

Lucy Kitching  
TLA - 16447  
Candidate no - 2090

Edexcel GCSE ICT

Project 3

*Access*

## **Part 1 – IDENTIFY**

### **Statement of the problem**

Mrs Dickinson is a proud owner of 'Lucy's Estate Agents', what is a well-known Estate Agent all over Britain. Mrs Dickinson owns ten different 'Lucy's Estate Agents' plotted all over Britain. The business is a family business that has been up and running for about 6 years now. It has a good reputation to the public as it fits all of the public's needs. There is a variety of different customers starting with new home buyers going to business building buyers. Mrs Dickinson has set a target to achieve double as much customers as she has now for next year and in the companies total income have a 10% increase by next year. In order to achieve these targets Mrs Dickinson will have to find a solution to a large problem that she has recently had.

As said above Mrs Dickinson has a major problem with recording the information of properties, customers and viewings on a system for employees that work for Mrs Dickinson running the business. At the moment the employees record this information on paper what has recently got out of hand as there have been a lot more customers lately so they have lots of unorganised stacks of paper showing lots of information that they need for the future. The paper could easily get chucked away, lost, stolen and also if there's a building fire all the information can be destroyed and there will be no back up copies. Also another problem is that if a customer comes in with a query about a property or if the estate agents have a query about a customer then they have to search through stacks of paper to find the information about the property/customer. Sometimes the Estate agents have to say that they can't solve your query to customers because they cannot find the information, this then gives 'Lucy's Estate Agents' a bad reputation to the public. So she has contacted me to find a solution and fast!

### **Consideration of alternative solutions**

There are many solutions that we can take to solve the problem that Mrs Dickinson has. I have written three different options that can be taken to solve the problem:

1. A first option would be to simply buy cheap organising folders that are all kept in one room of the business building with labels showing where to go for what. Personally I believe that this solution wouldn't work as effective as a computer based system. I believe this is because it wouldn't be able to accomplish simple tasks such as arithmetic, print outs for customer use and many more. Also another negative factor of having a paper based design is that it can easily get torn, stolen, easily be lost, can't be clearly updated, the employees hand writing may not be readable for other users.
2. A second option could be that using a standard computer with windows 98 or XP and Microsoft office. Using Microsoft word processor Mrs Dickinson can insert all the data and save it on the computer hard drive and also on a disk in case of a virus, or being stolen etc. I won't be designing this system as I believe that this is a workable solution but again will not accomplish simple tasks that Mrs Dickinson will need in order to have an effective system running.
3. Thirdly the most effective solution would be to use database access, using a

standard computer with windows 98 or XP. Database access is an excellent option to take as it completes simple tasks such as query's, reports, tables, forms, macros and much more. This system is easy to work and won't need instructions. I will be designing the new system on database access as I do believe that it's the best of the three options and definitely has the potential to solve the major problem.

## **User requirements**

Mrs Dickinson has given me some requirements that the new system must have:

- The system must have the companies logo appearing on every page
- The system must use the companies colour scheme what is blue, white and orange
- The system must use the companies font what is used on our slogan what is 'Century Gothic'
- The system must be simple to use and easily understood
- If possible the system should be designed computer based
- The system should be protected in some way such as password protected so only authorised employees can get onto the system (this will then stop and hackers)
- The system must be able to produce varies printouts of my choice

## **Part 2 – ANALYSE**

### **Appropriate software and hardware**

There is three different software's that I will be using in order to complete my design of the new system being made for Mrs Dickinson. The most important software that I will be using is Microsoft Access and will be opening a blank database on to it. I have chosen to design the new system on Microsoft access because you can do everything on it that Mrs Dickinson requires, and is simple to use and not too expensive to buy. Also I will be using the software paint to edit and crop the company's logo in order to fit onto the Microsoft access switch board/forms. Also I will need to use a image manipulation software such as Jasc Paint shop what you can simply download from internet or disc packages can also be brought. This software will be appropriate as photographs of buildings being viewed will need to be cropped and edited and I believe that Jasc Paint Shop can do this very effectively.

Appropriate hardware that is going to be needed for this system to run effectively:

- A C.P.U of a Pentium P3 or greater with a minimum 240 MB of RAM.
- A monitor- that would have to be a minimum of 15" CRT, so the users, can see the system clearly so there will be less mistakes.
- A Keyboard- In order for the user to type in customer/property and viewings information and to be able to search, edit different customers/properties. With out a keyboard this system will be useless.
- An optical mouse- In order to click through the system as a 'switch board' will be the main system running on the database. I believe that an optical mouse would be best as it won't need to be regularly cleaned.
- A digital camera- The digital camera holds all the photographs of properties that need to be uploaded onto the computer so the estate agents have photos of the properties to show the customers.
- A printer- A printer is necessary as the system will be designed with different macros that print out information for the user that they may want to print.

### **Data required**

The information required in order to construct the forms that hold the information are:

- I will ask Mrs Dickinson for all the different photographs of properties that need to be included on the system. I can upload these pictures using the digital camera that she took the photographs with. I can simply do this by using a USB cable to plug into the computer.
- I will also ask Mrs Dickinson all the details that need to be put into the system for customers, properties and viewings. For example for customers you will need the details such as name, Customer I.D, address, price wanting to view etc.
- I will also have to ask Mrs Dickinson what different query's she usually gets asked about so I can add a variety of queries on my design for Mrs Dickinson.

