

# DEL 1- PROJECT PROPOSAL

Group 29

## Student Details

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## Client Details:

Afrimark Beauty Studio

Web: [www.afrimarkbeautystudio.co.za](http://www.afrimarkbeautystudio.co.za)

Cell: 072 016 5257

## Asana link:

<https://app.asana.com/0/1202265809541433/1202265809541433>

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## 2. Client Information

In this section of the project, we discuss a brief history of the organization as well as the organizational structure, as well as providing contact details about our client.

### 2.1) History and background of the organisation

Afrimark Beauty Studio is a beauty salon established by William Baiden a Ghanian entrepreneur who moved to South Africa due to lack of employment in his home country where he then decided to settle in Thohoyandou, Limpopo. William then decided to open a new branch here in Hatfield due to the low income that he was receiving in Thohoyandou, the salon has since been operating under his management ever since 2017. The store is run by William and his three employees, a cashier, nail technician and a hairstylist.

### 2.2) The organisational structure

#### Afrimark Beauty Studio Employees and Roles

Name Of Employee	Task / Role
William	Manager/Barber
Abigail	Cashier
	Nail Technician
	Hair Stylist

### 2.3) The general contact particulars; position; background; etc.

The person that we dealt with within the organisation was William Biden the store manager.  
Tel: **+27 72 016 5257**

### **3. Project Request**

#### 3.1) Introduction

The project request will elaborate on the system details and specifications requested by our client Afrimark to solve the challenges facing the current setup.

#### 3.2) Description of the project request

The Afrimark beauty studio has requested for a web-based application that clients can use to make bookings to get their hair done, nails done or a haircut. The requested system will need to address the lack of a 24/7 booking system that customers can set appointments for at any given time. Some features of the system include customers getting notification of the book as well as relevant stakeholders

#### 3.3) Conclusion

In conclusion, the Afrimark beauty studio has requested a Web based application to take over their current existing administrative system which includes customers just walking into the business. The system allows customers to book for an appointment and notifies them, as well as the relevant stakeholders.

#### 4. Preliminary Investigation

In this section of the assignment the problem statement and business goals and objectives were identified. A list of problems, opportunities, and directives as well as preliminary assumptions and constraints. A list of elicitation techniques we used, and our entire elicitation documentation is also included

##### 4.1) The problem/vision statement

###### Problem/Vision statement:

<b>The Problem</b>	<b>The website booking is constantly offline</b>
<b>Affects</b>	Customers Manager
<b>The impact of which is</b>	Customers – They are unable to make a booking Manager – Reduces the amount of profit he makes
<b>A successful solution would</b>	A booking system that is always on 24/7 to ensure that customers can book for their appointments at any time and notification of the booking will be sent to all relevant stakeholders.

<b>The Problem</b>	<b>The owner/manager must constantly call the customers to confirm if their coming or not</b>
<b>Affects</b>	Manager
<b>The impact of which is</b>	Manager – waste of time, waste of resources (airtime, data etc..)
<b>A successful solution would</b>	An automated solution that can confirm with customers if they intend on coming in for a haircut

<b>The Problem</b>	<b>They documentation the payments of customers on a book by the cashier</b>
<b>Affects</b>	Cashier, Manager
<b>The impact of which is</b>	<p>Manager:</p> <ul style="list-style-type: none"><li>• Records could potentially get lost</li><li>• Looking for a specific record could be inefficient</li><li>• Bad handwriting could lead to miscommunication</li><li>• Ineffective filing of records</li></ul> <p>Cashier:</p> <ul style="list-style-type: none"><li>• Manually writing everything down can be inefficient.</li><li>• The likelihood of errors and mistakes increase</li></ul>
<b>A successful solution would</b>	A digital system which would effectively and efficiently capture, store, and retrieve business data.

## 4.2) The business goals and objectives

## SMART

- Find a sustainable solution to the businesses' water and electricity outages.
- Open more locations as part of the business's expansion and growth.
- Be able to service more customers by hiring and training new employees to be able to perform multiple functions within the business.
- Improving the businesses customer booking system by redesigning the entire process to improve customer service.
- Improving the businesses management system to allow for a more efficient management structure.
- Incorporating an employee schedule that will allow for the continued running of the business despite any unforeseen circumstances, as the business does operate on an 8:00am – 18:00pm basis for the entire year running.

## 4.3) The Problems, Opportunities and Directives

<b>PROJECT:</b>	Project Proposal	<b>PROJECT MANAGER:</b>	Carl Ndlovu
<b>CREATED BY:</b>	Tendani Nemakonde	<b>LAST UPDATED BY:</b>	Tendani Nemakonde
<b>DATE CREATED:</b>	05/23/2022	<b>DATE LAST UPDATED:</b>	05/25/2022

Brief Statement of Problem	The impact the problem is causing	Expected benefits from any potential solution	How quickly can the problem potentially be resolved	What is the underlying source of the problem?	What will it cost to solve the problem?
1. The manager must constantly call the clients to confirm whether they are coming or not	Loss of time to the manager, and resources if customer ends up cancelling	Guarantees the business that the client would be coming to the business. This could save the manager costs & resources	1 month	There is not a booking feature on the website the confirms to the manager that the client will certainly be coming	R0; 1 month of challenging work from 271 learners A booking feature on the website that can confirm with



					clients whether they intent on coming in for a salon appointment or cancelling their appointment
<b>1. The website booking is constantly offline</b>	Loss of customers who cannot make a booking online	Increased customer base due to more people being able to make a booking from anywhere in the country	Less than a month	The website is not listed on the hosting service (Fresha)	R0; a few months of our group researching how the website hosting service work
<b>1. Paper based payment documentation</b>	Risk of damage and loss to documents as well as low security measures	Efficient payment documentation. Accurate and reliable information being stored and retrieved	3 months	It is the cheapest form of documentation available to the organization	R0; Weeks of analysing how payments are captured and audited.

