



National Diploma IT Practitioners
Software Development

Unit 6
System Analysis and Design

Task3
System Specification

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1 Introduction

This task aims to record the result of Coburns Grocery Delivery System (CGDS) system investigation. The information collected using interview, questionnaire and the results of the feasibility study will be recorded in an analytical way.

I will draw Data Flow Diagrams to show the flow of information into the CGDS. The next step will be identifying the entities within the system and their attributes. The relationship between the systems entities will then be established by drawing the entity relationship diagram of the system. The attributes of the CGDS entities will be used to build the system's data dictionary.

All of the above will be used to design and develop a prototype of the system. The user interface will be designed. A test plan will be develop to specify how the system will be tested. Once the prototype is implemented using Microsoft Access, a test log will be produced based on the test plan and evidence of the test results will be illustrated.

Finally the system will be examined using scenario testing to make sure that the CGDS satisfies Mrs. Coburn requirements.

2 Data Flow Diagram

2.1 Context Diagram (Level 0)

The following diagram shows the general flow of data between the CGDS and other systems. It was produced based on the system investigation results (see task 2).

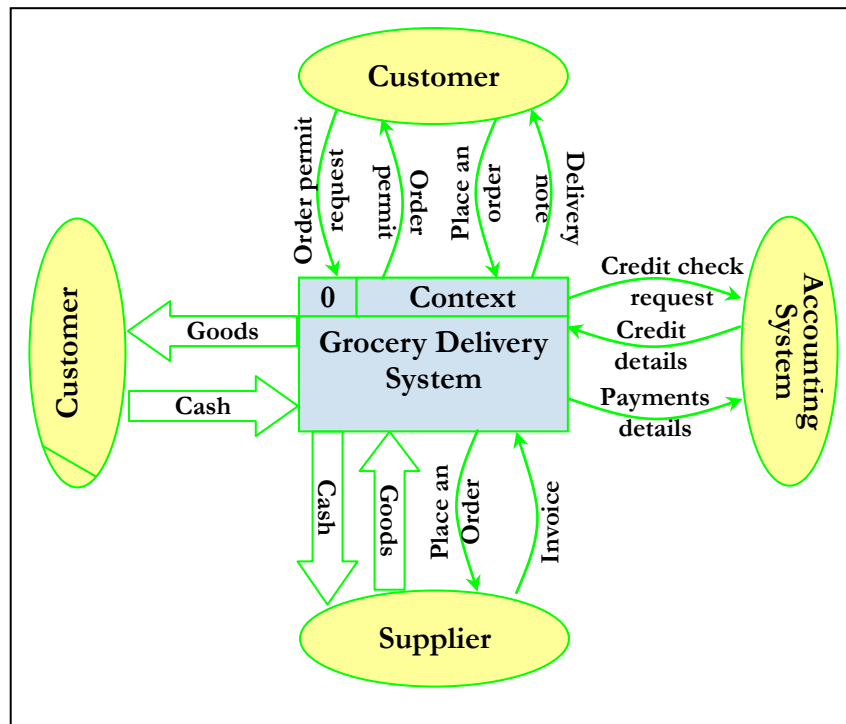


Figure 1(Context Diagram)

2.2 Data Flow Diagram (Level 1)

The following diagram is a detailed illustration of the data flow within the system and between the system and the external systems and entities

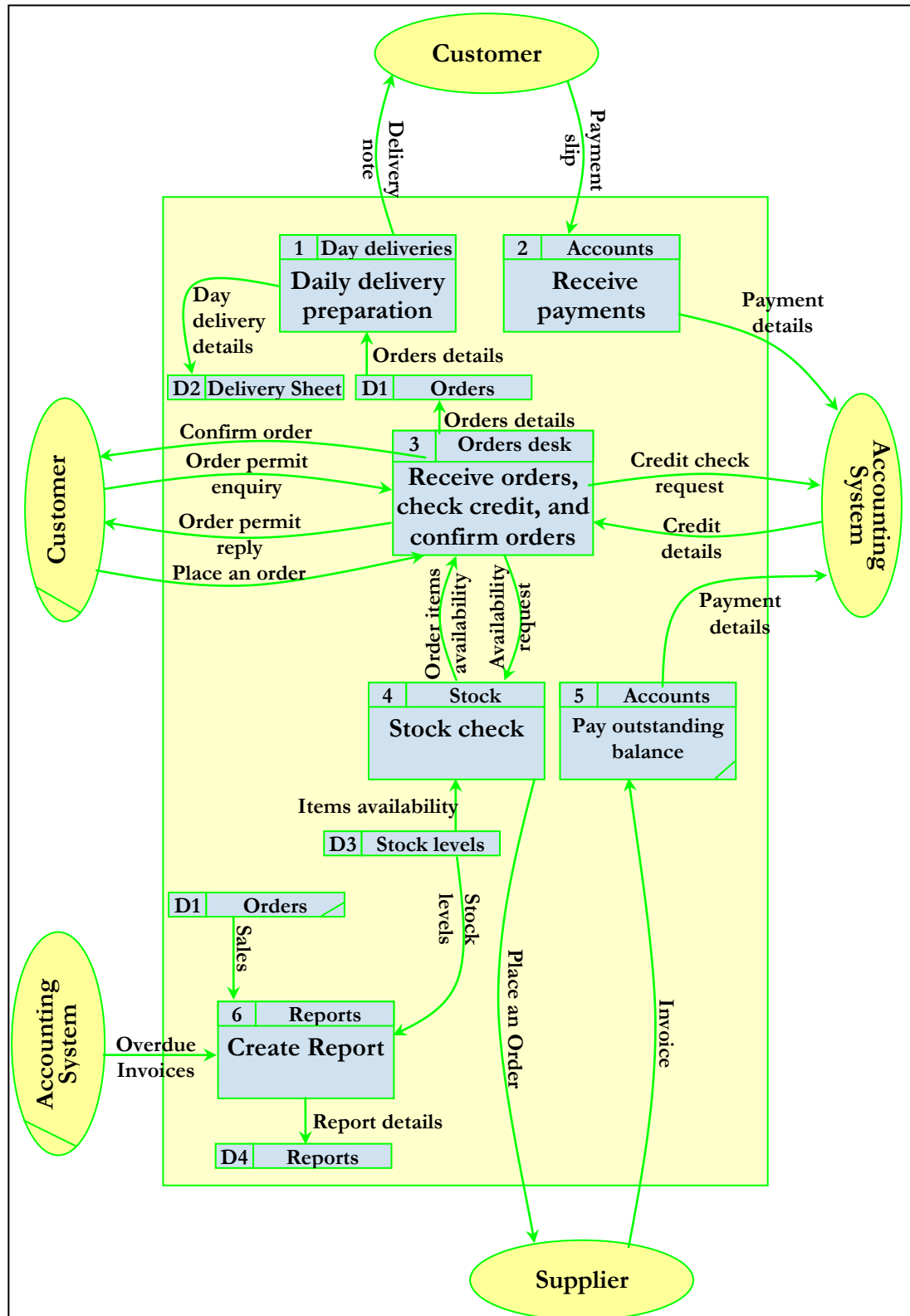


Figure 2(Level 1 Diagram)

