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Analysis

Introduction

Background to business to Tu Chicas

Direct traveller is an atoll bounded tour operator and the business sells and organises holidays. Ramadan Ozdemir owns the company. The business is situated in Wimbledon, M.r Ozdemir has only been operating the company for under a year and he now believes that he would like his own personal computerised system to help reduce the time space and stress of running the business. To help me asses the businesses current situation and to understand what M.r Ozdemir would like in his new system I asked M.r Ozdemir for an interview.

The company currently has two departments within the system the first admin and the second sales. Mr Ozdemir told me that the current system is there to organise files in departure dates and resorts and to also supply invoices to the atoll.

Conduction of interview

To help me to analyse the current system and to help design a new system I conducted an interview with M.r Ozdemir below are the questions I asked and their results.

Background to organisation/department

1. What does your company do?

Direct traveller L.T.D is an atoll bounded tour operator and the business sells and organises holidays.

2. What departments are there within your organisation?

The company currently has two departments within the system the first admin and the second sales.

3. What are the aims of your current system?

The aim of the system is to store customer's details and to organise holidays for these customers.

General procedures

4. *Do you have any time lines or deadlines for example daily, weekly, monthly, annual, per job?*

Daily: total sales evaluation (the days sales)

Weekly: total sales for the month (-) costs

Monthly: V.A.T

Annual: end of year accounts.

Per job: send invoice/hotel voucher needs to be sent to customer and flights need to be confirmed.

Who the users of the system are;

5. *Currently who are the users of the system?*

Currently the only user of the system is I M.r Ozdemir and sometimes part time staff.

Data input to the system

6. *What are the sources of data for the current system?*

The sources of the data that is inputted into the current system are handling agencies, which supply the number of flights and the hotels.

7. *What are the forms and methods of collecting data? For example, mail, e-mail, telephone, through web page etc?*

The data is collected over the phone and then is transferred onto a booking form and then stored.

8.

Can I have an example of your booking?

9. *What is the purpose of the input to the current system?*

The purpose the input is so M.r Ozdemir has easy reference

10. Could you please list the data that operates in the system?

The data, which operates in the system, is:

- *Customer details
- *The flight information.
- *Atoll conformation
- *Handling agencies details.

11. How long does the input processes take in the current system?

The system is very time consuming on average it takes him 5 minutes to input data, it also takes 10 minutes each, writing a letter to the customer, hotel and the atoll to confirm the holiday. This means that there is a total of on average of 35 minutes for each booking.

12. What are the problems the user finds with the current input method?

The current system takes a lot of time and this may mean that you may have fewer bookings in that day and may also lose customers as the line maybe busy. Also the customers are on the line when booking so it can be frustrating for them.

Data dynamics

13. Why data is deleted, how data is deleted and when is the data deleted and how is the data amendment?

Data is kept for 2 years this is because the company must fill in a declaration form every quarter saying how many passengers the company has handled that quarter, account data is kept for longer this direct traveller can review the situation of the business.. The data is kept for 2 years just in case there is a respond from the atoll.

Any data that is deleted is destroyed from a shredder and data that is amended is amended by the use of tipex and a pen.

Current storage

14. Where are the documents stored and how is the data stored? For example in alphabetical order

The data is currently stored data is stored in alphabetical order in the office in files and also in outlook an email address book.

The data is currently kept for 2 years. The problem M.r o has with the current way of storage is that it is it takes up space, time and also it is very repetitive.

15. How long is the data kept for?

Previously answered.

16. What problems does the user have with the current method of storage?

The current form of storage takes up space wastes time and is very repetitive.

Data output of the system

17. What are the outputs from the system? I.e. printed, screen, verbal or other.

Direct traveller gives the handling agency the transfer details for example which airport, time and place. (Printed)

Then direct traveller phones the airline confirming the customers flights. (Verbal)

Then an invoice conformation is produced direct traveller keeps one copy and one is sent by fax to the handling agency and also the atoll. (Printed)

Direct traveller will send a letter to the customer the hotel and the atoll.

The atoll and the hotel will respond with there own form of invoice.(printed)

18. Could you please include copies of the outputted documents?

19. What are the purposes of each document?

Explained

20. What is the process of producing the output?

Direct traveller buys a maximum of 15 seats on a flight to a specific destination. Then a customer will ring up direct traveller specify a destination and time they wish to fly and there specification for example hotel star time date etc.

