

**CC6101**

Please **READ** and **CONSIDER** the attached case study in preparation for the exam.

You should **NOT**, however, bring this sheet into the exam - you will be given another copy as part of your exam paper.

## **CC6101 RESIT EXAM 2013-2014 CASE STUDY**

### **Sports Centre Membership and Booking System**

A Group of Sports Centres (with four branches around London) offers facilities for a range of activities – tennis, badminton, squash, gym, etc. The firm requires a new, computerised system to handle membership and booking.

#### *Current Membership System*

A member joins by completing an application form and sending it with the subscription fee to the Membership Secretary at their local centre.

Each year, each member renews his/her membership by paying the annual subscription when requested by the Finance Officer. (The subscription becomes due on 1 January each year - when the new subscription rate is set for that year).

A member leaves by notifying the Membership Secretary or his/her membership may lapse if he/she does not pay the subscription within three months of the due date.

#### *Current Booking System*

Members may book a sports facility (such as a tennis court, badminton court or a place in the gym) up to a week ahead by speaking to the Booking Secretary. Each booking is for half an hour (each booking slot starts on the half hour) and members may book more than one slot at a time.

Members are expected to arrive to take up a booking 10 minutes before their session starts.

Members sometimes cancel a booking.

The club would like a new computerised system to be developed.

Each Centre has a Centre Manager, Membership Secretary and Booking Secretary. Each have separate offices at the sports centre and all need access to the computer system to input data and to produce reports. The Chief Executive of the firm and the Finance Officer are based at the Head Office.

A team of two analyst-programmers will develop the system and users are available for consultation as required.

Initial discussions have shown what tasks the expected users would like the new system to support.

The Membership Secretaries would like to be able to:

- S1 store contact details of people who make inquiries about membership.
- S2 store registration details of new members
- S3 have a website for publicity
- S4 allow new members to be able to register on-line over the internet.

The Finance Officer would like to be able to:

- F1 record subscription payments
- F2 send out subscription reminders automatically
- F3 produce a report of members who are more than one-month overdue with their subscription

The Booking Secretaries would like to be able to:

- B1 look up members' contact details;
- B2 answer inquiries from members about the availability of sports facilities;
- B3 make bookings for members;
- B4 record members' arrival to take up a court booking;
- B5 produce a report showing the number of bookings for each sports facility each month

The Centre Managers would like to be able to:

- M1 produce a report showing the number of new members each month
- M2 produce a report showing the revenue for their Centre each month

The Chief Executive would like to be able to

- E1 produce a report showing the revenue for the whole company each month

Further discussion with the club officials indicates the relative importance of each function.

*Essential:*

B1 B2 B3 E1 F1 M2 S2

*Important:*

B4 F2 F3 M1

*Fairly Important:*

B5 S3 S4

*Useful if it can be done within the budget and timescale:*

S1

The system should be completed as soon as possible – but in any event should go live within six months.