

## Criterion A: Initial investigation

### Summary of the problem

Maria Concepcion Alas (client), has an office which provides consulting, auditing, accounting and other services. Currently, her system relies on scheduling the appointments she has with her clients in a paper based agenda. Her agenda is relatively small for the information she needs to remember about her clients and only contains the days up to the end of 2012, it doesn't go as far as 2013 or more.

Her agenda contains the appointments she has with her clients organized in dates and their contact information (of the clients) is limited to only a few lines when she needs to take note of their telephone, first & last name, workplace, etc. She has a lot of trouble keeping the agenda tidy and organized and she can't afford to lose it trying to keep everything pretty. Furthermore, in the past there has been a case that she has lost part of the information in the agenda because the pages have fallen off while she was walking from her office to her client's location. The current problem is the fact that she relies on the old-fashioned way of scheduling events, which give her a lot of problems. She needs a program which gives her the ability to control the appointments with the clients, this would give her the ability to help them with agility, and at the same time take a look at any necessary extra details she'll need.

**Word count: 236**