Brief Statements of Opportunity	Urgency	Visibility	Annual Benefits	Priority or Rank	Proposed Solution
<b>1. Using an automated system that can confirm with customers if they are still coming</b>	ASAP	High	Increased customer base and increased productivity from employee	1	An automated system that automatically sends a notification to a customer to confirm their booking 24 hours before.
<b>1. Integrating a booking system that is always online 24/7 so make bookings anytime</b>	ASAP	High	Increased traffic on website as customers know online booking is now available	1	An always on booking system that never goes offline.
<b>1. Reinstate a new payment capturing system that can receive payments once and store it in a database</b>	ASAP	High	Payment records of the entire record always available and ready when needed	1	A digital payment capturing system with an integrated database to store, retrieve and maintain data.

Brief Statements of Directive	Urgency	Visibility	Annual Benefits	Priority or Rank	Proposed Solution
<b>1. Personal details of customer's should be deleted once a customer cancels a booking</b>	ASAP	Medium	Increase in digital storage as unnecessary data is deleted	1	An automated system which can delete data after customer cancelation



No	Task	Done
1	Decide which type of interview	<input checked="" type="checkbox"/>
2	Decide on interview goal	<input checked="" type="checkbox"/>
3	Create list of questions	<input checked="" type="checkbox"/>
4	Identify potential interviewees	<input checked="" type="checkbox"/>
5	Decide on location for interview	<input checked="" type="checkbox"/>
6	Invite interviewees	<input checked="" type="checkbox"/>
7	Send questions to interviewees (optional)	<input type="checkbox"/>

During Elicitation checklist		
No	Task	Done
1	Describe purpose of interview	<input checked="" type="checkbox"/>
2	Confirm interviewees' roles	<input checked="" type="checkbox"/>
3	Address any concerns	<input checked="" type="checkbox"/>
4	Explain how information will be recorded and shared	<input checked="" type="checkbox"/>
5	Ask predefined questions	<input checked="" type="checkbox"/>
6	Summarize the session	<input checked="" type="checkbox"/>

After Elicitation checklist		
No	Task	Done
1	Organize information	<input checked="" type="checkbox"/>

	2	Confirm results with interviewees	<input checked="" type="checkbox"/>
	3	Share information with stakeholders	<input checked="" type="checkbox"/>
	4	Schedule follow-up interview if needed	<input checked="" type="checkbox"/>
<b>Observation</b>			
	<b>Preparation checklist</b>		
	No	Task	Done
	1	Set observation objectives	<input checked="" type="checkbox"/>
	2	Plan observation approach	<input checked="" type="checkbox"/>
	3	Decide on person who should be viewed	<input checked="" type="checkbox"/>
	4	Create schedule for observations	<input checked="" type="checkbox"/>
	<b>During Elicitation checklist</b>		
	No	Task	Done
	1	Explain observation goals	<input checked="" type="checkbox"/>
	2	Note all steps and tasks	<input checked="" type="checkbox"/>
	3	Record all seeing's	<input checked="" type="checkbox"/>
	4	Ask all necessary questions	<input checked="" type="checkbox"/>
	<b>After Elicitation checklist</b>		
	No	Task	Done
	1	Review notes and data recorded	<input checked="" type="checkbox"/>

	2	Follow-up if answers are needed	✓
	3	Share notes and recordings with participants	✓
	4	Collate all data	✓
	5	Analyze all findings	✓
	6	Communicate improvements to stakeholders	✓

4.8) Details of the content of the tasks performed

### **Preparation checklist**

No      Task      Done

#### **1, Decide which type of interview**

We have decided to do a face-to-face interview with our client

#### **2, Decide on interview goal**

The main goal of this interview is to better understand our client's organisational structure, as well as its background.

#### **3, Create list of questions**

***(Questions were directed to the manager)***

***Please Tell us about yourself.***

William Baiden Afrimark Beauty Studio salon manager he's from Ghana, moved to South Africa due to lack employment in his country, he's been running the business as the manager since 2017.

### ***Business Background?***

*The business was established in Thohoyandou is a town located in the Limpopo Province,*

*In 2017 the business relocated to Hatfield Pretoria in the Gauteng province due to lower income in their operation in Thohoyandou.*

### **Who are the stakeholders and their roles?**

- William Baiden his role entails being the manager, Barber, leading, planning and running the businesses operations.

- Abigail the Cashier & hairstylist, her role is receiving and processing payments.
- Nail Technician (....)

**What is the Business daily operation?**

A customer can make a booking over a phone call.

Customer details and general information and are written down in a book/ journal.

Customers will then be called on the day to confirm their booking.