Direct traveller then corresponds with the handling agency, which corresponds with the hotel asking whether they can meet the needs of the customer and if so giving a conformation. While this is taking place direct traveller is giving the handling agency the transfer details for example which airport, time and place. Then direct traveller phones the airline confirming the customers flights.

Then an invoice conformation is produced direct traveller keeps one copy and one is sent by fax to the handling agency and also the atoll. The customer must then pay a deposit for the flight, transfer and hotel reservation. Then 10 weeks before the customer is to fly they must pay the rest of the fee.

Then direct traveller will send a letter to the customer the hotel and the atoll. Then the atoll and the hotel will respond with there own form of invoice.

The problem with the current method of output is that it all takes time typing letters and filling in booking forms.

21. What is the data output to store?

22. *What is the method of transfer? For example post internet etc*
The method of transfer is verbal through Internet and fax.

23. *What are the problems that the user has with the current method of output?*

24. *How is input/stored data processed to produce outputs?*

The data stored is used to produce invoices and declarations for the customers and the hotels and myself.

25. *How is selection of data done? E.g. how are documents, customer records and prices, retrieved from filing systems?*

The documents, customer records and prices are retrieved from a file, which contains holiday prices, and a separate file that contains the customer's details.

26. *What sorting of data is done? E.g. in what order are files or documents stored?*

Explained

27. *What are the calculations and how long does each take what is calculated (cost and profit margin)*

The current calculation that takes place is the breakdown of the cost for each tailored package and the profit that is added on top for direct traveller. This is done for each sale.

Security issues

28. *What are the physical security issues e.g. locked rooms?*

There is currently no security except files are kept in locked office.

29. *How sensitive or confidential is the data?*

Data protection and other legal issues

30. Can you tell me about your data protection and other legal reasons?

Problems encountered with current system

31. Have you encountered any problems with loss of data?

No but it can occur because we have no back up on what we store.

Backup issues

32. Can you please tell me about your backup issues?

None

Research resources

33. What hardware are you currently using?

None

34. What software are you currently using?

None

35. What is the current staffs I.T skill level?

I believe I have a high level of computer skills and do not need training.

Process decomposition

Interview report

Summary of current system

- Direct traveller is an atoll bounded tour operator and the business sells and organises holidays.
- Mr Ramadan Ozdemir owns the company.
- The business is situated in Wimbledon; M.r Ozdemir has only been operating the company for under a year.
- Mr Ozdemir current system is done on paper and stored in files and he now believes that the business could benefit from a computerised system.
- The company currently has two departments within the system the first admin and the second sales.
- The current system is there to organise files in departure dates and resorts and to also supply invoices to the atoll.
- There are many problems/errors associated with manual booking the main being the time it takes make a booking and the second being there is no backup.
- This can be fixed with the use of computers being set up I the business.
- All bookings are done over the phone and take approximately 35 minutes
- All invoices are currently copied and then stored in files
- Any data that the users of the current system wish to change is done manually
- Old data is deleted by being destroyed manually
- The details of the members are stored in a database, and are used when needed to investigate bookings
- On average it takes him 5 minutes to input data, it also takes 10 minutes each, writing a letter to the customer, hotel and the atoll to confirm the holiday. This means that there is a total of on average of 35 minutes for each booking.
- The input devises booking sheets. The output devises are only verbal printed and visual.

End user requirements

Mr o would like a completely new computerised system.

- **The system must be able to save the data-** there will be a lot of data stored on the system and so it will need to be stored efficiently.
- **The new system has to be accurate-** to help input masks for the phone number and postcode will be inserted, also other validations will be put in place to help minimise the amount of mistakes made. The information has to be accurate because the data has to be passed on correctly to any inquiring customers.
- **The system must perform rapidly-** the system will have search system to help with finding customer details.
- **The system has to be easy to use-** the information has to be easy to amend or delete, the users will be dealing with a lot of information so it has to be easy to handle. It has to be easy to edit and add to, the owner of the company doesn't want to train his staff a lot.
- **The system must allow the data to be organised into certain orders-** customer and hotels organised in alphabetical order.
- **The system has to be easy to search-** the user will be searching for specific criteria so the system must be organised for this to take place effectively.
- **The system must also be able to produce outputted evidence**

After the system has been built it will be tested to see if all the criteria set has been met. Data will be inserted onto the system and I will see if there are any mistakes or errors made, if there is then I will try and improve the system. Those who are currently using the system will be asked to try the new method. They will tell me if they find it easier or harder than the one they are using now.

