

Criterion B: Analysis

Proposed solution:

My client and I considered the following solutions:

1. Creating a database which stores all of the information about her clients.
2. Cover her desk with post-it with the necessary information.
3. Use the word processor in her cellphone to take notes.
4. Ask her clients to fill in a paper with their information.

Requirement specification

Option 1 – Creating a database.

IT system requirements

- Hardware – A PC with at least 1gb of RAM, 1.6 GHz of processor speed and a flash disk with 4GB of capacity to back up the whole database.
- Software – Microsoft Office (Access) 2010, Photo editing software such as Adobe Photoshop & Windows XP would be the minimum requirements for Microsoft Office 2010.

System interaction

- The database must be created in Microsoft Access 2010 format to be compatible with her version of Microsoft Office which she has at her office and uses regularly.
- I'll take the responsibility to input some sample records so that she can get an idea on how to do it.
- Mrs. Alas will input the rest of the records into the database, based on her paper based database.

Input/output requirements

Input requirements

- The information about her clients in a paper or book with their contact details (Name, workplace, payment type, etc.), it will come from her appointments schedule.
- Image files in jpeg format about her business as thumbnails.
- Payment type details: with enough information to sort the clients by their payment type.
- An appointment schedule with the dates she will see her clients & the due date of their payment.

Output requirements

- A list with all of the contact information about her clients.
- A schedule which asks for comments after meeting with a client.
- A complete schedule with all of her appointments.
- A list with all of the payments, type of payments and day due.

Processing

- A graphical menu which will be used to access the form that she will need.
- A graphical form which would be used instead of the default Microsoft Access one.

Security

- As the database will contain contact information about important clients with their address it would be needed to be protected against unauthorized access by using a password.
- Some way to back up the database weekly so that the information isn't completely lost.

Specific performance criteria

- a) A way to enable a backup of the database must be available for her to easily use.
- b) A graphical menu which is easy to use and read must be included at the start of the database, which leads her to the different forms by using hyperlinks.
- c) The data inside the database must be secure against unauthorized access by using a password when trying to change it.
- d) The data being input must be validated to ensure that no wrong data is inside the database.
- e) The lists and schedule under the 'Output' mentioned above must be available to her.
- f) A readable font (size and type) must be used in order for her to easily be able to read everything inside the database.

Justification of chosen solution

A database would be the best solution to my mom's problem, keeping in mind it answers all of the problems that she stated. The queries inside the database will enable Mrs. Alas the ability to search all of her clients at once by having specific criteria.

I considered continuing with the post its idea, but then I thought about it and realized that wouldn't be efficient and practical. The only way she would see the post it, would be by going into her office, not to mention that they could get lost with all of the papers she has in there as well.

Asking her clients to fill in a sheet of information would be pointless as she already has most of their contact information in her agenda.

Using the word processor in her cellphone to take notes about when her meetings are, and store all of the contact details about her clients wouldn't really work out, because a word processor lacks the ability to search records by specific criteria.

Therefore a database would be the best solution in this case, as it addresses each problem that she mentioned before and also has the ability to separate and organize her clients in a way that's not only easy to her, but also user-friendly.

When it comes to software, the best option I found by comparing it against other databases was Microsoft Access. Using LibreOffice was also a starter idea, but even though it comes with a lot of features that compete against Microsoft Access and even some that make it simpler, my mom (Mrs. Alas) doesn't have any actual experience using LibreOffice, while on the other hand she has used access before, so getting used to it wouldn't be as hard as it would by using a new program.

Word Count: 299