Alt

Customers can just walk in the Salon, then the staff members will ask the customer the type of service they would like for the day. Once they're done the cashier receives the payments and

**What are the challenges you are facing?**

Power outages due to load-shedding, implemented in the country.

Water outages, which are temporarily caused by local construction and development taking place in the area.

4. Identify potential interviewees

Manager

5. Decide on location for interview

Afrimark Beauty Studio (107 Lynnwood Rd, Brooklyn, Pretoria, 0181)

6. Invite interviewees

**During Elicitation checklist**

## 1, Describe purpose of interview

- To clearly define the business and gather the requirements
- To gain additional context to better understand existing business processes

## 2, Confirm interviewees' roles

-The manager his roles Barber, leading, planning and running the business's operations.

## 3, Address any concerns

The concerns that the business had were power outages and water outages problems.

## 4, Explain how information will be recorded and shared

The information was recorded over the phone (voice recorder) and on a notebook.

## 5, Ask predefined questions

## 6, Summarize the session

The session was about gaining an in-depth understanding of the business, accurately articulating the business problems and to clearly define the business and gather the requirements.

**After Elicitation checklist**

## 1, Organize information

The information gathered during the interview was analysed and structured correctly to fully understand a business problem before moving into proposing a solution.

- ~~• 2, Confirm results with interviewees~~
- ~~• 3, Share information with stakeholders~~
- ~~• 4, Schedule follow-up interview if needed~~

**Observation**

**Preparation checklist**

No    Task    Done

**1, Set observation objectives**

The main goal of observation is to analyse our client's organisational structure through observing the work environment and process flow.

**2, Plan observation approach**

Passive observation approach where we will have no interaction with the worker/staff members while the observation takes place but take notes.

**3, Decide on person who should be viewed**

All staff members in the organisation

**4, Create schedule for observations**

Thursday 19 May 2022.

**During Elicitation checklist**

No    Task    Done

**1    Explain observation goals**

- To monitor the current business process.
- The objective is to improve the business process

**2    Note all steps and tasks**

The observation was done during normal period and then repeated at peak period, to get more detailed view of the business process,

**3    Record all seeing**

- Information was recorded in a notebook,

**4    Ask all necessary questions****After Elicitation checklist**



No    Task    Done

# 1    **Review notes and data recorded**

We Analysed the information gathered during observation,

- ~~2    **Follow-up if answers are needed**~~
- ~~3    **Share notes and recordings with participants**~~
- ~~4    **Collate all data**~~

# 5    **Analysed all findings**

-Productivity is not stable, sometimes they have quite several customers at once.

-Workers are interrupted by customer who making a booking over the phone,

- Service interruption due to power outages.

# 6,    **Communicate improvements to stakeholders**

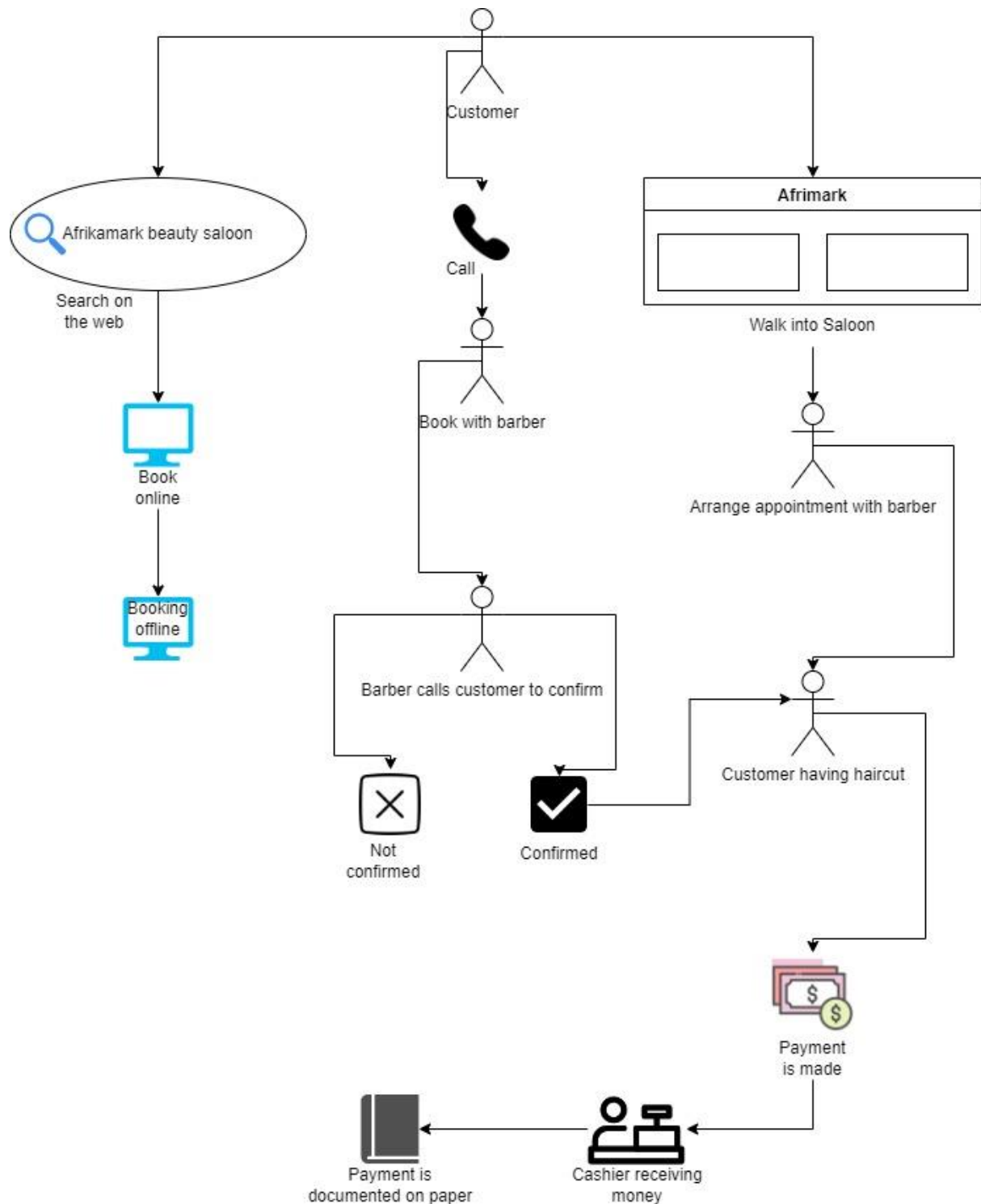
Improving the businesses customer booking system by redesigning the whole process to improve customer service Will increase the productivity of the organisation.