If the user makes any mistakes while typing in the information and the system is aware of them, a user friendly, informative message will appear to show them the mistake that has been made. This will completely minimise the number of mistakes made. The number of errors made will be extremely rare and noticeable.

Constraints on the current system

Outline for suggested system

The suggested system will be designed in Microsoft Access, which has a very simple common user interface, I will be designing the system so that M.r Ozdemir will be able to use the system as soon as its finished.

Outline Cost for suggested system

The new system will cost direct traveller £1,500 because of buying a new laptop and software.

Data Flow Diagram

On paper

General objectives of the new system.

There are many objectives that M.r Ozdemir would like in his new system and these are specified below.

- * M.r Ozdemir believes he wants an accurate system that will not make to many mistakes.
- *He would also like a system that has paper work this means that it is all stored and easily accessible.
- *Low risk of data being erased as it can be stored on various backups.
- *He wants a system that is very quick this is because customers are waiting on the line so to increase productivity he must have a quick system.
- *He would like a new system that enables him to notice anything he has missed out or anything he has made a mistake with.

Mr Ozdemir was very aware of the type of system he wanted and showed me some example of how he would like the layout etc and these will all be shown in the design stage.

He wants one page that enables him to take down customer details. On the next he would like a page which has hotel details like the number of rooms needed etc.

He would also like me to make him a database that enables him to transfer or make invoices this would save M.r Ozdemir time.

Data Dictionary

Data Stores

The data stored in the system is the holiday details and the invoices that contain the customer's details.

The systems booking sheets contains all flight details the destination, the hotel, the passengers of the flight the dates of the flight and the return date.

The customer must pay the first half of the holiday on the day of booking then 8 weeks before the of they fly they must pay the other half.

List attributes (Fields)

<u>Attributes</u>	<u>Description</u>	<u>Format (number of characters)</u>
Lead customer name	This is the forename and surname of the person booking the holiday.	20
Customer id	Every lead customer has a unique id to differentiate them from other customers,	15

Address	This is the address of the lead customers home this is where the details of the holiday would be sent for example the tickets.	80
Telephone numbers	The lead clients home and mobile telephone number will be needed this is so direct traveller can conduct them.	15
Time and Date of flight	Day and time they will be leaving	25
Return date and time	The date and time they will be returning	25
Amount paid	How much has been paid and the amount paid	8
Passengers 1-15	All passengers names	100
Title.	Mr/ Mrs	2
Hotel details	E.g. number of rooms etc	40
Board details	Whether the hotel is 5 star with bed and breakfast.	50

Description of data stores

Mr ozdemir currently stores all of his customer's details on booking form he then stores in a filing cabinet. He also stores information about the hotels, which he has in his brochure and their details. Then once he has phoned the handling agency and confirmed the place he produces the invoice and copies this and stores it in the customer's file, which is stored alphabetically. He then must stores the date of the customer's flight in a book and the date of which they must receive the next invoice stating their next pay.

A Description of where the data comes from and what is there destination.

There are many sources of where the data comes from and where they end up, this is all illustrated below.

*Hotel details.

Mr Ozdemir has seen all his hotels he is operating with personally so some of the information came from this but other additional information like the prices they charge and there boards are given to M.r Ozdemir like the one shown below.

A SCANNED COPY OF THE TABLE WILL BE PICTURED HERE.

***Customers.**

The information from the customers will be transferred to a booking sheet. Then this information will be sent verbally to the handling agency when direct traveller states the holiday specification.

***Flight information.**

All flight information will come from the handling agency which is stated when direct traveller rings them to see whether the information of the customer's holiday is available. If available, then they will state the flight date available.

***Invoices.**

These are all produced by direct traveller and will be sent to the customer, the handling agency, and copied and kept as reference for later.

***Letters.**

This is also produced by direct traveller and sent to the customers.