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[1 Problem analysis 4](#_Toc28503293)

Old system is on XL-sheet, user wants to update the old data base application into another system providing different additional freatures

[1.1 Document the problem by gaining agreement 4](#_Toc28503294)

|  |  |
| --- | --- |
| Element | **Description** |
| The problem | 1. Email 2. Maintennence of customers database. 3. Video capturing database maintenance 4. Nadra verification. 5. Paper free Record keeping. 6. Datbase backup. 7. Reminders. 8. Quick Search / update processes. 9. Built in web\_browser(access to limited sites). |
| Affects | Identify stakeholders affected by the problem |
| Result s | Describe the impact of this problem on stakeholders and business activity |
| Benefits | Indicate the proposed solution and list a few benefits |

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