## Data manipulation

I am going to design three different tables for the database and I am going to label these Customers, Properties and Viewings. I have designed what I am going to have in each field for each individual table. It shows this down below:

Customer- [Customer I.D (primary key), Surname, First name, D.O.B, Address 1, Address 2, Town, County, Telephone no., Mobile no., Email, Fax and Price wanting to view]

Properties- [Property I.D (Primary Key), Price, Area, Address, Type, Bedrooms, Garage, Garden, Bathrooms, Extras. Facilities, Central heating, Double glazing and Picture]

Viewings- [Customer I.D (Primary Key), Property I.D (Primary Key), Surname, Telephone no. and Date]

I am going to design three forms showing this information what I am going to put in my tables. I will be including the Companies logo and colour scheme in the form as said in the user required in section 1. It's easier to read off of the forms as there simple and clear to understand.

In order to produce a set of reports needed to run 'Lucy's Estate Agents' I am going to have to make a set of queries. I have asked Mrs Dickinson and she states the queries that are most often asked about from both customers and employees are:

For customers I am going to make query's to enter the- enter county, customer I.D, Customer surname, customer telephone number, First name, price wanting to view and type.

For properties I am going to make these queries:

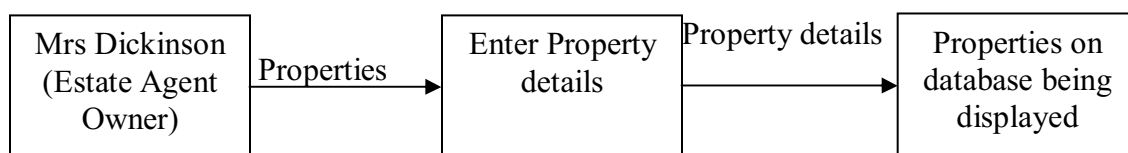
Enter the area, bathrooms, bedrooms, type and price.

I am going to design enter queries, I will do this by going onto new query and onto design view and I will design it by myself. I will also design some And/or queries as sometimes you might need two pieces of information to find out what you are looking for.

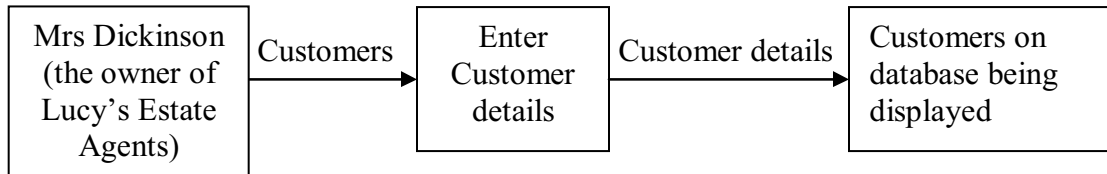
Once I have produced my queries I can design my reports. I can do this by using report wizard what runs through with you how to design your own report. The reports will show me information what I have designed the report and query to ask me. The user will have the option to print out any reports.

## Data flow

Data flow for the property table.



Data flow for the customer table:



## **Output**

The new system will work on a standard PC. The user of this system will see the data up on the screen. Reports can be seen on screen and the user would also have the option to print out any reports. The user can choose if they want any reports printed out or not. Also a projector would also be necessary for staff training although it is not essential.

## **Security**

To make the Microsoft access secured so no hackers or viruses from the computer can damage or steal the system I am going to make a list of security actions we can take so this can never occur:

- Each night once the company has finished one day's work then Mrs Dickinson or any member of staff can save the data on a floppy disk and put the floppy disk in a completely different building from the computer. This will be in case of a fire/flood or someone stealing the computer or the computer being damaged.
- Also I am going to design the system so there is a password to get into it that only company members will know. This will prevent hackers. I will make the password easy to remember, but also a variety of numbers and letters so it is hard for a hacker to guess the password. Also I will remind Mrs Dickinson to regularly change the password in case anybody starts to guess the password.

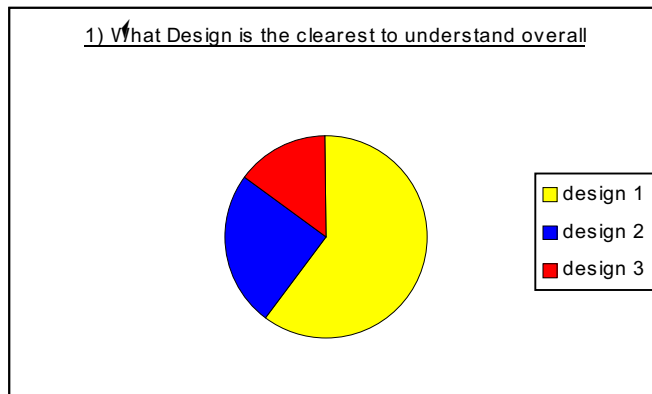
## Part 3 – DESIGN

### User feedback on initial designs

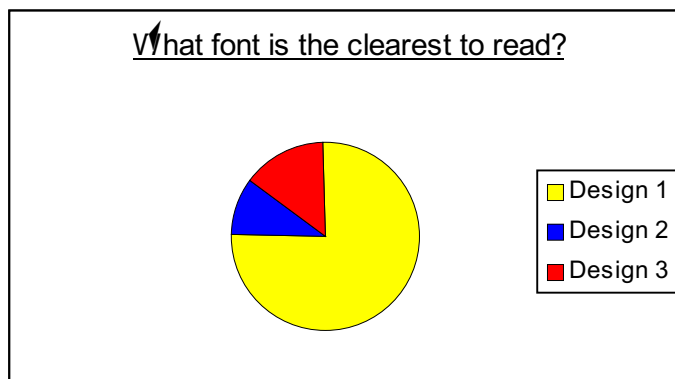
I have asked 20 students of my ICT class to see what design of the three are the best to use in an estate agent. I am going to be asking a variety of questions. The design that has the best outcome of results I will be using to design for the estate agents.