## 5. Problem Analysis

In this section, we provide a visual representation of the current system, a rich picture, as well as provide the details of what their current system is capable of. We do provide a visual representation of the new proposed system in the form of a rich picture.

### 5.1) Overview of current system

Rich Picture of Current System



## 5.2) Analysis the current system's capabilities

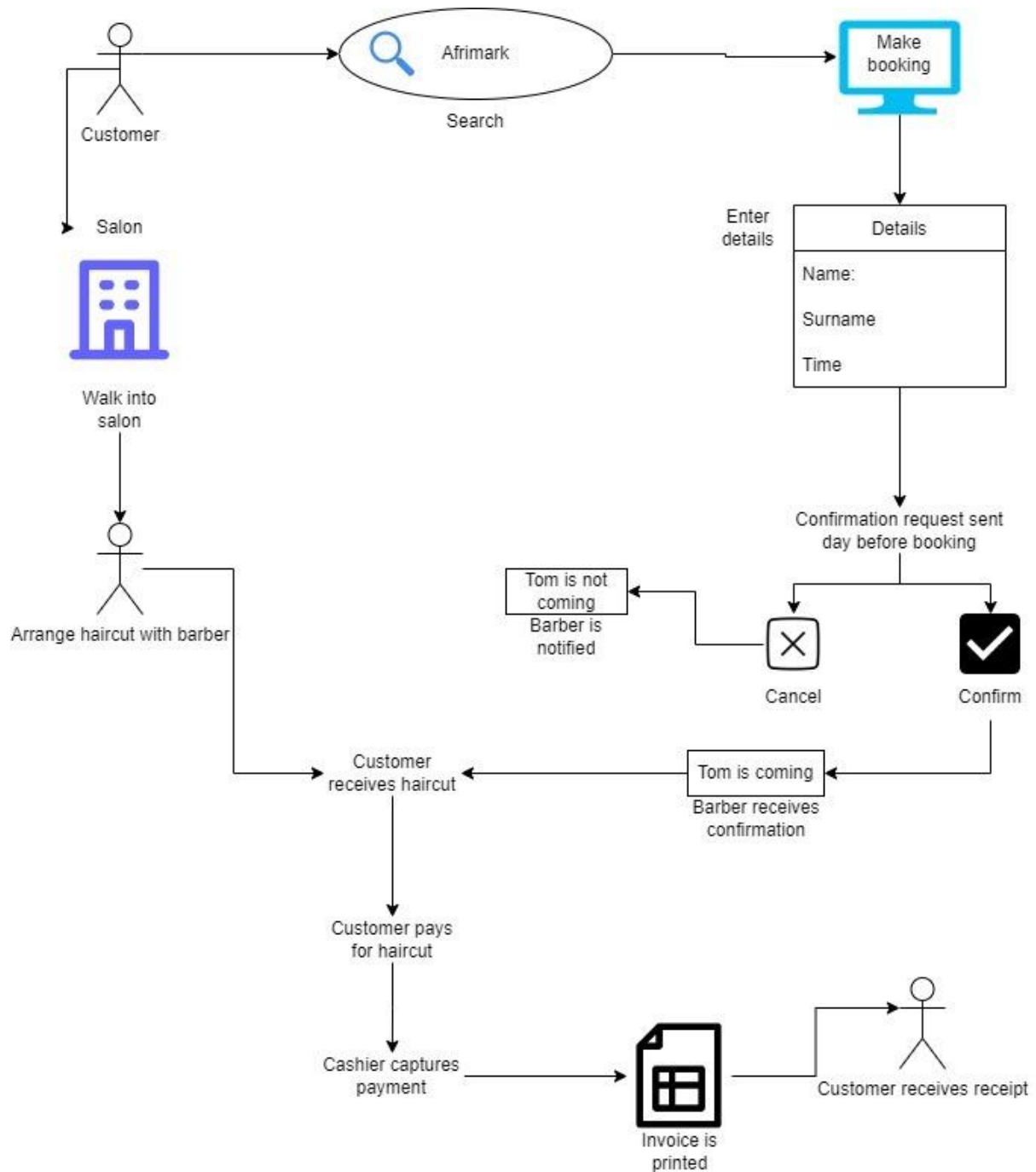
	Current System Capabilities	Capability Gaps	Required System Capability	Recommendations

