SYS366 – Problem Statement and Stakeholders Needs Worksheet

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| **Date Submitted:** | March 19th, 2018 |
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**Problem Statement**

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| **The Problem of** | The increase of workload due to merging two companies. |
| **Affects** | Owner, employees and customers. |
| **The impact of which is** | * Dissatisfied customers * Perceived lack of operational quality * Possibility of information loss * Eventual loss of revenue |
| **A successful solution would** | A centralized computer system that aids in Finance, Customer Service, Project Management, Operation and Marketing. |

**Stakeholder and Users Needs**

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| **Stakeholder** | **Need in the new system** | **Feature in the new System** |
| **Marketing Manager** | Keep track of venues/outlets.  Keep track of schools.  Keep track of Sales forecast.  Keep track of events. | Maintain list of venues/Outlets  Maintain list of Schools  Maintains Sales Forecast  Maintain Schedule of events |
| **Customer Service Manager** | Add new customers and new complaints/feedbacks  Query complaints/feedback and customers  Backup customer’s information.  Backup feedback/complaints  Create monthly Invoices.  Ability to manage customers payments | Maintain list of clients  Manage feedback/complaint |
| **Finance Manager** | Needs backup and recovery of existing information  Record new employees, update the information of existing employees.  Proceed payments to suppliers  Record suppliers’ invoices  Record income  Calculate HST of accounts receivable and accounts payable | Backup and recovery of entered information  Maintain the list of employees  Maintain General ledger (transactions of accounts receivable and accounts payable)  Apply HST on A/R, A/P |
| **Project Manager** | Register and keep track of labourers.  Create and keep track of project proposals and budgets for proposals. Keep track of project progress.  Schedule staff and labourers for work. | Maintain list of labourers  Maintain quotes/proposals  Maintain projects  Maintain work schedule |
| **Operation Manager** | Ability to keep track of suppliers, order history, and staff schedule.  Ability to back up the supplier’s information against data loss.  Ability to cancel incorrect orders. | Maintain list of suppliers  Maintain Purchase Orders  Maintain staff schedule |
| **Clients** | Contact and receive customer service.  To be billed for services and goods rendered.  To be able to pay for services and goods with credit card through the system. | Email system  Maintain invoices  Process credit card payment |
| **Employees** | Check work schedule | Maintain work schedule |