

## CC7169 RESIT EXAM 2013-2014 CASE STUDY

A training company runs a range of courses in computing, business studies and law.

The business occupies a large building in London and all training courses take place there. The three departments (Computing, Business Studies and Law) occupy separate floors in the building (first, second and third floors) and senior management and central administration departments (Sales, Finance, Personnel) occupy the ground floor.

Currently, all inquiries are handled by the Sales Department. People who wish to take a course usually telephone the Sales Department and discuss possible suitable courses. The clerical officers in the Sales Department look at the course list and if there is a suitable course, they send the applicant the relevant course leaflets and an enrolment form.

A trainee (student) enrolls by completing the enrolment form and sending it with the fee to the Sales Department. Staff in the Sales Department put the enrolment form in a filing cabinet, send the new trainee a timetable for their course and send the payment to the Finance Department.

All course details are kept in a filing cabinet in the Sales Department. If there are changes (e.g. a new course), then the paper record is changed and put back in the cabinet.

When a trainee completes a course, the teacher will fill out a form which will be stored in a filing cabinet in the subject department office; this will hold the results of the trainee's tests. A certificate will be awarded if the trainee is successful.

The company would like a new computerised system to be developed for publicity and to assist with administration of trainee records.

The publicity facility should be working within two months. The rest of the system should be completed as soon as possible – but in any event should go live within eight months.

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

Sales staff would like to be able to:

- S1. store contact details of people who make inquiries.
- S2. store enrolment details of new trainees
- S3. have a website for publicity and information
- S4. have a database of courses as a reference for staff in the office
- S5. allow trainees to be able to enrol on-line over the internet.

Teachers would like to be able to:

- T1. look up names of trainees
- T2. store exam results
- T3. allow trainees to look up their results on-line over the internet

Departmental Secretaries would like to be able to:

- D1. look up trainees' contact details
- D2. answer inquiries from trainees about their results;
- D3. produce printed certificates for trainees;
- D4. answer inquiries from trainees about extra courses they could take

Management would like to be able to:

- M1. obtain reports showing the number of trainees enrolled on each course in a particular month;

Further discussion with management indicates the relative importance of the facilities required.

*Essential:*

S1, S2, S3, S4, D1, D4

*Important:*

T1, T2, D2, D3

*Fairly Important:*

M1

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

S5, T3