<b>Customer Booking</b>	Customer must search up the website on a browser	The online booking is available	The booking button should be online and available	Phone numbers and emails should all be validated when being entered
	<p>Once the website is located customer locates the booking button</p> <p>The button would indicate that the system is unavailable</p> <p>The only other booking option available was calling the salon</p> <p>Once the salon picks up the customer will tell the barber/hairstylist the booking details time, hairstyle, date etc.</p> <p>The details will be written down on a paper so the barber can remember. Sometimes it is not even noted down</p>	<p>It is time consuming having to call each customer who makes a booking</p> <p>Bookings will always be saved, and barber does not have to write them down</p>	<p>The details should always be stored in a database</p> <p>Bookings should be only made on the website</p>	<p>All booking details should be filled in</p> <p>Once a booking detail is completed a customer can receive an SMS/email as proof of booking.</p>
<b>Booking Confirmation</b>	<p>The Barber/Hairstylist will have to call the customer a day before the day of the booking</p> <p>Once customer answers the phone the barber/hairstylist will ask if they intend to come to the salon tomorrow</p>	No need to call everyone to ask if they are still coming	<p>A notification should be sent to the customer</p> <p>The customer should confirm if they will be coming to the salon or not</p> <p>A notification is sent to the salon so they</p>	<p>Customer must make a choice, no or yes</p> <p>If left blank the booking will automatically be cancelled</p>

	<p>for what they booked for.</p> <p>The customer can choose to agree or disagree</p>		<p>are notified that the customer will be coming or not.</p>	
<b>Payment Capturing</b>	<p>Once the customer has received the service they requested, they must pay</p> <p>A customer will approach the cashier and conduct the payment</p> <p>Once that has been done the cashier will write down the payment details on a book.</p>	<p>Manual bookkeeping is complex, and a lot of mistakes can be made which can lead to miscalculation of revenue</p> <p>Payments cannot be altered by employees</p>	<p>Customers payment is captured into a digital system</p> <p>Once the payment is captured it is stored and nothing can remove it</p> <p>Customers receive a copy of the payment as confirmation of payment</p>	<p>Payment receipts can be sent to customers via email or SMS</p> <p>Only payments over R1 can be captured</p>

### 5.3) New proposed system

#### Rich Picture of Proposed System



## 6) Requirements Analysis

In this section we provide a list of functions that the new system should be able to perform and specifying each of the functional requirements, detailing what each function must perform. There is also a list of non-functional requirements detailing certain characteristics the system should have.

### 6.1) Functional requirements list

1. Notify the Client of the booking that they called to make.
2. Send a notification to the manager when supply is low.
3. After the customer has paid, the system should generate an invoice as proof of the payment.
4. The client should be able to make a booking on the website.
5. The manager should receive the booking details.
6. The system should be able to capture or receive payment.

### 6.2) Functional requirement description and details

#### Functional Requirement Description and Detail

Functional Requirement	Explanation
Requirement number:	1
Requirement name (use case name):	Notify Client of Booking
Requirement short description:	The system must notify the client of the booking they made.
Requirement detailed description and constraints:	Once the client has made a booking, the system must send them a notification using their cell phone number informing them that the booking is confirmed.
Business rules applicable to this requirement	Client needs to have phoned the business to make a booking.
Revision date and Revision number:	2022-05-23 Version 1.0
Criticality/Priority:	Must

Functional Requirement	Explanation
Requirement number:	2
Requirement name (use case name):	Notify when there is low supply

<b>Requirement short description:</b>	The system must notify when there is low supply of products.
<b>Requirement detailed description and constraints:</b>	Once the supply decreases to a certain number, the system should notify the manager that new supplies should be ordered.
<b>Business rules applicable to this requirement</b>	The person that does the supply take tells the system when to send a notification.
<b>Revision date and Revision number:</b>	2022-05-23 Version 1.0
<b>Criticality/Priority:</b>	Must

<b>Functional Requirement</b>	<b>Explanation</b>
<b>Requirement number:</b>	3
<b>Requirement name (use case name):</b>	Generate invoice
<b>Requirement short description:</b>	After payment is made, an invoice or receipt should be given to customer.
<b>Requirement detailed description and constraints:</b>	After the customer pays the cashier, the system should generate an invoice with the necessary information, such as amount charged, amount paid, date and time, and customer signature.
<b>Business rules applicable to this requirement</b>	The payment needs to be accepted.
<b>Revision date and Revision number:</b>	2022-05-23 Version 1.0
<b>Criticality/Priority:</b>	Must

<b>Functional Requirement</b>	<b>Explanation</b>
<b>Requirement number:</b>	4
<b>Requirement name (use case name):</b>	Make booking
<b>Requirement short description:</b>	The customer should be able to make a booking on the website.
<b>Requirement detailed description and constraints:</b>	The customer should be able to select a date and time that they want to have an appointment as well as input their name and cell phone number for when they want to make another appointment.



