

My proposal

A short description of the proposed system / functional requirements.

The proposed system is for a company called K1J LTD they currently provide employees with:

- Access to sales system
- Access to customer data
- Advise customers about different products

The client would like to develop a digital solution that will:

- Provide employees remote access from anywhere
- Provide tracking of customer interactions
- Provide management with information for decision making process

My system will also include Dashboard-based analytics, email tracking, instant messaging between employees, files, and content sharing.

Most companies have a spreadsheet for there daily sales so a sales colleague can login and see how many transactions they have done and what kind. Not only can they login and see today's transactions they will be able to see previous transactions.

To be able to access the program I will create, the basic specifications needed will be internet access, a computer/mobile with a standard CPU, GPU, ram, and some type of solid memory.

Non-functional requirements.

- The system should be able to run without any latency or any loading times to insist that there is no delay.
- The system must be reliable for example, the system shouldn't crash or freeze.
- The digital solution should be able to support other developers if they need to make updates or changes to code. The code should be annotated so developers can navigate the code easily.
- The system must be reliable for example, if a staff member wants to login but one time it won't let them in this can cause delays and upset.

Risk assessment

- Bad data
- Legal issues are not met
- Solution isn't very robust and crashes a lot
- A data breach occurs
- Performance is slow and inefficient

Risk mitigation

- Stress testing
- Make sure all data is backed up either to cloud storage or duplicated to a private network.
- Make sure all data stored is secure
- Make sure logins are secured
- Agree a terms and conditions policy

Laws and regulations

- Access for people with learning difficulties
- Ethical
- Make sure there is an acceptable user agreement and a terms and conditions tick box
- A strict level of validation so any minor infringements can cause any damage to the solution

Research:

A common thing for sales colleagues and retail workers to have access to is a sales table showing their total sales and other perf products sold. An example is shown in table below.

Sales colleague	Sales Net	Perf Products	Essentials
Jake cole	£1,650.94	2	£1,504.67
Alex bird	£2,430.45	3	£2,203.56
Ryan black	£4,840.99	6	£3,240.00

Kpi's

Kpi's are a way we can measure how effective the system is by giving the client a maximum time the system should perform a task in.

- Login should only take a couple of seconds
- Navigating to the staff members sales screen should take less than a minute
- Account creation should take no longer than a couple of minutes

User acceptance requirements

- User's can login anywhere remotely
- User's can track emails and messages
- User's can login and see recent transactions
- The system can store customer data securely
- The system lets a user create an account