. As of right now, order processing takes up too much time and requires a lot of employees to do it.

Answer: The new system records orders through the website that customers will be using. These orders will then be recorded onto a database. This method will increase the speed at which orders are recorded as well as minimize any sort of recording error that would obviously occur in the paper based system that the company has as of right now

Problem 2: The current system has no way of informing customers of their order progress. With the new system, customers will be able to be aware of their order progression and receive an estimated time for their delivery. This will add functionality to the company's website for our customers.

Answer: There will be a system that automatically tracks a customer's order from the day of the transaction to the second the order reaches the customer. Customers will be able to see this progress via the new company website. The customer will need a unique order number that will be sent to the customer via email. Each order has a specific order number that can be used by the customer to track their order.

Problem 3: No efficient way to perform a transaction. The Company accepts payment via mailed checks. This is the only way that customers will be able to pay for the company's services. This method will strain the amount of time it would take for any sort of transaction to happen.

Answer: Customers will be able to pay online (once again through the company's website). Payment methods will be Paypal, debit/credit card payments and electronic check. This way, transactions will be almost instantaneous.

Problem 4: The current system has no customer FAQ feature. This is going to pose a huge problem when a customer wants to report an issue that they may have with the company's service be it ordering issues or website malfunctions.

Answer: Soon, customers will have to options in regards to how to contact us for problems that they might have. For example, let's say that there's a problem that other customers will most likely have. They can go to the FAQ section to find an answer to their problems there. If a specific customer has a more unique problem, then they be able to submit a support ticket via the the help section's support ticket feature,

4.Requirements Analysis

Client Features:

1. The clients (which are our customers) are going to need an easy and quick way to access our service online. The best way to do this is to create a website that is both simple and easy to use (I'll call it www.GamingFrontier.com)
2. They'll also need a feature that will allow them to contact us if anything were to go wrong with our order. So a feature that is totally dedicated to speaking with company representatives whose sole purpose is to communicate with customers and help them with whatever problem they may have with our system

Features used by suppliers:

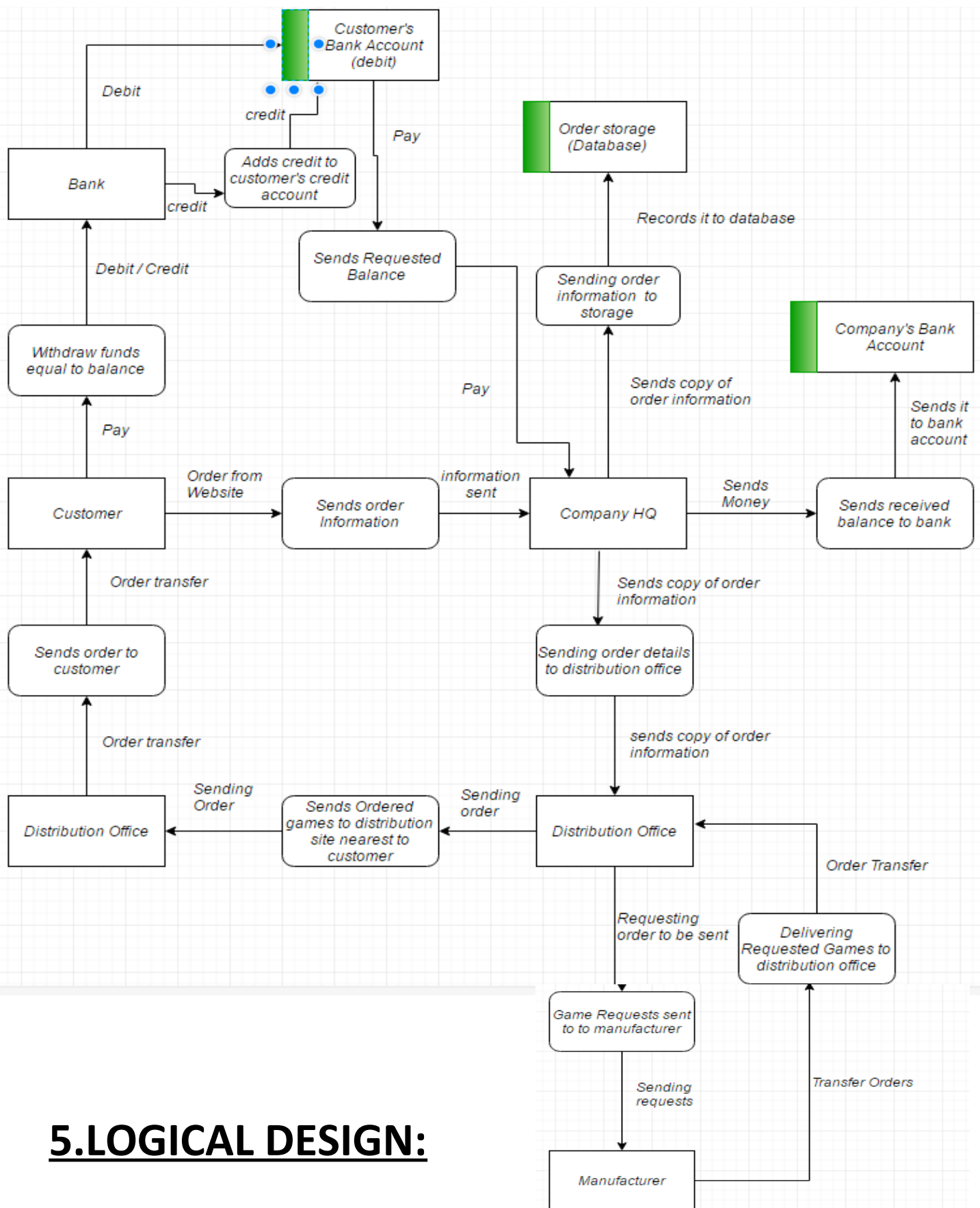
1. Suppliers are going to require order on which distribution site they're supposed to send orders to. This order will be a message from our automated system that will both list the games that have been ordered by stem as well as the distribution site that they're supposed to send it to
2. They also are going to need some way to communicate with us if a problem were to ever come up with meeting the requirements of the order.