3 Structure Diagram JSP

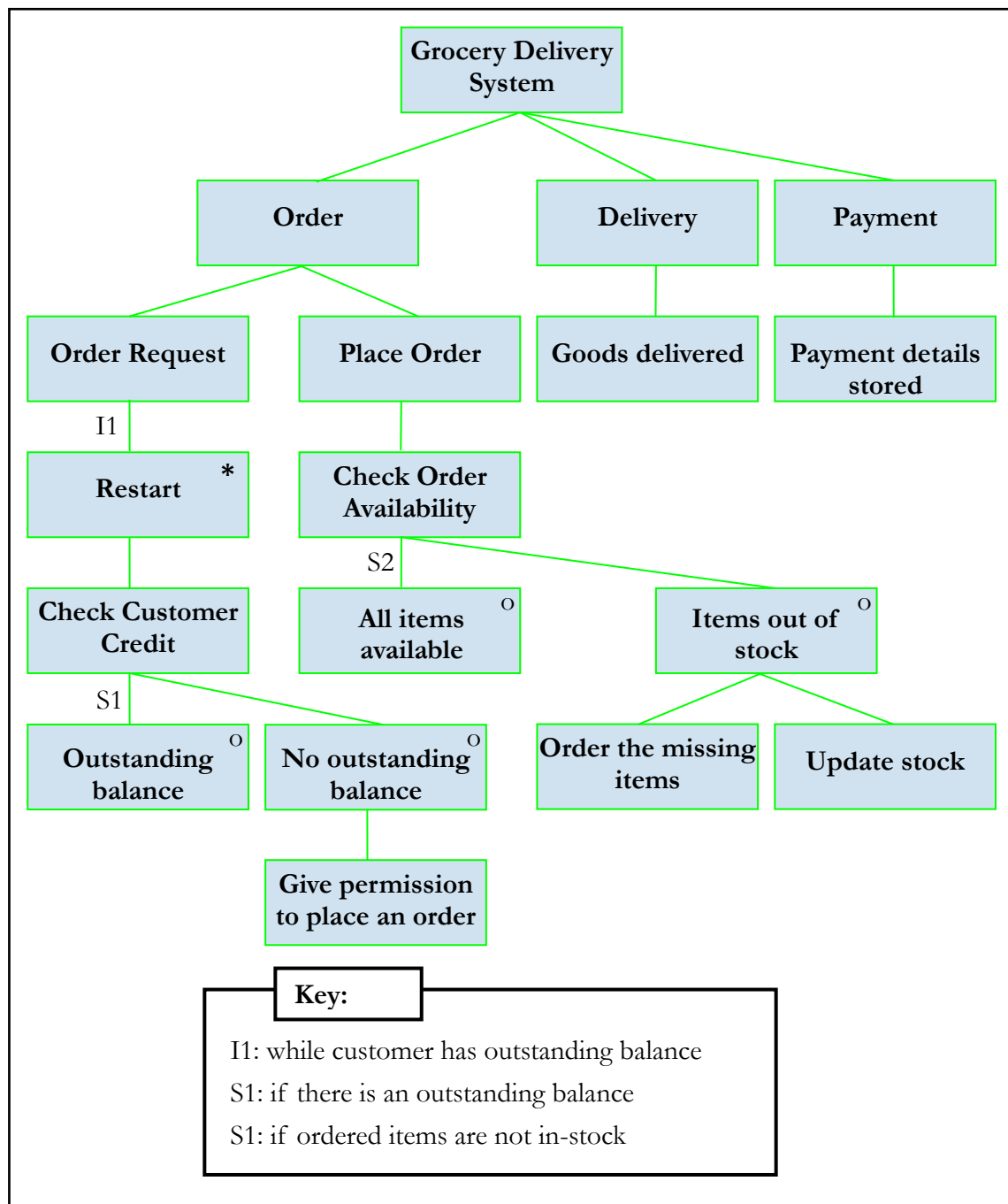


Figure 3(Jackson structured Diagram (JSD))

4 Entity Relationship Model

The entities that compose the Coburn's Grocery Delivery System (CGDS) are listed in table 1

Entity Name		Attributes								
Customer		ID	Fore name	Surname	address	town	county	country	Post code	
		phone number	fax number	email	Outstanding balance					
Supplier		ID	contact name	address	town	county	country	post code	phone number	
		fax number	email	home page	Company Name					
Order		ID	Customer ID	Order Date	Required Date	Delivered Date	Delivery Person ID			
		Order ID	Product ID	Quantity	Discount					
Product		ID	Product name	Supplier ID	Quantity per unit	Unit price	Units in stock	Units on order		
Delivery person		ID	Fore name	surname	Home phone	extension	address	town	county	
		Post code	Hire date	Report to	salary					

Table 1(CGDS Entities)

Note: primary keys are underlined with solid lines and foreign keys underlined with dotted lines.

4.1 Entity Relationship Diagram

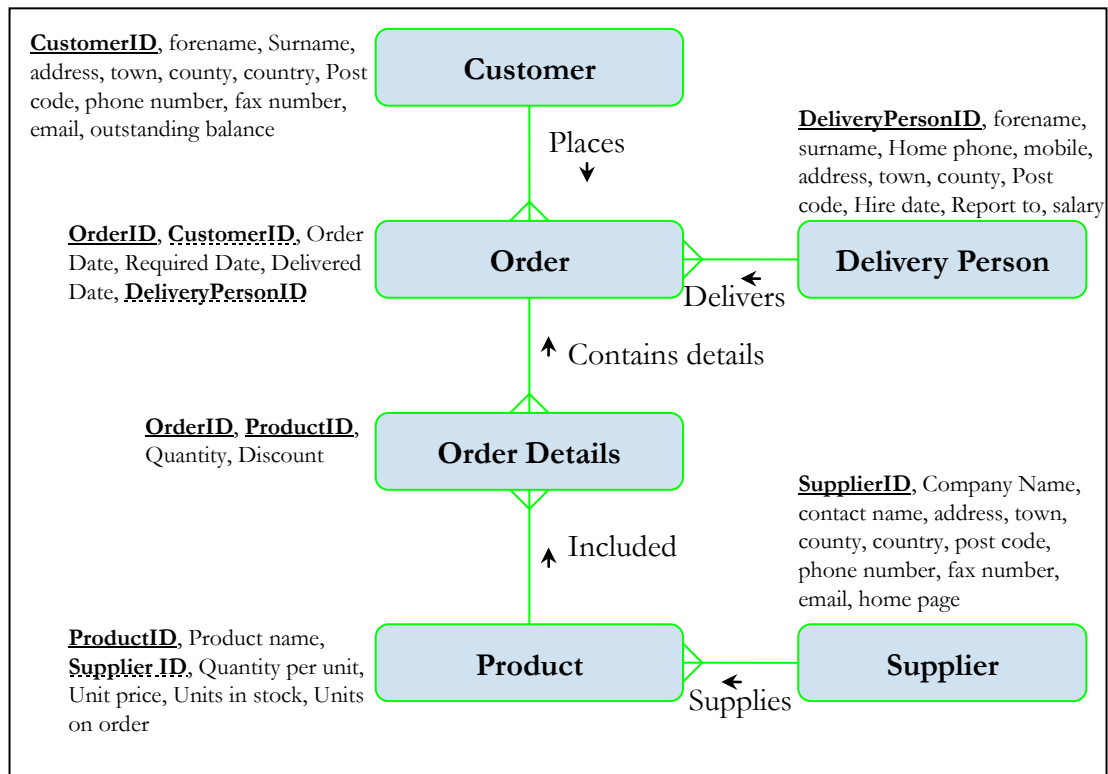


Figure 4(Entity Relationship Diagram of CGDS)