<b>Business rules applicable to this requirement</b>	Customer must have entered their name and cell phone number.
<b>Revision date and Revision number:</b>	2022-05-23 Version 1.0
<b>Criticality/Priority:</b>	Must

<b>Functional Requirement</b>	<b>Explanation</b>
<b>Requirement number:</b>	5
<b>Requirement name (use case name):</b>	Notify manager and employees of booking
<b>Requirement short description:</b>	The system should send a message to the employees that bookings have been made.
<b>Requirement detailed description and constraints:</b>	After a client has made a booking, the system should send all the details, date and time and the client's details, to the employees working and the manager.
<b>Business rules applicable to this requirement</b>	A booking needs to have been made.
<b>Revision date and Revision number:</b>	2022-05-23 Version 1.0
<b>Criticality/Priority:</b>	Must

<b>Functional Requirement</b>	<b>Explanation</b>
<b>Requirement number:</b>	6
<b>Requirement name (use case name):</b>	Capture payment
<b>Requirement short description:</b>	The system should allow the customer to pay after their appointment is done.
<b>Requirement detailed description and constraints:</b>	After the customer is done with their appointment, the system should allow them to pay either cash or card and the system should record that payment.
<b>Business rules applicable to this requirement</b>	The cashier is the only one that can approve of the payment.
<b>Revision date and Revision number:</b>	2022-05-23 Version 1.0
<b>Criticality/Priority:</b>	Must

6.3)

6.4) Non-functional requirements list

1. The booking system should be always working.
2. The system must be able to take in multiple bookings.
3. The system must be able to retain customer data, e.g., Customer name and phone number.
4. The system must be able to keep records of payments.
5. The system should be viewable on desktop and mobile devices.
6. Access to customer information should be restricted to cashier and manager.
7. The cashier should be the only one that can add customer information.
8. The system should be always protected by anti-virus software.

## **7) Feasibility/ Decisional Analysis**

### **7.1) Introduction**

During this Feasibility Analysis we will be going over three proposed systems. One that will be built by the Group 29's System Analysts which is an internal network system specially designed for the specific business requirements of Afrimark Saloon and two more which will be outsourced from external vendors. The second proposed system will be a cloud-based system designed and built by Smoobu which is a monthly billed solution for Afrimark business booking needs, the software is industry specific to the saloon industry, and offers additional features that the business will find convenient in their daily operations such as synchronization of their bookings, reservations, financial incentives for subscribing to certain packages and many more. The third system is a network system designed and built by SimpleBook.me which is a monthly billed system which offers both webs based and mobile application-based services for handling client bookings, the product offers setup and operational support for all businesses and companies signed up however this software is not industry specific to the saloon industry, but their products are still well tailored to do the job. All three of these systems have their advantages and disadvantages and this analysis will go in-depth into all of them to decide which one is best suited for Afrimark.

Candidate 1: Group 29 System

Candidate 2: Smoobu System

Candidate 3: SimpleBook.me System

### **7.2) Feasibility Analysis**

Feasibility Criteria	Weight	Candidate 1	Candidate 2	Candidate 3
<p><b>Operational Feasibility</b></p> <p><b>Functionality.</b> A description of to what degree the candidate would benefit the organization and how well the system would work.</p> <p><b>Political.</b> A description of how well received this solution would be from both user management, user, and organization perspective.</p>	40%	<p>Fully supports the client business and user requirements with an added benefit of being developed in-house</p> <p><b>Score: 80</b></p>	<p>Fully supports the specified business and user requirements with added features for additional business operations</p> <p><b>Score: 90</b></p>	<p>Supports the business requirements to an extent whilst also partially supporting the specified user requirements of the system. Comes with web and administrative support.</p> <p><b>Score: 65</b></p>
<p><b>Technical Feasibility</b></p> <p><b>Technology.</b> An assessment of the maturity, availability (or ability to acquire), and desirability of the computer technology needed to support this candidate.</p> <p><b>Expertise.</b> An assessment to the technical expertise needed to develop, operate, and maintain the candidate system.</p>	25%	<p>The proposed system from Group 29 will be a brand-new system without any prior industry usage data however with the system catering to a specific environment its use.</p> <p>The system will require no specific trained specialists as it will promote ease of use for any educational background</p> <p><b>Score: 70</b></p>	<p>The systems have been around for an extended period and thus offers tutorials for how to use it.</p> <p>However, with its additional features additional training will be needed to make the most of its capabilities.</p> <p><b>Score: 65</b></p>	<p>Same as candidate 2</p> <p><b>Score: 65</b></p>