<u>Questions</u>	<u>Design 1</u>	<u>Design 2</u>	<u>Design 3</u>
1) What Design is the clearest to understand overall?	12	5	3
2) What font is the clearest to read?	15	2	3
3) What colour scheme is the most simple and not too over done and matches the companies colour scheme white, blue and orange?	8	7	5
4) Which buttons of all three of the designs are the best sizes?	10	2	8
5) What layout is the clearest to look at?	9	8	3

As the survey states Overall design 1 is the best design.

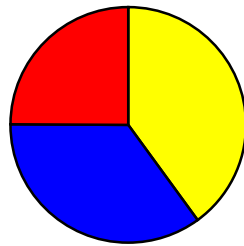


This pie chart shows that design 1 is the most clearest to understand overall. I believe this is because it is simple, not too over coloured and has simple shaped buttons what are square.



This pie chart shows that design 1 has the clearest font to read. I believe that it is the clearest Because it is a simple font What is named Century Gothic.

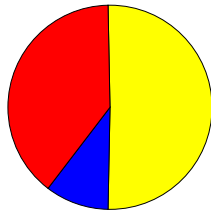
What colour scheme is the most simple and not too over done?



■ Design 1  
■ Design 2  
■ Design 3

This pie chart shows that design 1 has the simplest colours out of the three designs. I believe it to be because design one has two simple, basic colours what are orange and blue. It follows the exact colour scheme of Lucy's Estate Agents.

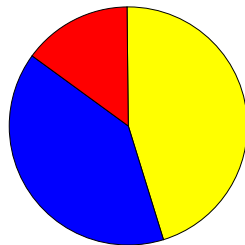
Which buttons of all three designs are the best sizes?



■ Design 1  
■ Design 2  
■ Design 3

This pie chart shows that design 1 has the best buttons. I believe this is because design 1 has reasonable sized buttons what are clear to see.

What design has the clearest layout?



■ Design 1  
■ Design 2  
■ Design 3

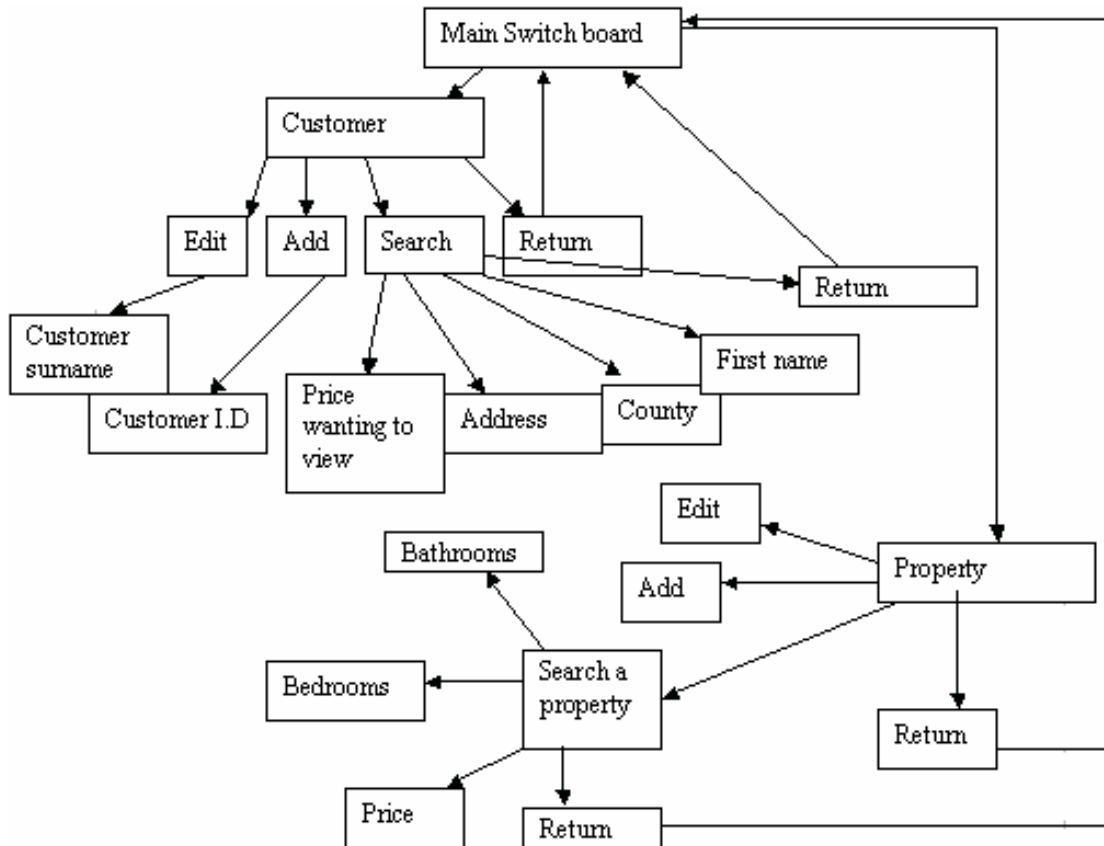
This pie chart shows that most people in my class believed that design 1 had the clearest layout. I believed that either design 1 or 2 had the clearest layout, as they were basic and simple.

