



SCHOOL OF COMPUTING
SEMESTER 1, 2020/2021

SECD2613-07 ANALISIS DAN REKABENTUK SISTEM
(SYSTEM ANALYSIS AND DESIGN)

PROJECT PROPOSAL
E-Commerce Management System

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SUBMITTED TO:

Dr. Muhammad Iqbal Tariq bin Idris

SECTION: 07

GROUP NAME: TECH-HUB

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1.0 Introduction

As a team, we were given a project to create an existing system based on the methods taught in our course. So, in order to create an upgrade, we decided to build an ecommerce platform for our client. Our aim was to design a computerized and user-friendly system for our client and his business. We have tried to design a system that can make his whole business more organized. For this project, we first need to find out all the problems our client is facing in his current system. After that we can try finding proper solutions to solve the problems. We observed how they are conducting their business. Next, we shall put a feedback option in our system for the users where we shall focus on the negative reviews and comments so, we can improve the system in the future.

2.0 Background Study

Sports House is a wholesaler, retailer and importer brand shop, located in Dhaka, Bangladesh. They have 7 more outlets around the city. Sports House is a store that offers all kinds of gym and sports products. They encountered issues with customer handling, product sales, order details, payment information, order transaction details and warranty details. The records are first stored in a written paper for the present system, then a computer operator keys the data into the computer using a general-purpose computer program such as Microsoft Excel. Hence, that the data is not fully functional as sometimes the company owner or the staff need to record the data again.

3.0 Issues

1. It takes more time to tabulate the customer data and report manually.
2. They are facing problems managing the customers records when needed.
3. Based on the current system they find the products hard to search, report or keeping tracks.
4. As they have 7 outlets the owner is facing problems keeping the stock records of each of the stores.
5. Employees are facing problems with keeping track of the products whether they are in stock or out of stock.
6. They are facing problems with the delivery tracking services.

4.0 Object

1. Design an online checkout system to make the service smoother for the shop owner and employees.
2. Make an online platform for the user to enable home delivery and online purchases.
3. Build up an online tracking system for delivery purpose.
4. A system for customer feedback and complaints.
5. To have the product's computerized inventory list in each store.
6. Design a payment gateway for the online orders so, the customer can pay online or cash on delivery.

5.0 Requirements

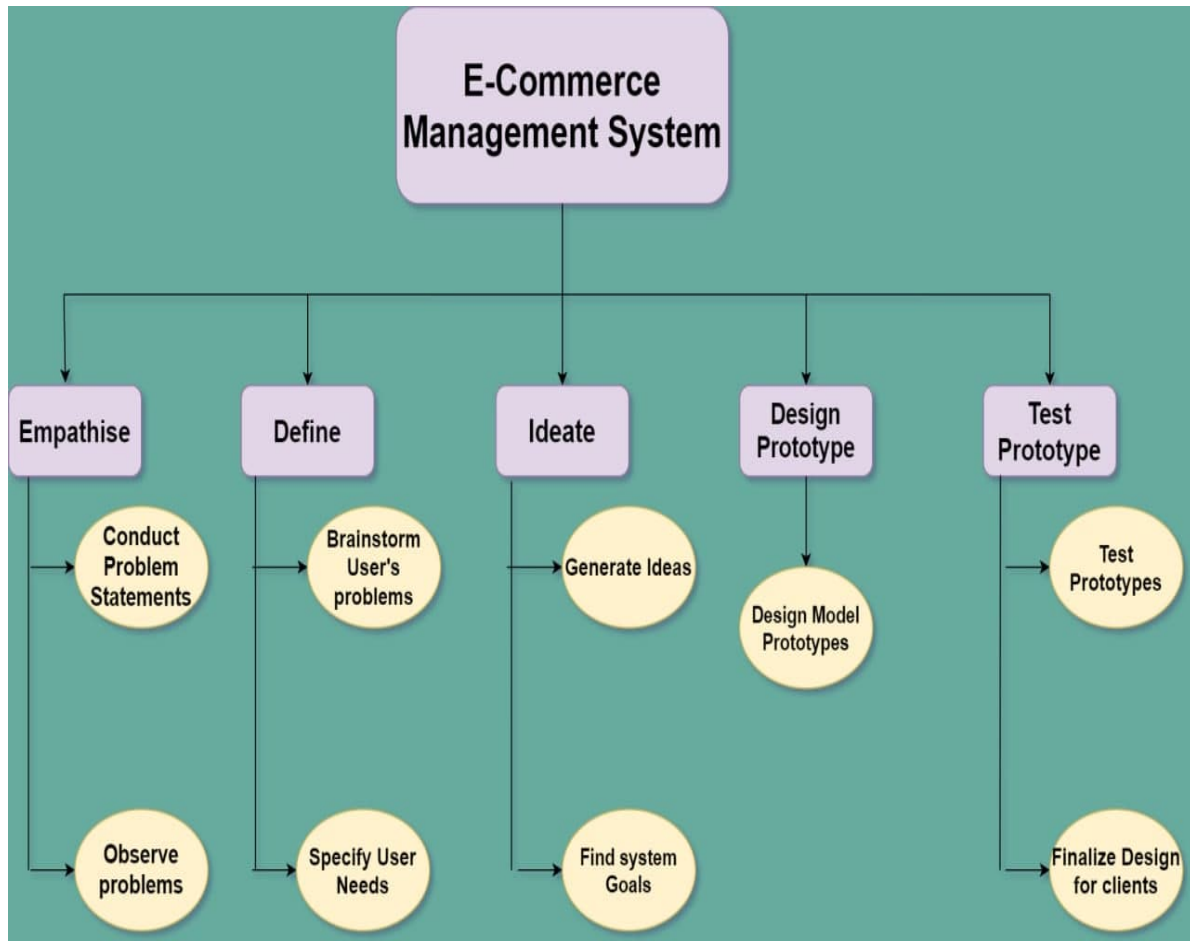
1. The system must be protected with a privacy policy.
2. The system should be user friendly and easily accessible throughout both mobile and computer devices.
3. The structure of the system should be designed to provide the clients with ease.
4. Accurate reports on stored products, transactions and sales

