**Question one**

**Justification:**

The proposed project is going to solve major problems in Laggard such as faster processing of customers request thus ensuring timely and accurate response on their request. Sales orders that are correct are processed while those with issues on their credit this system generates an error report to the customers. Flow of events are going to be efficient in the organization.

**Product scope description:**

The project operation procedure will involve record of sales orders by the telephone operator’s team from customers. They then encode the orders and sends them to the keypunch department for further encoding. Later at night shift batch jobs are run to read orders present and counter check if a customer meets the sales basing on the credits. Customers who merit are printed on a list while those who don’t are given an error notification by the system.

**Acceptance criteria:**

For this project to be implemented users must be well trained on how to use the system. With time the hardware must also be changed to realize full functionalities of the system in terms of response time, reliability and availability. Computers must be networked and configured to accept public key encryption algorithm.

**Deliverables:**

The major objectives of the project include:

1. To automatically receive and process customers’ orders at real time.
2. To improve the general flow of events in Laggard.
3. To bring about project redesign principle in terms of employee motivation due to boredom from the old system.

**Constraints:**

Since Laggard has never been aggressive in applying information technology in their organizational process such changes may be perceived negatively by the employees. In addition the management may view this as an unnecessary costs in their budget since they have operated for long without it.

**Assumptions**

The project will assume that all the employees have basic knowledge of management systems and this project will have less difficulty in implementing.

**Question Three “as-is” data flow context diagram**

Inventory Department

Order Department

Sales Department

Document As- Is process and improvement opportunities

Analyze and evaluate

Focus group mapping

Select appropriate technique

Scope Plan and schedule Resources

Select specific process

External Entities Processes Data stores

**B**

Inventory

Customer

Transactions

Obtain Goods

Process Order

Issued with receipt

Customer

**A**

E **D C**

**G**

**H F I**

**KEY**

1. Here a customer who is an external stakeholder orders for goods in Laggard, Inc.
2. The proposed system checks on the customer database and inventory if the requested product is present
3. Here the system then checks customer’s eligibility basing on the credits he has.
4. If he has no credit the order is processed.
5. Goods are issued.
6. A receipt is also issued to confirm transaction
7. Goods are delivered to the customer
8. Goods with receipt are delivered
9. Transaction is saved in the system for future references.

**References**

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* Šilingas, D., & Butleris, R. (2015). Towards implementing a framework for modeling software requirements in MagicDraw UML. Information Technology and Control, 38(2).
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