Overall out of all three designs I believe that design 1 is the most appropriate to use in an estate agents. From the questions I asked the majority of people choose design 1 as the best of all questions. This shows that design 1 is the best and most appropriate. Look above at all pie charts and you will see this.



## Menu structure diagram

Data flow of switch board:



## Final designs - justification

## Test plan

Test	Purpose of test	Test method	Expected Result
1	Check Programme loads up	Double click on the Microsoft Access icon.	Microsoft Access loads up.
2	See if file opens	Click on the open icon on the top toolbar (It is a yellow folder) and see if your work is saved on there by browsing through then double click it to open once you have found it.	File loads up.
3	Save function	Click on the save icon on the top toolbar to save your work.	Work saves on Microsoft Access.
4	Check if buttons work.	Follow through switchboard to see if all buttons are going to the correct places.	The buttons take you to the correct place.
5	Check there is a logo of the company on each new page.	Browse through every page of the switchboard to and see if there are logos on each page.	There is a logo on each page.
6	Check there is a password protecting the database.	Open Microsoft Access and open the file.	Once the file is opened on Microsoft Access before being able to access the database a window appears asking you to type in password.
7	Test the customer and property buttons on the main switchboard page.	Click on the property/ customer buttons.	A new page will appear showing different options to load up.
8	Check that all queries work.	Double click on queries and select a query. There should be a selection to choose from in the customer and property queries. Double click a query.	A new window will load up asking you a question, answer the question with an appropriate answer and it should come up with a number of properties/ customers you are looking for.
9	Check that all reports work.	Double click on reports and select a report from the list and a new window will appear asking a variety of questions, answer the questions that appear.	A report will appear.

## Part 4 - IMPLEMENT

### Finished design

My finished design was a database that was many pages long. It is clear and easy to follow for Mrs Dickinson and staff to use. The final design flowed well and worked excellent. Each page flowed easily having a return button and each button was labelled clear. Each page includes a logo with the companies' name written by it. The design fits all of Mrs Dickinson's needs and will hold so much detail of customers, properties and viewings. It is password protected and has a password that all users can remember. It matches the company's colour scheme and looks very well organised. Below you can see the final design in more detail.

### My designs

#### Here is a print screen of entering the database password



Here I have print screen of when I opened my database it come up with a new window to enter a password. This is for security purposes, so no hackers can get on to the database. The password consists of a variety of numbers and letters so it's difficult for a hacker to guess the password and is also easy for the users to remember.

#### Here is a print screen of what happens when the incorrect password is entered



By single clicking O.K this will allow the user to try and type in the password again.

Here is a print screen of the main page:

Here is the company's logo. It is big and clear and is on every page of the switchboard.

Here is the companies name in large, clear, bold writing.

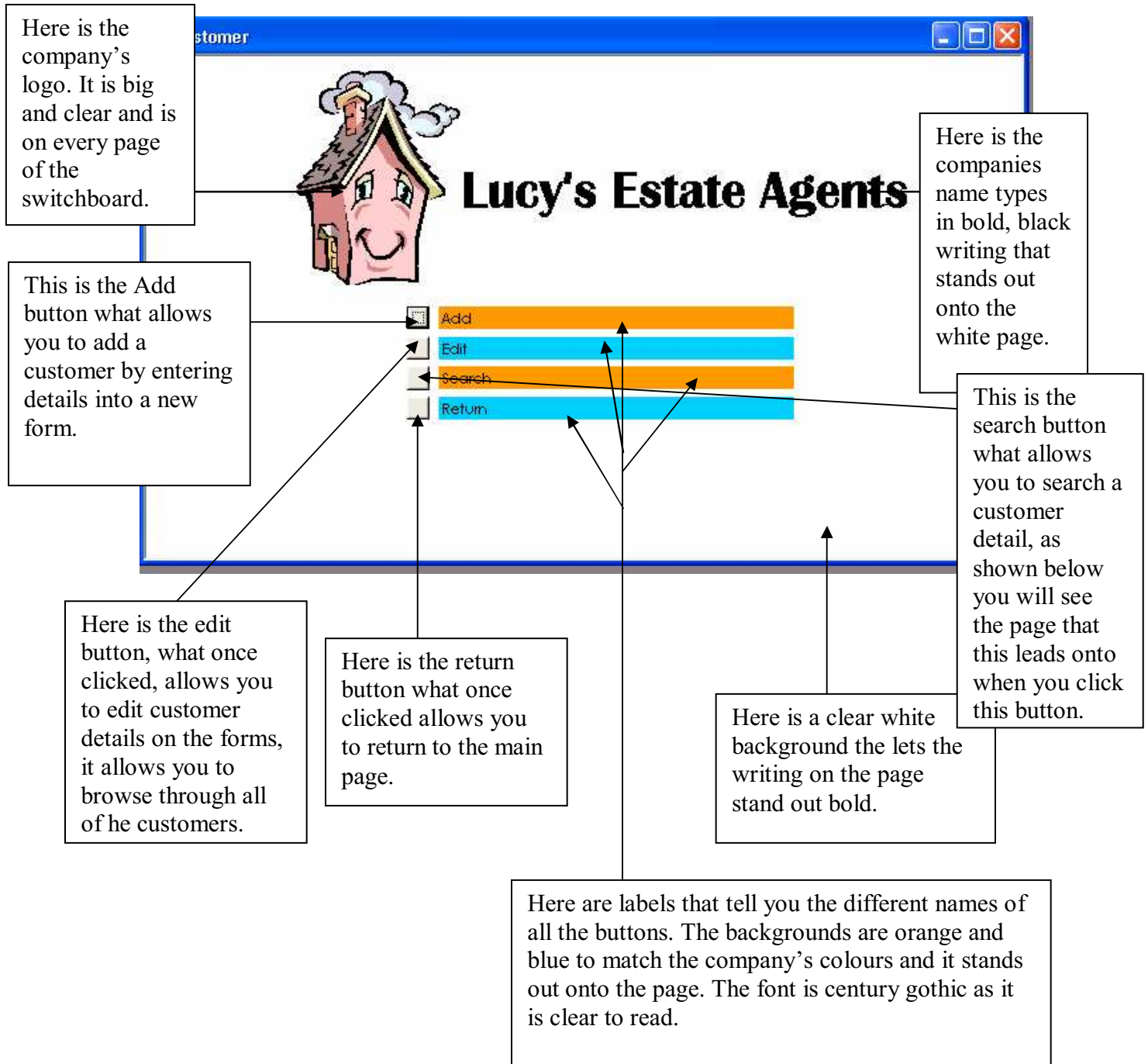
Buttons what are sized well, as in my survey design 1 has the best-sized buttons so I used the size from design 1. I left the colour of them grey as it's simple and easy to see.