6.0 Constraints

1. Customer can easily sign-up a new account using their email address or phone number.
2. A previous customer can sign-up an account using their old user id and buy another new product.
3. To login and observe the inventory status, the staff may use their employee ID.
4. Customers can sign in their account and track the delivery and warranty services.

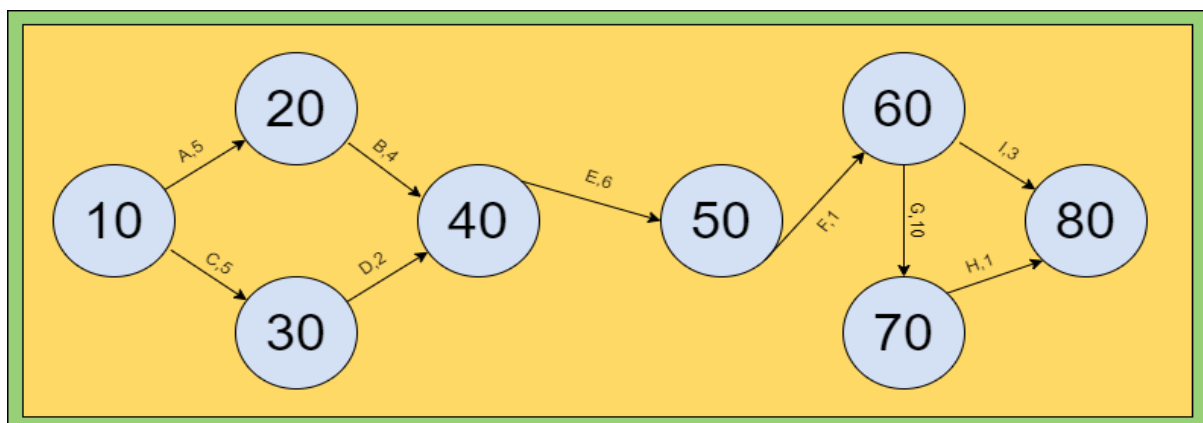
7.0 Project Planning

7.1 Work Breakdown Structure (WBS)

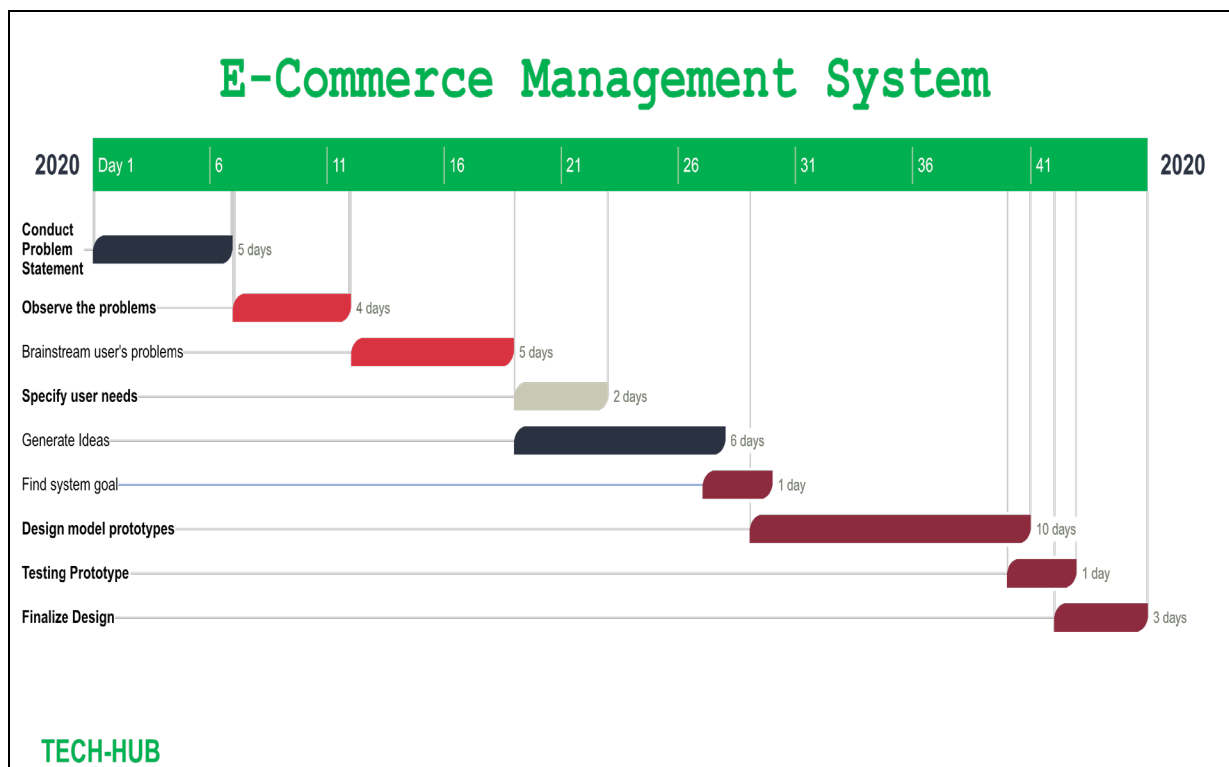


7.2 PERT Chart (based on WBS)

NO	Activity	Predecessor	Duration(days)
A	Conduct Problem Statement	NONE	5
B	Observe the Problems	A	4
C	Brainstorm user's problems	A	5
D	Specify User Needs	B,C	2
E	Generate Ideas	D	6
F	Find System Goals	E	1
G	Design Model Prototype	F	10
H	Testing Prototype	F,G	1
I	Finalize Design	F,G	3



7.3 Gantt Chart



8.0 Benefit & Summary

8.1 Benefit of Proposed System

8.2 Summary



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Phase 02

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QUESTION AND ANSWER

We followed Diamond method for questioning the owner of the shop and find out what is his requirements.

1.Which year Sports House was established?

Answer: Sports House was established in 2003.

2.How many shops do you have?

Answer: Currently I am running 7 shops.

3.How many employees works in your shop?

Answer: 67 employees are currently running these 7 shops. 10 employees at the technician side, and 7 at the distribution side.

4.What are the problems you have faced with your current system?

Answer: Sometimes it seems very difficult to search anything I have needed

5.How do you maintain customer details?

Answer: I use manual system to gather customer information and other details.

6.How do you maintain your all shop?

Answer: As my all shops are not in the same place, so it's difficult to maintain alone. Every shop has a manger who are controlling the shop. Besides every shop I setup CC camera those I can monitor from anyplace.

7.How do you manage product storage?

Answer: Every shop has an individual store house. When a shop runs out of a product, they inform the store manager. If the main branch also runs out of product stock, we stop receiving new orders.

8.Do you store every customer's data?

Answer: Obviously I keep the customer data, because a customer's information and history are very important. So definitely I keep the data stored and arranged.

9.How do you handle the payment section? online, cash or installment?

Answer: For the payment I provide every customer two options. They can either pay cash or pay online.

10.How do you manage the customer service?

Answer: 10 employees handle the technical part. They attend the complaints we receive from the customers.

11.What are your reactions to the new web -based procurement system?

Answer: This system will help me a lot for more quicker than before. I can take immediately help if I need any inquiry.

