Assignment 2

Taylor Earl

CS2450

System Request

* Project Sponsor
  + Rich Fry
* Business Need
  + Rich ‘n Famous Rentals need a system that can simply and manage all duties performed by staff of the company.
* Business Requirements
  + Rich would like this system to be state of the art and utilize the newest hardware. There will be a central server that will allow all of the different locations to sync up with. There needs to be a way to track everything that his employees do from checking in and out cars to tracking insurance information.
* Business Value
  + This new system will allow Rich and his managers to better track revenue, vehicle statistics, maintenance records, and inventory. This system will also simplify work for the average employee which will speed up service. The system will hopefully reduce the cost of running each location by 15%.
* Special Issues
  + Rich would like an internet presence. This website will be server driven and sync up with the inventory database.

Stakeholder Analysis

* Owner
  + With the new proposed system, the owner will be able to primarily see the active status of all 6 locations in one place. This will simply administrative tasks.
* Manager
  + The new system will help managers keep track of their inventory better. It will also help them stay on top of cars that need to be taken to auction, cars that need to be maintained, and inform them of any insurance claims or issues.
* Clerks
  + Clerks will be heavily impacted by the new system. They will be the ones that are using it day to day for their regular tasks. The new system will simply their process of making and canceling reservations and also help with the check in and check out of cars. This system will help them better serve the customer.
* Maintenance personnel
  + Maintenance personnel will also benefit from the new system. It will create a more straightforward simple way for them to enter and track maintenance. They will quickly be able to pull up maintenance records for a vehicle or run a report that shows what needs to be done that day.
* Legal Personnel
  + The legal team will be able to enter and track insurance claims with the new system. This will make it a lot easier to run different reports and organize daily activities.
* Customer
  + The customer will benefit from the system also. There will be a website that is more accessible than calling on the phone. When they go in, they will benefit from faster service as the new system will be quicker and easier for the staff that is assisting them to use.

**Cost Benefit Analysis**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Interest |  | 1 | 2 | 3 | 4 | 5 |  |  |
| 0.025 |  | 1.0250000 | 1.0506250 | 1.0768906 | 1.1038129 | 1.1314082 |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| **Reduction in time spent for Inventory** |  | **25000** | **25000** | **25000** | **25000** | **25000** |  |  |
| **Fewer customer calls because of website** |  | **30000** | **32000** | **31000** | **26000** | **24000** |  |  |
| **Increased Sales** |  | **10000** | **25000** | **45000** | **70000** | **95000** |  |  |
| **Staff efficency** |  | **15000** | **12000** | **10000** | **9000** | **5000** |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| TB |  | 80,000 | 94,000 | 111,000 | 130,000 | 149,000 |  |  |
| PV TB |  | 78,049 | 89,471 | 103,075 | 117,774 | 131,694 |  | 520,062 |
| PV ALL |  | 78,049 | 167,519 | 270,594 | 388,367 | 520,062 |  |  |
|  |  |  |  |  |  |  |  |  |
| **One Time Costs** |  |  |  |  |  |  |  |  |
| **Main Server** |  | **21000** | **0** | **0** | **0** | **0** |  |  |
| **Licenses (30)** |  | **60000** |  |  |  |  |  |  |
| **Server software** |  | **16000** | **0** | **0** | **0** | **0** |  |  |
| **Other Software** |  | **91000** | **0** | **0** | **0** | **0** |  |  |
| **Development** |  | **3725** | **0** | **0** | **0** | **0** |  |  |
| **Training** |  | **123625** | **0** | **0** | **0** | **0** |  |  |
| **Network** |  | **65000** | **0** | **0** | **0** | **0** |  |  |
|  |  |  |  |  |  |  |  |  |
| **ongoing costs** |  |  |  |  |  |  |  |  |
| **Website Domain** |  | **12** | **12** | **12** | **12** | **12** |  |  |
| **Website Maintenance (20hr/month)** |  | **6000** | **6000** | **6000** | **6000** | **6000** |  |  |
| **Server Maintenance (15hr/month)** |  | **4500** | **4500** | **4500** | **4500** | **4500** |  |  |
| **Server software** |  | **6600** | **6600** | **6600** | **6600** | **6600** |  |  |
|  |  |  |  |  |  |  |  |  |
| TC |  | 397,462 | 17,112 | 17,112 | 17,112 | 17,112 |  |  |
| PV TC |  | 387,768 | 16,287 | 15,890 | 15,503 | 15,125 |  | 450,573 |
| PV ALL |  | 387,768 | 404,055 | 419,945 | 435,448 | 450,573 |  |  |
|  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |
| FV |  | (317,462) | 76,888 | 93,888 | 112,888 | 131,888 |  |  |
| ALL |  | (309,719) | 73,183 | 87,184 | 102,271 | 116,570 |  | 69,489 |
| ALL-ALL |  | (309,719) | (236,536) | (149,352) | (47,081) | 69,489 |  |  |
|  |  | 0 | 4.232111 | 2.7130551 | 1.46035182 | 0.40388361 |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| ROI |  | 15.42% |  |  |  |  |  |  |