Plain white background, what is simple and makes other items on the page stand out.

Here tells the user what the button is, the button is called Customer, so this tells the user that it goes onto a different page with information about the customers. I have highlighted the text orange as it is clear and bold and mixes well with the colour blue and fits in with the companies' colour scheme. It is written in the font 'Century Gothic', as its clear, and the font is size 12 as it is readable and clear.

Here tells the user what the button is, the button is called Property, so this tells the user that it goes onto a different page with information about the properties. I have highlighted it blue so it's clear to see, and it is complementary colour with orange so they mix well together and this colour also fits the colour scheme. The font is century gothic and size 12 as it is clear to read.

Here is a print screen of the customer page:



**Here is a print screen of the customer add page:**

Here is a label of the auto number box beside it. It has been typed in black Century Gothic font as its clear, and simple to read. The background colour is a light blue to fit the colour scheme set out of the page.

Here is the company logo what appears on every page of the switchboard.

This is the company's name what is also printed out on every page of the switchboard. It is bold and clear for the user.

This field is formatted as currency; this means that only currency can be typed into this field.

This box allows you to add a date of birth of the customer. This field has been set to date/time.

This field is a combo box of text and look up wizard. It is combo as you can type in the field a different county, or you may choose a county from the list provided.

I have put the background colour white as it matches the colour scheme throughout the whole switchboard. The items upon the background also stand out on a white background.

This is an auto number box; a number would automatically be dedicated to this specific page when details have been entered into the other fields. No other page would have this number. This is also the primary key, what is the number of the page what is different from every other page. This field also holds the relationship of this page to the customer I.D of viewings.


The boxes labelled Surname, First name, Address 1, Address 2, Town, Fax, and Telephone no, Email and mobile number all have the display control of text.

**This is a screen shot of the customer edit page:**

Here is the company logo what appears on every page of the switchboard.

This is the companies' name what is also printed out on every page of the switchboard. It is bold and clear for the user.

**Customer**

 **Lucy's Estate Agents**

Customer ID:	1	Price wanting to view:	£1,300,000.00
Surname	Pacey	Fax	(01125) 454542
First name	Lisa	Telephone no	(01206) 531869
DOB	22/08/1989	Email	pacey@hotmail.co
Address 1	25 siena mews	mobile number	07756666458
Address 2	mountbattan drive		
Town	colchester		
County	Essex		

Record: 1 of 18

This arrow below allows the user to browse through the different customers to find the customer they are looking for.

I have put the background colour white as it matches the colour scheme throughout the whole switchboard. The items upon the background also stand out on a white background.

This page allows the user to add in details of the customer. For example if a customer moved house then there address would change. It easy and simple to then edit the address.



**This is a screen shot of the Customer search page**

Here is the company logo what appears on every page of the switchboard.

This is the companies' name what is also printed out on every page of the switchboard. It is bold and clear for the user.

Customer Search

 **Lucy's Estate Agents**

- 
- 
- 
- 
- 
- 
- 

This button allows the user to return back to main switchboard page.

Here is a button that allows the user to search for a customer by typing in their surname in the new window that appears. You can do this by single clicking the button and a new window will appear asking you to type in the surname. Look below and you will see the new window that appears.

I have put the background colour white as it matches the colour scheme throughout the whole switchboard. The items upon the background also stand out on a white background.

As stated in the above text box, this is also what happens once any of the other buttons are single clicked.



Here is a screen shot of the new window that appears once the user double clicks on the customer surname search button.



Here you insert a customer's surname that already has its details on the database.

By single clicking cancel would just close down this window.

By single clicking OK will open a new report showing the details of that customer. If the surname is incorrect then a blank report will appear.

Here is a print screen of the report that appears after typing in a surname

Here is the company logo what appears on every page of the switchboard.

Here is the companies name printed across the top of the page. It is printed on every page of the database. It is bold and clear to read.

This is a label of the report that shows the user what search report he/she is looking at. It is a bold font that is orange so it matches the colour scheme of the switchboard.