4.2 Data Dictionary

4.2.1 Customer Entity Data Dictionary

Field Name	Data Type	Field Size	Format	Input Mask
<u>CustomerID</u>	AutoNumber	Long Integer	#####	“00000”
Forename	Text	15	N/A	N/A
Surname	Text	15	N/A	N/A
Address	Text	60	N/A	N/A
Town	Text	15	N/A	N/A
County	Text	15	N/A	N/A
Country	Text	15	N/A	N/A
Post Code	Text	15	N/A	N/A
Phone Number	Text	15	N/A	N/A
Fax Number	Text	15	N/A	N/A
Email	Text	15	N/A	N/A
Outstanding Balance	Currency	N/A	Currency	N/A

Table 2 (Customer Entity Data Dictionary)

4.2.2 Order Entity Data Dictionary

Field Name	Data Type	Field Size	Format	Input Mask
<u>OrderID</u>	AutoNumber	Long Integer	#####	“00000”
<u>CustomerID</u>	Number	Long Integer	#####	“00000”
Order Date	Date/Time	Date	dd-mmm-yyyy	N/A
Required Date	Date/Time	Date	dd-mmm-yyyy	N/A
Delivered Date	Date/Time	Date	dd-mmm-yyyy	N/A
<u>DeliveryPersonID</u>	Number	Long Integer	#####	“00000”

Table 3(Order Entity Data Dictionary)

4.2.3 Order Details Entity Data Dictionary

Field Name	Data Type	Field Size	Format	Input Mask
<u>OrderID</u>	Number	Long Integer	#####	“00000”
<u>ProductID</u>	Number	Long Integer	#####	“00000”
Quantity	Number	Integer	General Number	N/A
Discount	Number	Single	Percentage	“00%”

Table 4(Order Details Entity Data Dictionary)

4.2.4 Supplier Entity Data Dictionary

Field Name	Data Type	Field Size	Format	Input Mask
<u>SupplierID</u>	AutoNumber	Long Integer	#####	“00000”
Company Name	Text	30	N/A	N/A
Contact Name	Text	30	N/A	N/A
Address	Text	60	N/A	N/A
Town	Text	15	N/A	N/A
County	Text	15	N/A	N/A
Country	Text	15	N/A	N/A
Post Code	Text	15	N/A	N/A
Phone Number	Text	15	N/A	N/A
Fax Number	Text	15	N/A	N/A
Email	Text	60	N/A	N/A
Home Page	Hyperlink	60	N/A	N/A

Table 5(Supplier Entity Data Dictionary)

4.2.5 Delivery Person Entity Data Dictionary

Field Name	Data Type	Field Size	Format	Input Mask
<u>DeliveryPersonID</u>	AutoNumber	Long Integer	#####	“00000”
Forename	Text	15	N/A	N/A
Surname	Text	15	N/A	N/A
Home Phone	Text	15	N/A	N/A
Mobile	Text	15	N/A	N/A
Address	Text	60	N/A	N/A
Town	Text	15	N/A	N/A
County	Text	15	N/A	N/A
Country	Text	15	N/A	N/A
Post Code	Text	15	N/A	N/A
Hire Date	Date/Time	Date	dd-mmm-yyyy	N/A
Report To	Text	30	N/A	N/A
Salary	Currency	N/A	Currency	N/A

Table 6(Delivery Person Entity Data Dictionary)

4.2.6 Product Entity Data Dictionary

Field Name	Data Type	Field Size	Format	Input Mask
<u>ProductID</u>	AutoNumber	Long Integer	#####	“00000”
Product Name	Text	30	N/A	N/A
<u>SupplierID</u>	Number	Long Integer	#####	“00000”
Quantity Per Unit	Number	Integer	General Number	N/A
Unit Price	Currency	N/A	Currency	N/A
Units in Stock	Number	Integer	General Number	N/A
Units on Order	Number	Integer	General Number	N/A

Table 7(Order Entity Data Dictionary)

5 CGDS User Interface Design

The application was developed using Microsoft Access, tables and the relationships based on the entity relationship diagram drawn earlier. Queries and lookups were used to automatically display previously defined information such as the unit price will be displayed automatically when a product is entered

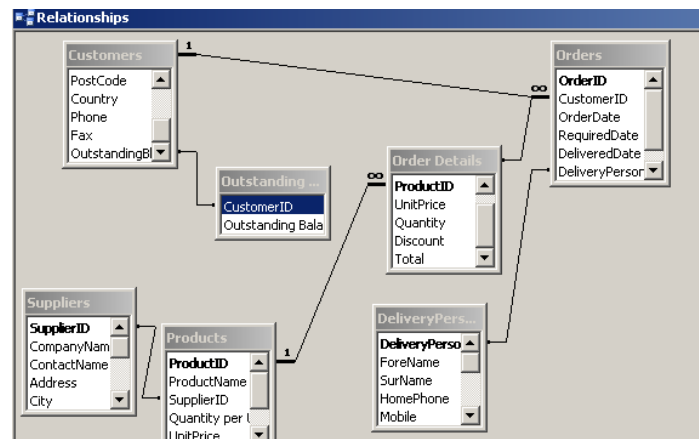


Figure 5(relationships)

5.1 Switchboard

The switchboard form is titled "Coburn of Walford Grocery Delivery System". It contains the following buttons:

- View/Add/Edit Customers
- View/Add/Edit Orders
- View/Add/Edit Products
- View/Add/Edit Suppliers
- View/Add/Edit Delivery Personnel
- View Day Deliveries
- View Pending Orders
- Overdue Invoices Summary
- Stock Levels Summary
- Exit

The form also includes a status bar at the bottom with the text "Record: 1 of 1".

Figure 6(Application Switchboard "Main Form")

5.2 Input Forms

5.2.1 Customers Form

Customers

Coburn Grocery Delivery System

Customer Details Form

Customer ID	00002
First Name	Ronald
Last Name	Brown
Address	98 Cornmow Drive
Town	Dollis Hill
County	London
Post Code	NW10
Country	
Phone	76897907
Fax	sdgsfv
Outstanding Balance	£115.00

Add Customer

Find Customer

First Customer **Previous Customer** **Next Customer** **Last Customer**

Record: 2 of 4

Figure 7(Customer Form)

5.2.2 Delivery personnel Form

Coburn Grocery Delivery System

Delivery Personnel Form

Delivery Person ID: 00001

First Name: Stuart

Last Name: Miller

Home Phone: 02063783

Mobile Number: 0793676326737

Address: 65 Aspern Grove

City: Hamstead Heath

County: London

Post Code: NW3 2dt

Country: UK

Hire Date: 12-May-2002

Reports To: Sara Coburn

Salary: £3,000.00

Add Delivery Person

Find Delivery Person

Order ID	Customer	Order Date	Required Date	Delivered Date
00010	Sam Adams	12-May-2007	22-May-2007	
00011	Ronald Brown	12-Apr-2007	22-May-2007	
00013	Ronald Brown	20-May-2007	22-May-2007	
00016	Ronald Brown	23-May-2007	23-May-2007	
00019	Akhal Havel	23-May-2007	23-May-2007	

Record: 1 of 5

First Record Previous Record Next Record Last Record

Record: 1 of 2

Figure 8(Delivery Personnel Form)

5.2.3 Orders Form

Coburn Grocery Delivery System

Orders Form

Order ID: 00011

Customer: Ronald Brown

Order Date: 12-Apr-2007

Required Date: 22-May-2007

Delivered Date:

Delivery Person: Stuart Miller

Add Order

Find Order

Order Details

Product	Unit Price	Quantity	Discount	Total
Nescafe Coffee	£2.00	1	0%	£2.00
papa	£2.00	1	0%	£2.00
sdfdsgd	£0.00	1	0%	£0.00
Cleaner	£10.00	1	0%	£10.00

Order Total Price: £44.00

Record: 1 of 5

First Order Previous Order Next Order Last Order

Record: 2 of 10

Figure 9(Orders Form)

5.2.4 Products Form

Products

Grocery Delivery System

Products

Product ID	00001
Product Name	Nescafe Coffee
Supplier	Starbucks Ltd
Quantity per Unit	10
Unit Price	£2.00
Units In Stock	300
Units On Order	0

Add Product

Find Product

First Product **Previous Product** **Next Product** **Last Product**

Record: 1 of 8

Figure 10(Products Form)

5.2.5 Suppliers Form

Suppliers

Grocery Delivery System

Suppliers Details

Supplier ID	00002
Company Name	Starbucks Ltd
Contact Name	Shelley Burke
Address	P.O. Box 78934
City	New Orleans
County	LA
Post Code	70117
Country	Canada
Phone	(100) 555-4822
Fax	
Email	
Home Page	www.resources.ca

Add Supplier

Find Supplier

First Supplier **Previous Supplier** **Next Supplier** **Last Supplier**

Record: 2 of 4

Figure 11(Suppliers Form)

5.3 Output Forms

5.3.1 Day Deliveries Summary Form

The screenshot shows a window titled "DeliverySheet" with a table of delivery orders. The table has columns: Order ID, Customer, Product, Quantity, Required Date, and Delivery Person. Below the table are buttons for "Exit Program" and "Close Form". At the bottom, a record navigation bar shows "Record: 1 of 8".

Order ID	Customer	Product	Quantity	Required Date	Delivery Person
00016	Ronald Brown	papa	1	23-May-2007	Stuart Miller
00017	Sam Adams	Nescafe Coffee	2	23-May-2007	Jayne Gordon
00017	Sam Adams	Cleaner	3	23-May-2007	Jayne Gordon
00018	Ronald Brown	Nescafe Coffee	1	23-May-2007	
00019	Ahbal Hayel	Cleaner	1	23-May-2007	Stuart Miller

Figure 12(Day Delivery Information Form)

5.3.2 Pending Orders Summary Form

The screenshot shows a window titled "PendingOrders" with a table of pending orders. The table has columns: Order ID, Customer ID, Customer, Product, Quantity, and Delivery Person. Below the table are buttons for "Quit Program", "Close Form", and "Print". At the bottom, a record navigation bar shows "Record: 1 of 2".

Order ID	Customer ID	Customer	Product	Quantity	Delivery Person
00020	00008	Ahbal Hayel	Cleaner	1	Jayne Gordon
00020	00008	Ahbal Hayel	Nescafe Coffee	5	Jayne Gordon
*	(AutoNumber)				

Figure 13(Pending Orders Summary Form)

5.3.3 Overdue Invoices Summary Form

The screenshot shows a window titled "Outstanding Balance 1" with a table of overdue invoices. The table has columns: Customer and Outstanding Balance. Below the table are buttons for "Quit Program" and "Close Form". At the bottom, a record navigation bar shows "Record: 1 of 3".

Customer	Outstanding Balance
Sam Adams	£270.00
Ronald Brown	£115.00
Ahbal Hayel	£82.00

Figure 14(Overdue Invoices Summary Form)

5.3.4 Stock Levels Summary Form

Product ID	Product	Total Units On Order	Units In Stock
00001	Nescafe Coffee	11	300
00002	Mobile	3	20
00003	Cleaner	11	10
00004	Vaccum Cleaner	1	10
00005	sdfdsgd	1	0
00007	papa	4	20
00008	potato	2	0

Quit Program Close Form Print

Record: 1 of 7

Figure 15(Stock Levels Summary Form)

5.3.5 Customers Addresses Form

Customer	FullAddress
Sam Adams	14 Godfrey Avenue, Northolt, Middlesex, UB5 5NA, UK
Ronald Brown	98 Cornmow Drive, Dollis Hill, London, NW10,
Ahbal Hayel	34 zawata, Nablus, , ,

Record: 1 of 3

Figure 16(Customers Addresses)

6 Testing

6.1 Switchboard

6.1.1 Test Plan and Log

Test No	Test	Expected Result	Actual Result	Comments
1	Click “View/Add/Edit Customer” button	The customer form should be loaded	The customer form is loaded	Works appropriately, no changes or corrections required
2	Click “View/Add/Edit Orders” button	The orders form should be loaded	The orders form is loaded	Works appropriately, no changes or corrections required
3	Click “View/Add/Edit Products” button	The Products form should be loaded	The Products form is loaded	Works appropriately, no changes or corrections required
4	Click “View/Add/Edit Suppliers” button	The Suppliers form should be loaded	The Suppliers form is loaded	Works appropriately, no changes or corrections required
5	Click “View/Add/Edit Delivery Personnel” button	The Delivery Personnel form should be loaded	The Delivery Personnel form is loaded	Works appropriately, no changes or corrections required
6	Click “View Day Delivery Sheet ” button	The Day Delivery form should be loaded with all orders to be delivered on today’s date	The Day Delivery form is loaded with all orders to be delivered on today’s date	Works appropriately, no changes or corrections required
7	Click “View Pending Orders ” button	The Pending Orders form should be loaded with all orders to be delivered after today’s date	The Pending Orders form is loaded with all orders to be delivered after today’s date	Works appropriately, no changes or corrections required
8	Click “Overdue Invoices Summary ” button	The Outstanding Balances form should be loaded with the sum of all orders value of each customer	The Outstanding Balances form is loaded with the sum of all orders value of each customer	Works appropriately, no changes or corrections required
9	Click “Stock Levels Summary ” button	The stock form should be loaded with the quantity of each product in stock and the amount on order	The stock form should is with the quantity of each product in stock and the amount on order	Works appropriately, no changes or corrections required
10	Click “Customer Addresses ” button	The Customer Addresses form should be loaded	The Customer Addresses form should is loaded	Works appropriately, no changes or corrections required

Table 8(Switchboard testing)

6.1.2 Testing Evidence

Test 1:

As shown in figure 17; when the “View/Add/Edit Customer” button is clicked, the customer form is loaded in a new window showing first customer’s record details

The screenshot displays the 'Coburn Grocery Delivery System' interface. At the top, there is a 'Switchboard' with buttons for 'View/Add/Edit Customers', 'View Day Deliveries', 'View Pending Orders', and 'View/Add/Edit Orders'. A callout points to the 'View/Add/Edit Customers' button, labeled 'View/Add/Edit Customer button'. Below the switchboard, a 'Customers' window is open, showing the 'Customer Details Form' for the first customer record. The form contains the following fields:

Field	Value
Customer ID	00001
First Name	Sam
Last Name	Adams
Address	14 Godfrey Avenue
Town	Northolt
County	Middlesex
Post Code	UB5 5NA
Country	UK
Phone	455678989
Fax	6767767678
Outstanding Balance	£270.00

At the bottom of the 'Customers' window, there are four buttons: 'First Customer', 'Previous Customer', 'Next Customer', and 'Last Customer'. A callout points to the 'First Customer' button, labeled 'First customer record'. The 'Next Customer' button is highlighted with a green border.

Figure 17

The same applies for tests 2 to 5.

Test 6:

As shown in figure 18; when the “View Day Deliveries” button is clicked, a delivery summary form will be loaded in a new window showing all orders to be delivered on today’s date “based on the Operating System date”.

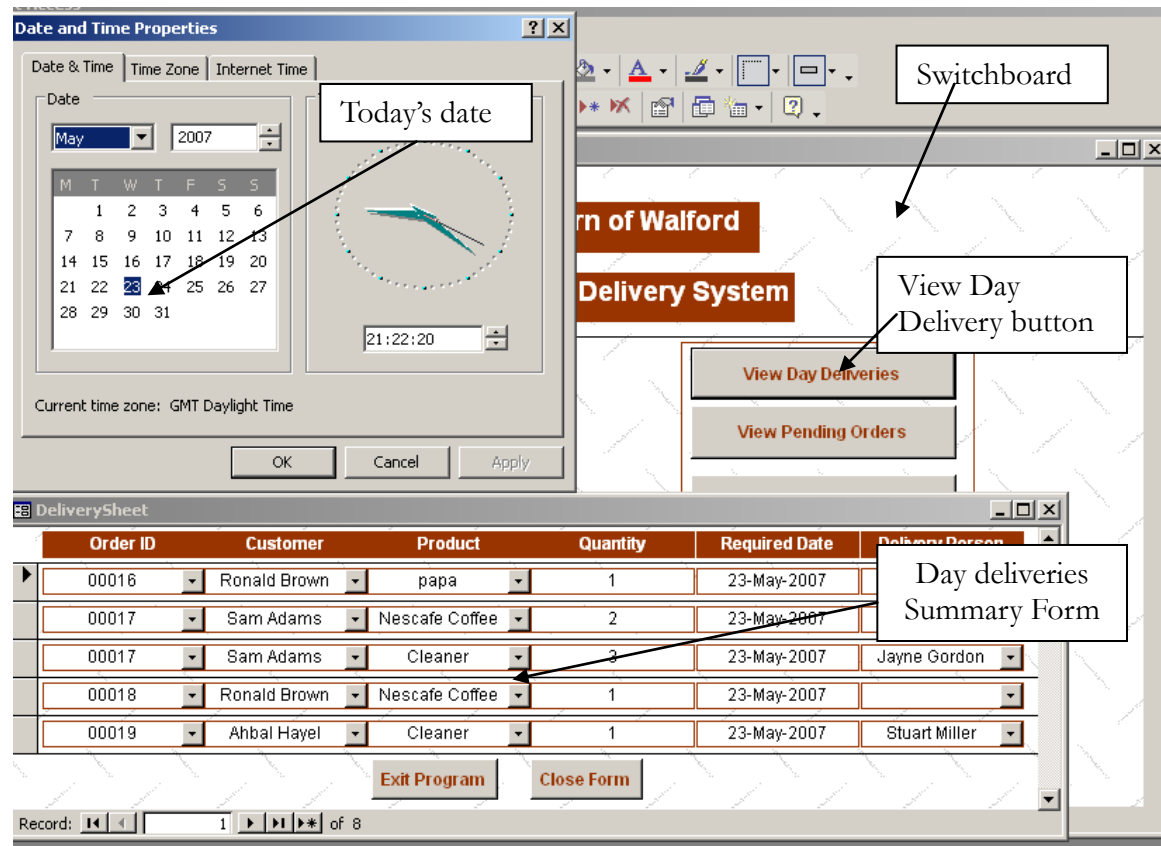


Figure 18(Test 6 Evidence)

Test 7:

As shown in figure 19; when the “View Pending Orders” button is clicked, a delivery summary form will be loaded in a new window showing all orders to be delivered after today’s date “based on the Operating System date”.

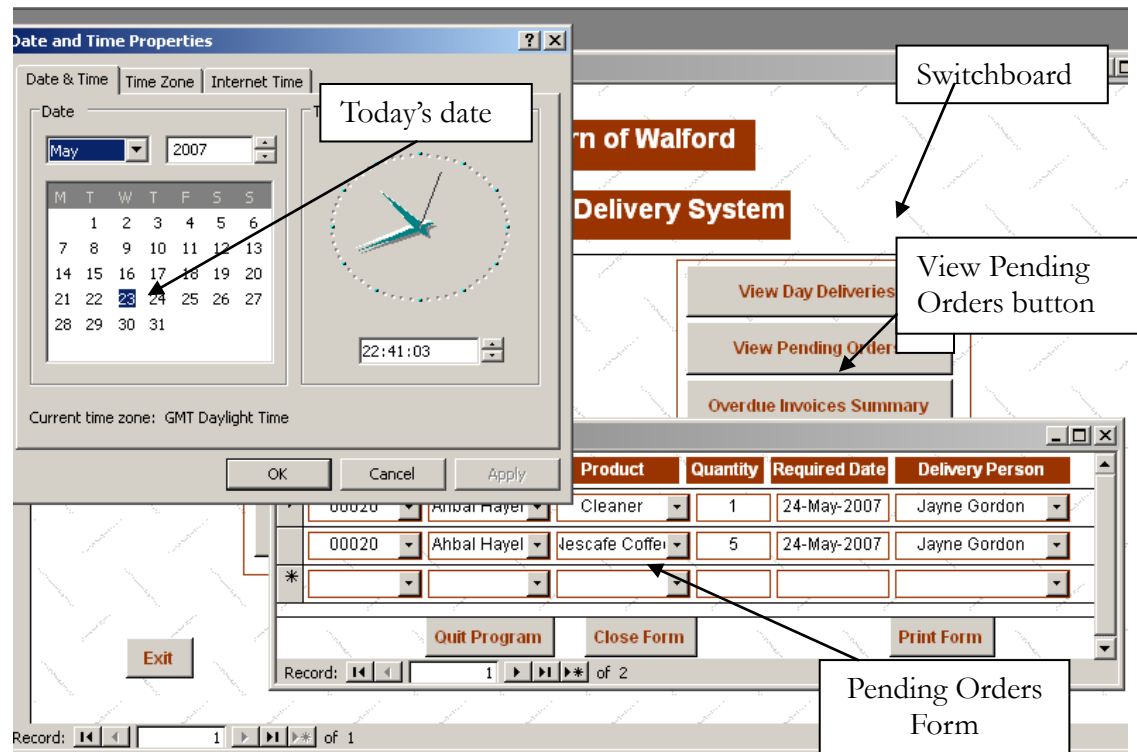


Figure 19(Test 7 Evidence)

Test 8:

As shown in figure 20; when the “Overdue Invoices summary” button is clicked, an outstanding balance form will be loaded in a new window showing all customers outstanding balance

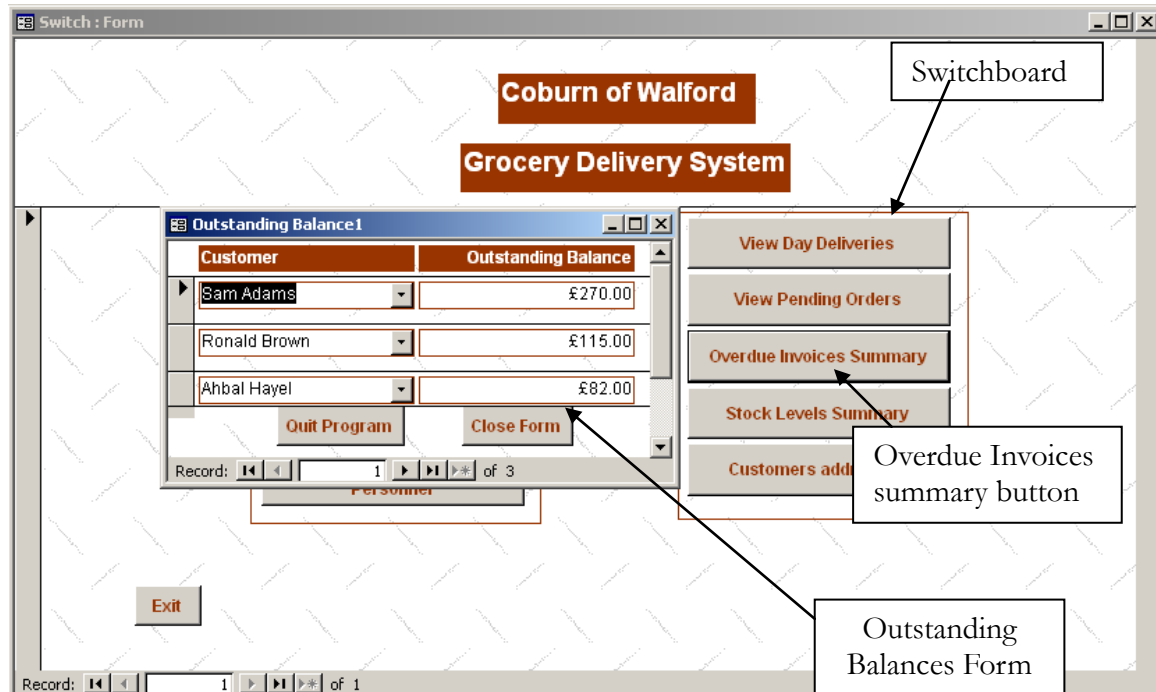


Figure 20(Test 8 Evidence)

Test 9:

As shown in figure 21; when the “Stock Levels summary” button is clicked, a delivery summary form will be loaded in a new window showing the quantities of products in stock and the amounts ordered

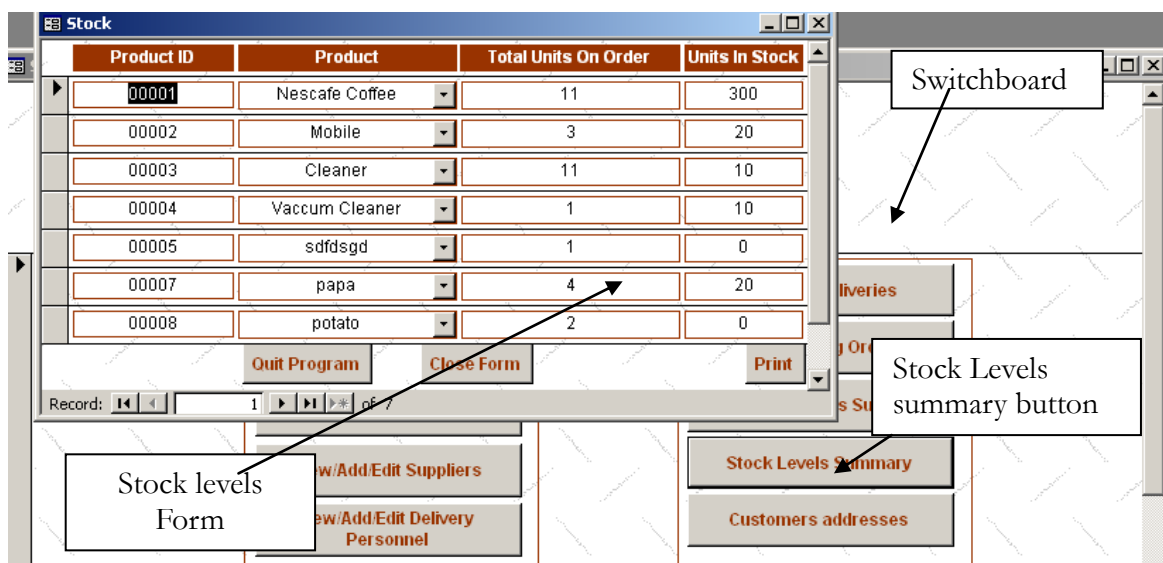


Figure 21(Test 9 Evidence)

Test 10:

As shown in figure 22; when the “Customers’ addresses” button is clicked, a Customers’ addresses form will be loaded in a new window showing all Customers’ addresses

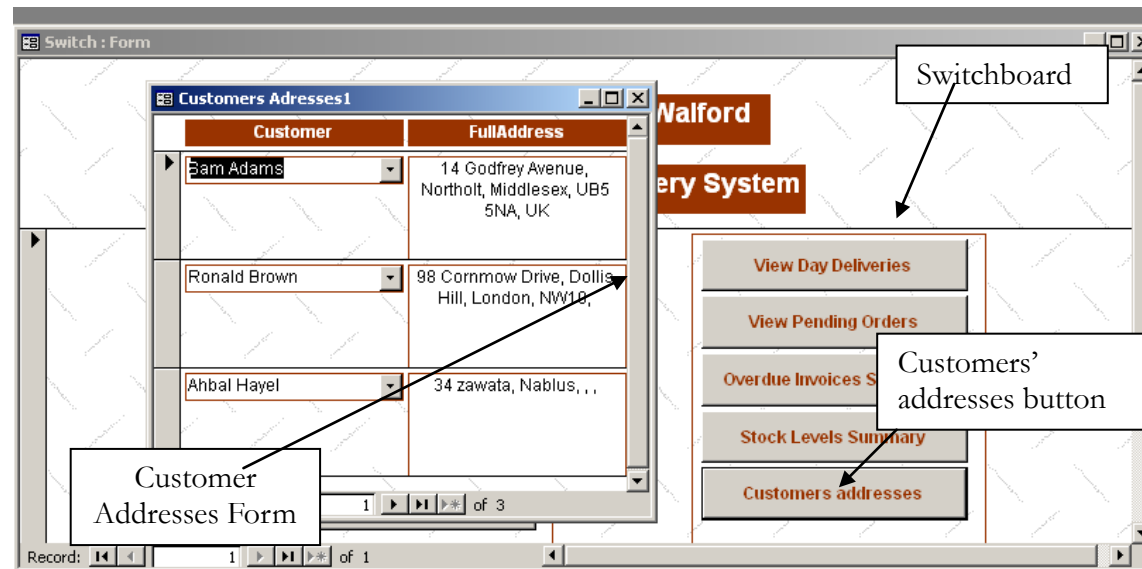


Figure 22(Test 10 Evidence)

6.2 Input Forms

6.2.1 Customers Form

6.2.1.1 Test Plan and Log

Test No	Test	Expected Result	Actual Result	Comments
1	Click “Next Customer” button when the current record is not the last record	The next customer record should be shown in the form fields	The next customer record is shown in the form fields	Works appropriately, no changes or corrections required
2	Click “Next Customer” button when the current record is the last record	A message box “this is the last record” will be displayed	A message box “this is the last record” is displayed	Works appropriately, no changes or corrections required
3	Click “Previous Customer” button when the current record is not the first record	The previous customer record should be shown in the form fields	The previous customer record is shown in the form fields	Works appropriately, no changes or corrections required
4	Click “Previous Customer” button when the current record is the first record	A message box “this is the first record” will be displayed	A message box “this is the first record” is displayed	Works appropriately, no changes or corrections required