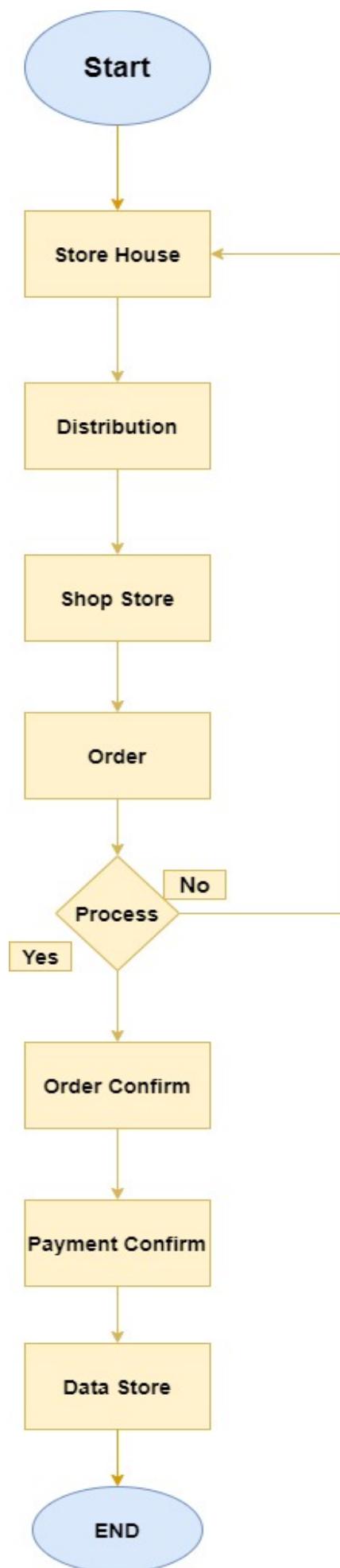
12.What kinds of items will be available for purchase?

Answer: Online payment, cash on delivery, pay on cash are available here. Besides cheque are also acceptable here not only that credit card, master card, American express are also available here.

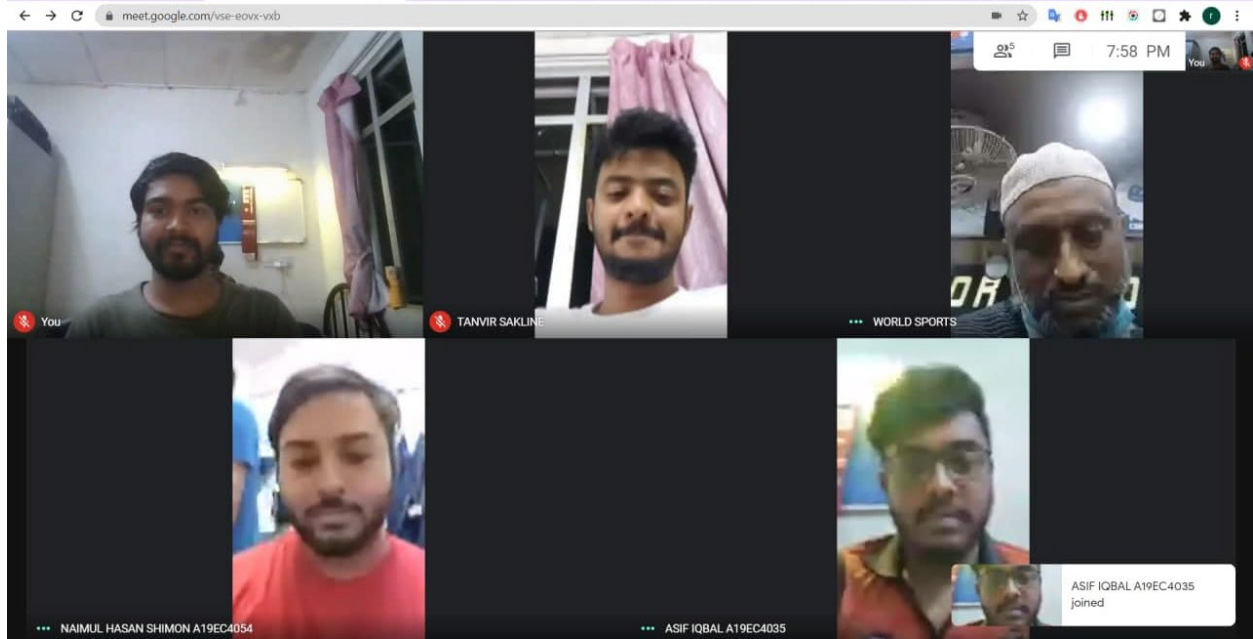
13.Is there anything you would like to add?

Answer: No, I think it's enough for our shop.

Previous system flowchart:



Project Client Meeting:



Project Client Meeting:

