

School of Business

E-Business Systems Development MIS 412-001 - Fall 2016

Sam's Home Services

Home Services

<u>About the Business</u> - Sam has worked as a handyman for 20 years. Being a person who wants to learn a much as he can about as many things as he can, he has worked in many different areas of home maintenance - from plumbing to carpentry, electrical to painting. He's had jobs in new construction, home improvement, and general upkeep and repair.

He wants to start up a service based business where, for a monthly fee, he will regularly visit a customer's home to perform improvements and maintenance. During these visits, he will take care of a predetermined set of services as well as take care of anything that the client may need. He also wants to offer project based work that falls outside of the basic set of services. He has already lined up some customers, but wants to set up a site that will allow potential new customers to learn about what he can offer.

<u>Challenges / Needs</u> - Sam wants a web site where people can learn about his business and to start to plan what services that they may want to obtain. Since he can do so many things, Sam wants to list all of his services and the associated price. He also has been collecting images of some of the work that he has done in the past for different clients, particularly the more significant jobs.

<u>Current Assets</u> - Aside from the images and the list of services, Sam has developed a logo for his business and created a questionnaire for new clients to fill out when requesting his services.