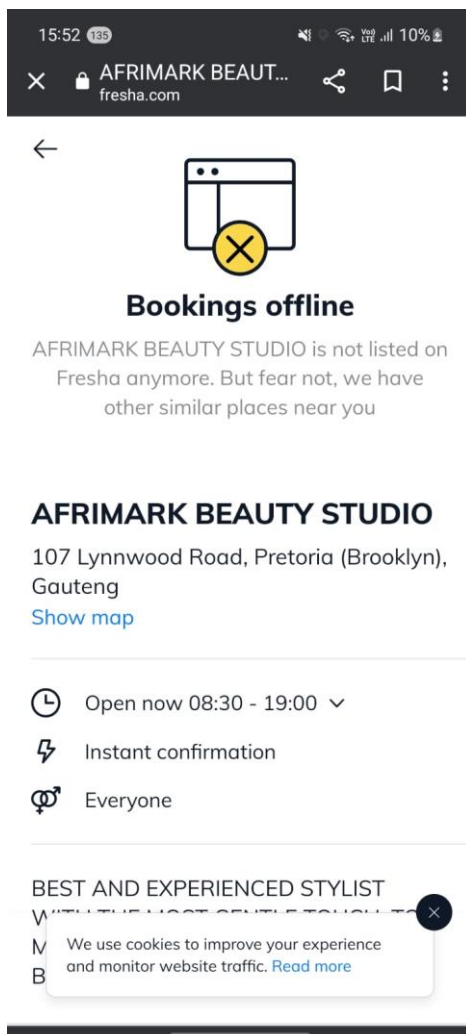
<b>Economic Feasibility</b>  <b>Cost to develop:</b>  <b>Payback period (discounted):</b>  <b>Net present value:</b>  <b>Detailed calculations:</b>	25%	+- R 15 000 required for the system to be developed and implemented  It would take a couple of months to see a return on investment from the system however once that is achieved the system will only bring in more profits.  The only additional cost that would occur would come from maintenance and updates  <b>Score: 70</b>	Due to the system being outsourced no development cost is needed.  A monthly subscription fee of R 255.00 per month.  No additional costs  Discounts are available on selected subscriptions  <b>Score: 75</b>	Due to the system being outsourced no development cost is needed.  The standard plan offers 500 bookings per month with all the included features for a fixed price of R 390.00 per month and the premium is available for R 780.00 per month but could be on the expensive side considering it is a small business  No additional costs  Discounts are available on selected subscriptions  <b>Score: 70</b>
<b>Schedule Feasibility</b>  An assessment of how long the solution will take to design and implement.	10%	3 – 6 months  Plus, training time  <b>Score: 65</b>	Immediate upon subscription  Plus, training time  <b>Score: 90</b>	Immediate upon subscription  Plus, training time  <b>Score: 90</b>
<b>Ranking:</b>	<b>100%</b>	<b>73.5%</b>	<b>80%</b>	<b>68.75%</b>

### 7.3) Recommendations

From a technical and operational standpoint candidate 1 and candidate 2 would be best suited. Whilst from the Economic and schedule feasibility standpoint all three solutions have their advantages and disadvantages however, candidate 2 would be recommended from the analysis. Altogether candidate 2 would be the best solution although if the client is willing to invest funds into a new system specially developed for the business, they would see some long-term returns. In terms of features and support all systems offer that to some extent whilst the experience of candidates 2 and 3 would seem the more attractive options based on that factor.

## 8) Appendix A

Customer Confirmation Sheet	
Surname:	Williams
Name:	Jade
Phone:	081 754 6520
Email:	Jadewilliams@gmail.com
Address:	1052 Burnnett Street, Hatfield Studio
City:	Pretoria
When is your appointment?	3 June
What time is your appointment?	11:00 am
Who were you referred by?	A friend



30

## 9) Appendix B

Among the research conducted to find if the system we have proposed already exists, with regards to other barber shops or salons, they do not have a system like the one that we have proposed where you make a booking on the website. When visiting websites such as Gary Rom Signature Man or Sorbet Man among others, the features that they have when it comes to booking an appointment is to call their store and make it with one the employees. Although customers can send queries by email with their details, it is just to make a query and not an appointment.