This report is read-only.



Customer ID	12
Surname	Kitching
Town	Colchester
County	Essex
Telephone no	(01206) 556682
Price wanting to vi	
Address 1	1255 Cairns road

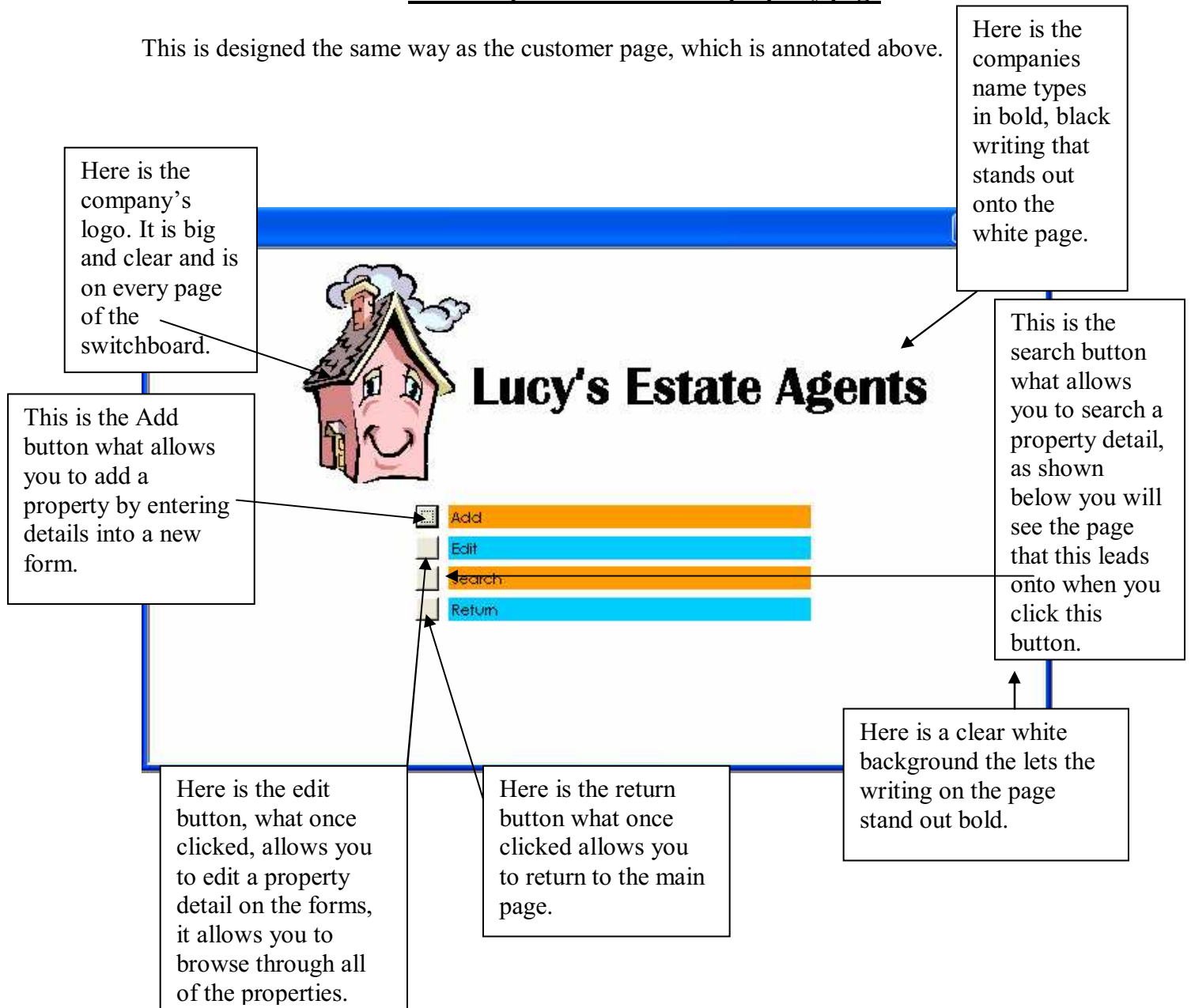
The background is white so it's easy for the user to look upon the page at the details.

At the bottom of the report the date has automatically been put there. This is for the users purposes.

Above shows what happens Once the user single clicks on the customer search button for the customer surname. It comes up with a query asking what the customer surname is then a read-only report appears telling you the details of that customer. By clicking on any of the other options would do the exact same as above, except with the different information that needs to be typed in. Some of the buttons e.g. the 'county' search button comes up with two different queries to allow the user to be more accurate with their search. It comes up with a new window asking the user to, 'enter county' and after that has been entered, 'enter town'. If the information queried applies to two or more customers then a report will appear showing 3 different customers details on each page.

### Here is a print screen of then property page

This is designed the same way as the customer page, which is annotated above.



## Here is a print screen of property add page

This page allows the user to add property details of a new house that is up for sale.

This box is formatted currency. So this means that only currency can be entered into the box.

Here is the company logo what appears on every page of the switchboard.

This is the companies' name what is also printed out on every page of the switchboard. It is bold and clear for the user.

The background is white so it's easy for the user to look upon the page at the details.

This is displayed as a combo box; this allows you to choose a type of house by using the drop down menu of types of houses. You also may type in a type of house that is not been listed. The list that is listed on this form is "Detached, Semi-detached, bungalow, flat, apartment, attached and terrace.