5	Click “First Customer” button	The first customer record should be shown in the form fields	The first customer record is shown in the form fields	Works appropriately, no changes or corrections required
6	Click “Last Customer” button	The last customer record should be shown in the form fields	The last customer record is shown in the form fields	Works appropriately, no changes or corrections required
7	Click “Add Customer” button	All fields go blank apart from the customer ID filed, which will display auto number, all buttons will disappear and a new “Save” Button will appear	All fields go blank apart from the customer ID filed, which will display auto number, all buttons disappeared and a new “Save” Button appeared	Works appropriately, no changes or corrections required
8	Click “Find Customer” button	A message box asking for customer ID of the customer to be found will be displayed	A message box asking for customer ID of the customer to be found is displayed	Works appropriately, no changes or corrections required

Table 9(Customers Form testing)

6.2.2 Testing Evidence

Test 1

As shown in figure 23; when the “Next Customer” button is clicked, the next record is displayed given that the current record is not the last record

Coburn Grocery Delivery System

Customer Details Form

Record 2 of 4

Customer ID	00002
First Name	Ronald
Last Name	Brown
Address	98 Cornmow Drive
	s Hill
County	London
Post Code	NW10
Country	
Phone	76897907
Fax	sdgsfv
Outstanding Balance	£115.00

Buttons: First Customer, Previous Customer, **Next Customer**, Last Customer

Record: 2 of 4

Annotations:

- Customers Form
- The next record details are shown
- Next Customers Button

Figure 23(Test 1 Evidence)

Test 2

As shown in figure 24; when the “Previous Customer” button is clicked, the next record is displayed given that the current record is not the first record

Coburn Grocery Delivery System

Customer Details Form

Record 1 of 4

Customer ID	00001
First Name	Sam
Last Name	Adams
Address	14 Godfrey Avenue
	holt
County	Middlesex
Post Code	UB5 5NA
Country	UK
Phone	455678989
Fax	6767767678
Outstanding Balance	£270.00

Buttons: First Customer, **Previous Customer**, Next Customer, Last Customer

Record: 1 of 4

Annotations:

- Customers Form
- The previous record details are
- Previous Customers

Figure 24(Test 2 Evidence)

Test 3

As shown in figure 25; when the “Next Customer” button is clicked, a message “this is the last record” is displayed given that the current record is the last record

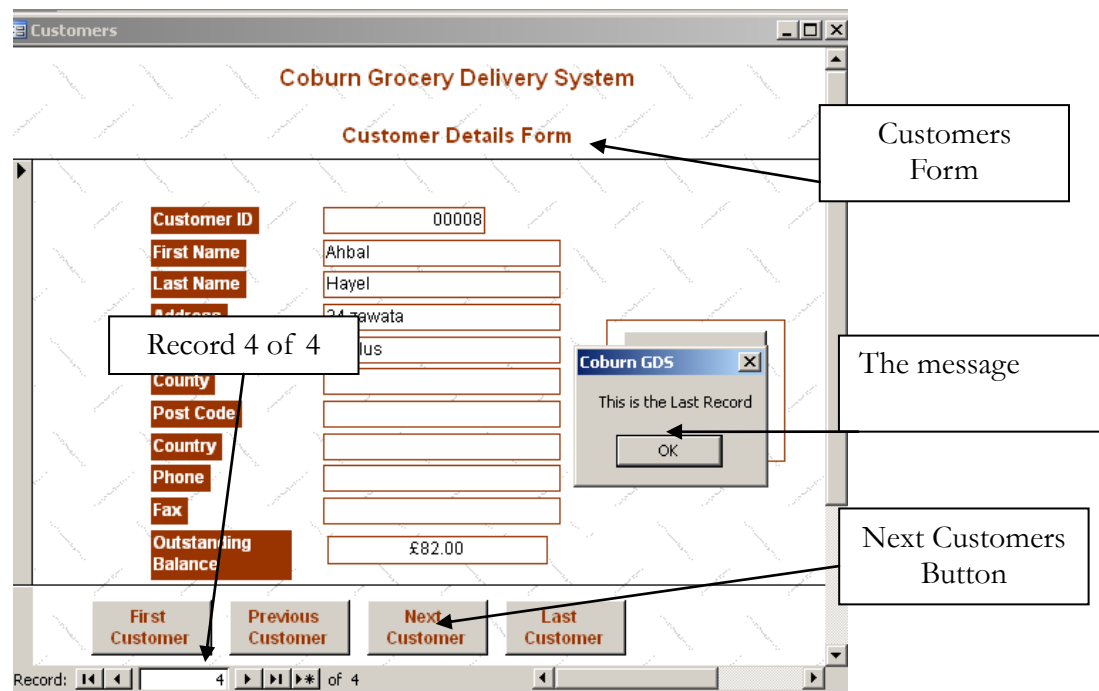


Figure 25(Test 3 Evidence)

Test 4

As shown in figure 26; when the “Previous Customer” button is clicked, a message “this is the first record” is displayed given that the current record is the first record

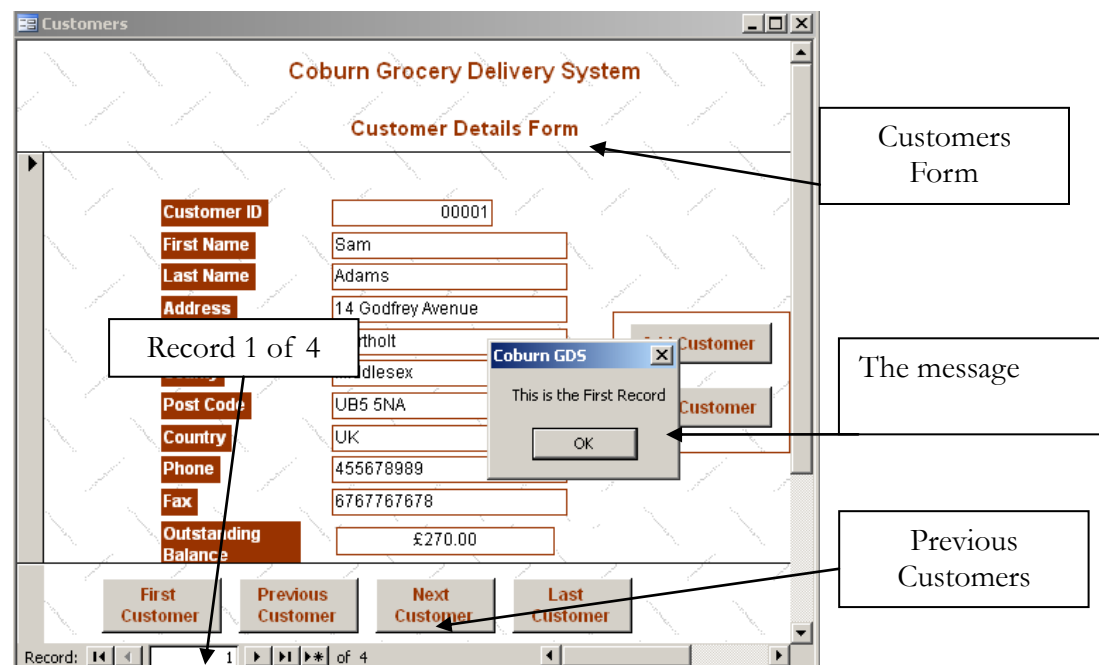


Figure 26(Test 4 Evidence)

Test 5

As shown in figure 27; when the “First Customer” button is clicked, the first record details will be displayed

The screenshot displays the 'Customers' window of the 'Coburn Grocery Delivery System'. The 'Customer Details Form' is shown with the following data for the first record:

Field	Value
Customer ID	00001
First Name	Sam
Last Name	Adams
Address	Godfrey Avenue tholt
County	Middlesex
Post Code	UB5 5NA
Country	UK
Phone	455678989
Fax	6767767678
Outstanding Balance	£270.00

Navigation buttons at the bottom include 'First Customer' (highlighted), 'Previous Customer', 'Next Customer', and 'Last Customer'. The status bar shows 'Record: 1 of 4'. Callouts identify the 'Customers Form' and the 'First Customer Button'.