Features used by System Admins:

1. System Administrators are going to need utilities that will help them figure out how whether or not the system is performing the way it should be. This will be great when it comes to figuring how to plan maintenance schedule for parts of the I.S.
2. Admins are also going to need features that will allow to them to perform maintenance on certain parts of the system

Features used to analyze quality of company's operations

1. This is mostly going to be used by the system's owners. The system owners are going to need features that informs them on how well the company is doing financially
2. The system owners will also need features that will help them see how well



6.Decision Analysis and Design

Operational Feasibility:

- The operational feasibility will be satisfied when the system is finally built. Not only does the new system satisfy the current main problem that the company has which is their slow ordering process but, it also adds a few more features that both the future system administrators (who will be hired to manage the system) and customers will be able to use.

Technical Feasibility:

Is the proposed technology practical?

- Yes. The information system itself is practical. This kind of system has been done by many other online ordering companies like Amazon and eBay for years. Which is why it can be easily made.

Do we currently possess the Necessary Technology?

- The hardware and software needed to build this system is readily available to be purchased, but as of right now, the company doesn't have the technology themselves to make it.

Do we possess the Necessary Technical Expertise?

- Honestly, as of right now the company doesn't have any personnel in their possession that can correctly implement such a system. The company would have to hire system administrators, designers, builders etc to create it. This isn't much of a problem though, mostly because of the fact that the system isn't all that expensive to make.

Schedule Feasibility:

| | | | |
|---------------------|------------------------|--------------------|----------------------|
| Order ID # (int) | Customer ID # (int) | Game ID # (int) | Order Date (date) |
|---------------------|------------------------|--------------------|----------------------|



Order Line

| | | | | |
|---------------------|--------------------|-------------------|-----------------------|--|
| Order ID # (int) | Game ID # (int) | Quantity (int) | Price (Number 4,3) | |
|---------------------|--------------------|-------------------|-----------------------|--|



Games

| | | | | |
|------------------|------------------------|--------------------------------|--|--|
| Game ID (int) | Game Name (varchar) | Game Description (vharchar) | | |
|------------------|------------------------|--------------------------------|--|--|



Manufacturer

| | | | |
|--------------------------|-------------------------------------|-------------------|------------------|
| Manufacturer ID (int) | Manufacturer's Name (varchar) | Country (char) | Game ID (int) |
|--------------------------|-------------------------------------|-------------------|------------------|

Construction and Testing

1. Each functional requirement will be tested by the builders and owners by just using it. They will use the website to send out test orders and see if the system works as intended or not
2. the company will do this by hiring beta testers who are willing to test out the new system through the new company website

Installation and Testing

- The website will be used by our customers to order games
- the support section will be used by users who may have questions or issues with our current system
- The system admins don't really require any features to maintain and keep the system up and working, with an exception of a few 3rd party software like case tools, network data flow analysis programs etc