The screenshot shows a Microsoft Access form titled "Lucy's Estate Agents". The form is in "Form View" and contains the following fields and controls:

- Property ID:** (AutoNumber) - A text box with a small arrow icon, indicating it's a primary key.
- Area:** A text box.
- Type:** A dropdown menu.
- Price:** A text box displaying "£0.00", indicating it's formatted as currency.
- Address:** A text box.
- Bedrooms:** A text box displaying "0", indicating it's formatted as a number.
- Bathrooms:** A text box displaying "0", indicating it's formatted as a number.
- Garden:** A text box.
- Facilities:** A text box.
- Extras:** A text box.
- Double glazing:** A checkbox.
- Central heating:** A checkbox.
- garage:** A checkbox.
- picture:** A picture box for uploading a photograph.

The form is displayed within the Microsoft Access application window, which has a menu bar (File, Edit, View, Insert, Format, Records, Tools, Window, Help) and a toolbar. The Windows taskbar at the bottom shows the Start button and several open applications, including "access latest cw - Mic..." and "3 Microsoft Access f...".

The boxes that include area, address, garden, facilities and extras are all text boxes. Text boxes simply let the user type in letters and numbers.

These two boxes are formatted number. So only numbers can be inputted here.

Here is a picture box what allows the user to upload a photograph of the property from a file. It is a data type of OLE object.

This is an auto number box; a number would automatically be dedicated to this specific page when details have been entered into the other fields. No other page would have this number. This is also the primary key, what is the number of the page what is different from every other page. This field also holds the relationship of this page to the Property I.D of viewings.

The Double Glazing, Central Heating and Garage data type is formatted yes/no. The display control, as shown above, is a check box. All the user has to do is click in the box if the property does have a garage, central heating or double-glazing as it ticks the box, and if the property doesn't the user can just Leave the check box as it is.

## Here is a print screen of the property edit page

Here is the companies' logo, large and clear upon the page.

This is the companies' name what is also printed out on every page of the switchboard. It is bold and clear for the user.

The user cannot edit the property I.D as it is an auto-number so is the only number that makes this page different from any other page of the switchboard.

property

# Lucy's Estate Agents

Property ID: 1

Area: Eastbourne, sussex

Type: flat

Price: £144,950.00

Address: Flat 22, St Aidans Cou

Bedrooms: 1

Bathrooms: 1

Garden: no garden

picture: 

Double glazing ☒

Central heating ☐

garage ☐

Extras: sea side area,

Facilities: local beach a

Record: 1 of 11

Form View

This arrow below allows the user to browse through the different properties to find the property they want to edit.

The background is white so it's easy for the user to look upon the page at the details.

If a property has had extra work done to it so there's more information to be edited on the property this page allows the user to do so, or if the property has been sold or not with this company anymore it may be deleted.

**Here is a print screen of the property search page**

Here is the companies' logo, large and clear upon the page.

This is the companies' name what is also printed out on every page of the switchboard. It is bold and clear for the user.

Here is a button that allows the user to search for a property by typing in the amount of bathrooms it has in the new window that appears. You can do this by single clicking the button and a new window will appear asking you to type in the number of bathrooms. Look below and you will see the new window that appears.

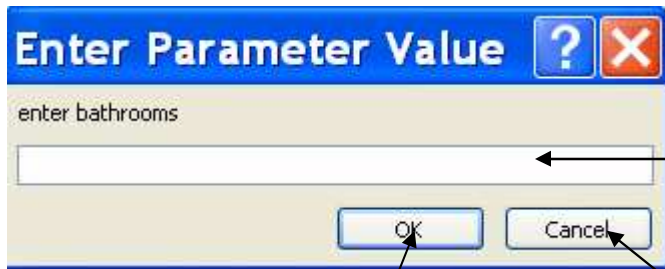
As stated in the above textbox, this is also what happens when any of the three options are single clicked.

Here is the return button what once clicked allows you to return to the main page.

The background is white so it's easy for the user to look upon the page at the details.



**Here is a screen shot of the new window that appears once the user single clicks on the bathrooms search button.**



The screenshot shows a standard Windows-style dialog box titled "Enter Parameter Value". It has a blue title bar with a question mark icon and a red close button. The main area is light beige and contains a text input field with the placeholder text "enter bathrooms". Below the input field are two buttons: "OK" and "Cancel".

Here the user must type in a number of bathrooms that the property they are searching for have.

By single clicking OK will open a new report showing the details of that property. If the surname is incorrect then a blank report will appear.

By single clicking cancel would just close down this window.



Here is a print screen of the report the appears once the user has entered in details of 2  
bathrooms

Here is the companies' logo,  
large and clear upon the  
page.

This is the companies' name  
what is also printed out on  
every page of the switchboard.  
It is bold and clear for the user.

'Bathrooms' is written in a bold,  
orange text to be clear and to match  
the company's colour scheme.



**Lucy's Estate Agents**

**bathrooms**

Property ID	<input type="text" value="2"/>
Price	<input type="text" value="£119,995.00"/>
Area	<input type="text" value="Kent, Weavers Way, Dover"/>
Type	<input type="text" value="Terrace"/>
Bedrooms	<input type="text" value="2"/>
Bathrooms	<input type="text" value="2"/>
Extras	<input type="text"/>

picture



This is the  
date of the  
report when  
it was made,  
this report  
automatically  
gets dated.

16 February 2007

Page 1 of 8

1

By single clicking this arrow, it will  
allow you to look through the pages  
that fit the property that you are  
looking for that have 2 bathrooms.