Figure 27(Test 5 Evidence)

Test 6

As shown in figure 28; when the “Last Customer” button is clicked, the last record details will be displayed

The screenshot displays the 'Customers' window of the 'Coburn Grocery Delivery System' showing the last record:

Field	Value
Customer ID	00008
First Name	Ahbal
Last Name	Hayel
Address	zawata plus
County	
Post Code	
Country	
Phone	
Fax	
Outstanding Balance	£82.00

Navigation buttons at the bottom include 'First Customer', 'Previous Customer', 'Next Customer', and 'Last Customer' (highlighted). The status bar shows 'Record: 4 of 4'. Callouts identify the 'Customers Form' and the 'Last Customer Button'.

Figure 28(Test 6 Evidence)

Test 7

As shown in figure 29; when the “Add Customer” button is clicked, all the fields go blank except the customer ID field which will display the Id automatically

Coburn Grocery Delivery System

Customer Details Form

Customer ID (AutoNumber)

First Name

Country

Phone

Fax

Outstanding Balance

Record goes blank except Customer ID

Save Button, all other buttons hidden

Record: 5 of 5

Figure 29(Test 7 Evidence)

Test 8

As shown in figure 30; when the “Add Customer” button is clicked, all the fields go blank except the customer ID field which will display the Id automatically

Coburn Grocery Delivery System

Customer Details Form

Customer ID 00001

First Name Sam

Last Name Adams

Address 14 Godfrey Avenue

Town Northolt

County Middlesex

Post Code UB5 5NA

Country UK

Phone 455678989

Fax 6767767678

Outstanding Balance £270.00

Add Customer

Find Customer

Coburn GDS/ Find Product

Please Enter the Product ID

OK

Cancel

Find Customer Button,

Input box to enter customer ID

First Customer Previous Customer Next Customer Last Customer

Figure 30(Test 8 Evidence)

The same above tests was carried out for the Orders form, the Products form, the delivery personnel form and the suppliers form.

7 Prototype Consistency with User Requirements

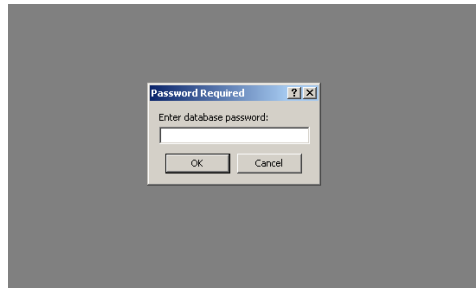


Figure 31(Owner Authorisation to view add/ delete records)password1234

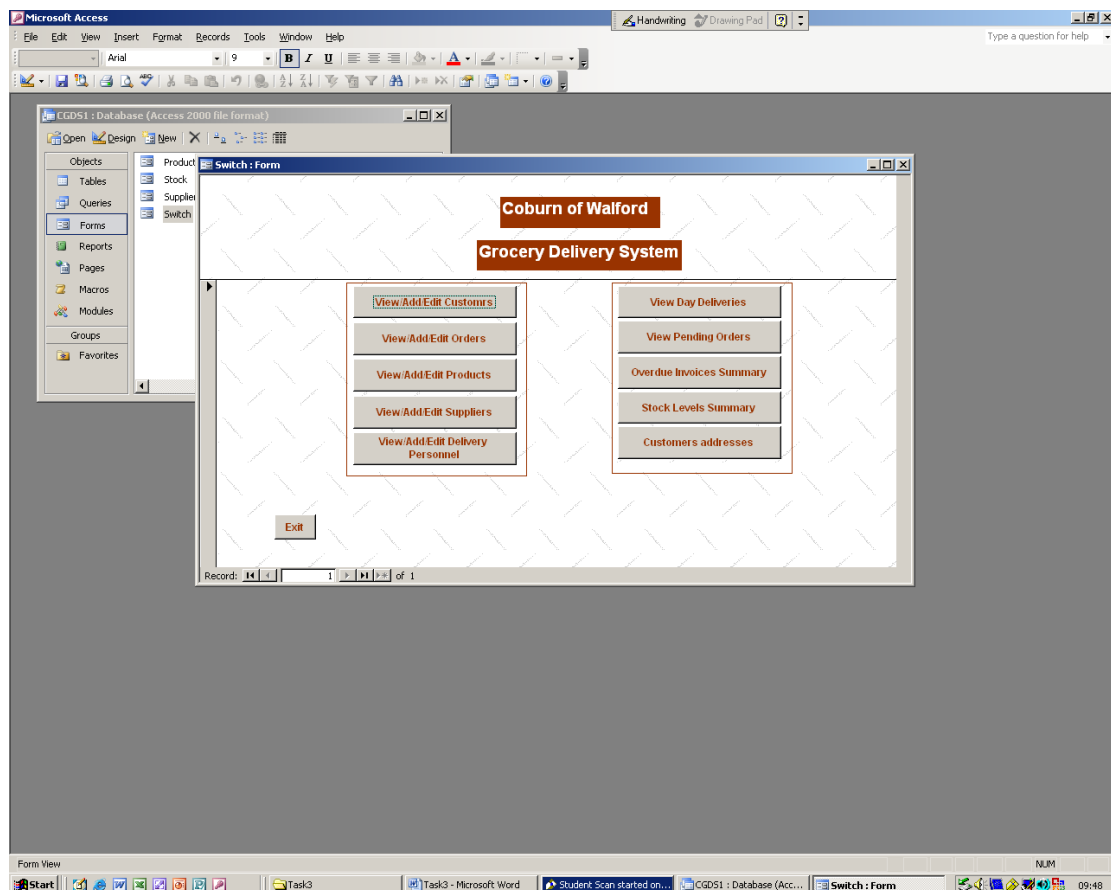


Figure 32(Application Customised so that users with no access experience can use it)

Microsoft Access - CGDS1 : Database (Access 2000 file format)

Orders Form

Coburn Grocery Delivery System

Order ID: 00010

Customer: Sam Adams

Order Date: 12-May-2007

Required Date: 22-May-2007

Delivered Date:

Delivery Person: Stuart Miller

Add Order

Find Order

Order Details

Product	Unit Price	Quantity	Discount	Total
potato	£20.00	1	0%	£20.00
Nescafe Coffee	£2.00	2	0%	£4.00
papa	£2.00	1	0%	£2.00
Vaccum Cleaner	£200.00	1	0%	£200.00
Order Total Price:				£236.00

Record: 1 of 5

First Order Previous Order Next Order Last Order

Record: 1 of 10

Taskbar: Task3, Task3 - Microsoft..., Student Scan start..., CGDS1 : Database..., Switch : Form, Orders

Figure 33(Adding, viewing, deleting orders is easy)