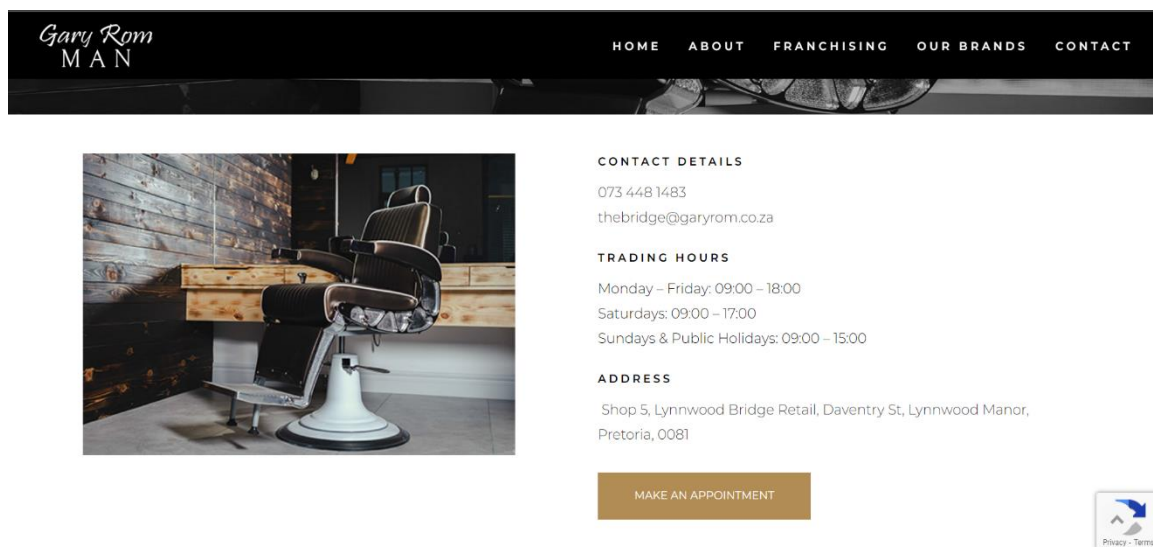


Figure 1 Button opens page to phone the store

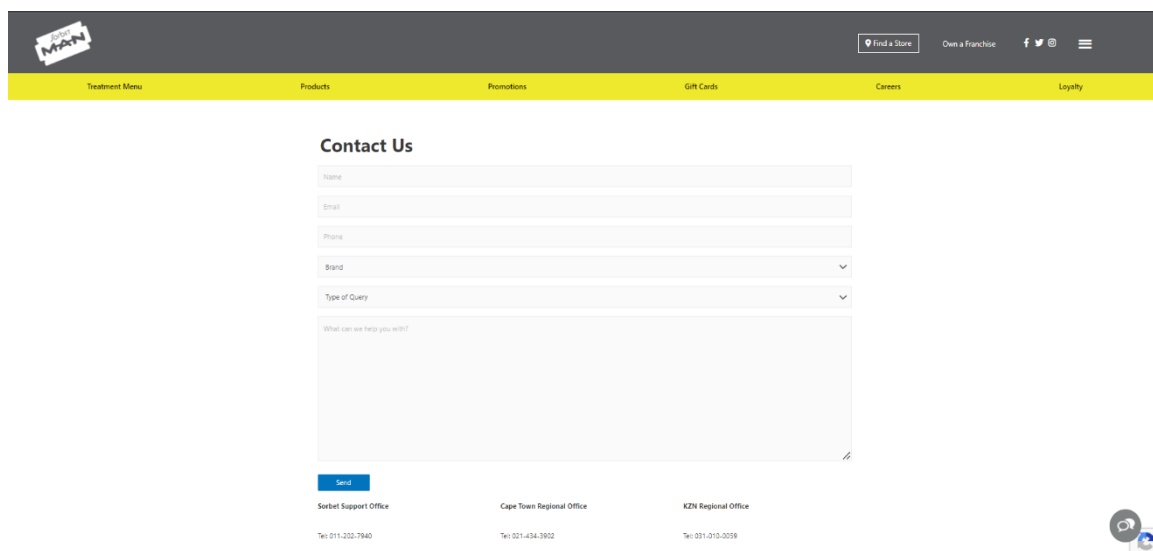


Figure 2 Can only send a query

There is a system that does exist and relates to the system we are trying to make and that would be the Dis-chem COVID-19 vaccination booking system where they ask you for your name, surname, phone number and then asks you to select a date and provides the times available to select. After selecting and booking, the system sends you a notification, using



your cell phone number, of the booking that you made as confirmation of the booking. Therefore, for our system that we want to create, the vaccine booking system is a great blueprint to follow.

**The cellphone number provided will be verified with an OTP, please ensure that it is correct.**

**Personal Information**

ID Number Type : \*

☒ SA ID Number ☐ Passport Number

☐ Refugee Number

ID Number : \*

Gender : \*

☒ Male ☐ Female

First Name : \*

Last Name : \*

**Contact Information**

Cell Number (e.g 0821234567) : \*

Email Address : \*

☐ I hereby give consent for my personal information to be processed by Dis-Chem Pharmacies (Ltd) and its affiliates for the purposes of administering the Covid-19 vaccine and related administrative purposes.

☐ I confirm, to the best of my knowledge, that the above information is correct and accurate.

Back Clear All **Book a Vaccine**

Figure 3 Details to make booking

**Vaccination Booking Calendar**

\*Dis-Chem maintains a rolling 10 working-day calendar

Available Booking Slots

< Today > May 26, 2022 - June 1, 2022

	Thu 26	Fri 27	Sat 28	Sun 29	Mon 30	Tue 31	Wed 1
Liberty Wellness - Braamfontein 0.45km (PFIZER)		601 Slots Available	0 Slots Available	0 Slots Available	600 Slots Available	600 Slots Available	0 Slots Available
Rosebank Mall 5.44km (PFIZER)		41 Slots Available	0 Slots Available	0 Slots Available	41 Slots Available	40 Slots Available	42 Slots Available
Norwood 6.80km (PFIZER)		42 Slots Available	0 Slots Available	0 Slots Available	40 Slots Available	42 Slots Available	42 Slots Available
Victory Park 6.91km (PFIZER)		35 Slots Available	0 Slots Available	0 Slots Available	40 Slots Available	42 Slots Available	42 Slots Available
Athol Oaklands		20 Slots	0 Slots	0 Slots	20 Slots	20 Slots	20 Slots

Cancel

Figure 4 Selecting a date and time for booking

**10) Sign-off by Client****Afrimark Beauty Studio**Phone: 0720165257 | Web: [www.afrimark.co.za](http://www.afrimark.co.za) | Address: 107 Lynnwood Road Brooklyn - Pretoria

22 May 2022

University of Pretoria

Department of Informatics

Dear Recipient,

I William Baiden, manager of Afrimark Beauty Studio hereby acknowledge that I have read and understood the contents of this document. I give permission to the following to the following students Carl Ndlovu, Paul Adesola, Tendani NemaKonde, Bruce Mabasa and Thashen Munian to use this information for the duration of their project.

Yours sincerely,



William Baiden

Saloon Manager