This report is  
read-only.

This tells the user how  
many pages of details  
there are.

## Test results

Test	Purpose of Test	Expected Test Result	Actual Test Result
1	Check Programme loads up.	Microsoft Access loads up.	Microsoft Access loaded up every time it was double clicked on.
2	See if file opens	File loads up.	The file loaded up.
3	Save function works	Work saves on Microsoft Access.	My work saved onto Microsoft Access.
4	Check if buttons work.	The buttons take you to the correct place.	The buttons on all pages took me to the correct pages.
5	Check there is a logo of the company on each new page.	There is a logo on each page.	The company's logo is on every page.
6	Check there is a password protecting the database.	Once the file is opened on Microsoft Access before being able to access the database a window appears asking you to type in password.	A new window appeared asking me to enter a password.
7	Test the customer and property buttons on the main switchboard page.	A new page will appear showing different options to load up.	A new page appeared giving me different options to load up.
8	Check that all queries work.	A new window will load up asking you a question, answer the question with an appropriate answer and it should come up with a number of properties/ customers you are looking for.	A new window asked me a question, I answered with a correct answer and it come up with a selection of properties and customers I was looking for.
9	Check that all reports work.	A report will appear.	A report appeared.



## **Part 5 - EVALUATE**

### **Evaluation of initial objectives**

In section 1 there was a number of requirements that Mrs Dickinson gave me to make sure that the new system had. Now I will be discussing how I acted upon these requirements and made sure that they have been included in the new system.

Objective 1- The system must have the companies' logo appearing on every page.

On the system there is the companies' logo on every page. Up above on the annotations you will see this. They have been put at the top of every page so it's easily seen by everyone.

Objective 2- The system must use the companies colour scheme what is blue, white and orange.

The system uses the company colour scheme on every page. Every page has a white background, and blue and orange boxes or writing. You can see this on the above annotations of the database. Also earlier on I carried out a survey that asked this question, 'What colour scheme is the most simple and not too over done and matches the companies colour scheme white, blue and orange?' As stated above in the survey design 1 has matched this and I used design 1 in my final design.

Objective 3- The system must use the company font what is used on our slogan what is 'Century Gothic'.

The font 'Century Gothic' is used through out the database; You can see this in the above annotations. In the above survey I carried out I asked this question 'What font is the clearest to read?'. Design 1 has the clearest font what was 'Century Gothic' sized 11 what I have used on the system.

Objective 4- The system must be simple to use and easily understood.

The database is easily to follow through. Every button is labelled; there is a return button on every page. No instructions would be needed in how to use the database as it is that simple.

Objective 5- If possible the system should be designed computer based.

The system is computer based as shown in the annotations and I felt it was necessary to be computer based as it fitted all the needs for the company. All the solutions were considered in section 1 under Consideration of alternative solutions.

Objective 6- The system should be protected in some way such as password protected so only authorised employees can get onto the system (this will then stop and hackers).

The system is protected by a password. As shown I have annotated a print screen of when the user has to enter the password. The password has been made with a variety of numbers and letters so it's difficult for hackers to guess but it is also easy for users to remember.

Objective 7- The system must be able to produce varies printouts of my choice.

If at any point in the new system the user would want to print a page all they have to do is click print at the top of the page.

## User Feedback on solution



## **Lucy's Estate Agents**

Email Address: [www.Lucy'sEstateAgents.co.uk](http://www.Lucy'sEstateAgents.co.uk)

Telephone No.: 01206 584965

Manager: Mrs Dickinson

Dear Lucy Kitching,

I am writing to you to congratulate you on the superb database system you designed for the Lucy's Estate Agents company. We are very grateful for the effort you have put into the new system. We are willing to give you an award and a bonus payment for your excellent effort. We have discussed as a company and would like to tell you what you can do to improve and what the best qualities of the database are.

We would like to start off by giving you a list of improvements that could be made to the database that would make it a better quality.

- Firstly we believe that have a print here button on each page would be an excellent feature to have and it would make the system itself so much simple and would be easier to follow.
- Secondly we also believe that having a larger text would be more helpful as we do have staff that have problems with seeing small text. Also some staff have problems constantly using a computer at work and would prefer to have larger text to help there eyes from straining.
- Lastly we believe that the buttons could be larger so its easier to just click through the database.

Except from a few improvements that could be made overall we believe that the database is fantastic. There are lots of great features that have made this database a great success. Down below we have listed a few favourite qualities of the database.

- We believe that the colour scheme is excellent as is matches our companies colour scheme exactly.
- We also believe that the forms layout is great and fits onto a page well. We do not have to scroll down or up to get to what we want.
- Lastly personally I believe that the queries that are asked are just what we need. We will be able to find a customer/property very fast.

We would like to thank you so much for the effort you have put into the database, we are so pleased and would like you to design future plans for us. This has solved our problem, Once again thank you.

Yours Sincerely The Lucy's Estate Agents Company



Mrs Dickinson

### **Further ideas for improvements**

There are many factors that could be further improved with this database. I will be listing them down below.

- Firstly I believe that by putting a print macro on every page would be easier for Mrs Dickinson and staff to print off reports.
- Also I believe a great improvement would be to make the text larger on reports and forms so it makes the users work a lot easier.
- Lastly I believe that a wider range of queries should be on the database to make Mrs Dickinson's work a lot easier.

I cannot think of any more major improvements that can be made to this database. I have put a lot of effort into the new system and hopefully Mrs Dickinson uses my design.