

## **Baseline Project Plan Report**

**Project Name:** Video World (VW) Rental Processing System

### ***Introduction:***

Project Overview: This project will provide a database, input forms, and reports to automate the video rental process, eliminate the need for customers to return their rental receipt, and improve inventory management by reducing the number of lost tapes.

Recommendation: Many of the operational problems Video World encounters today can be addressed with an automated rental order processing system. The construction of a database and rental order processing application have been approved by the customer, as outlined in the Statement of Work.

***System Description:*** The VW rental processing system will be built in Microsoft Access. It will provide menus, input forms, and reports as outlined in the project deliverables section below. Database forms and programming will provide forms for customer information, employee information, rental orders, and movie and rental tape information.

### ***Feasibility Assessment***

A. Economic -- Tangible benefits include:

- Faster rental order processing is expected increase rental orders by 5% per month (approximately \$1,100 monthly).
- Automated inventory management is expected to reduce the number of lost tapes—estimated savings of \$2,500 annually.
- Reduce staffing by one part-time employee--\$400 per month.
- Intangible benefits are:
  - Save time for customers.
  - Increase customer satisfaction with VW.
- Complete cost-benefit analysis is provided in a spreadsheet.

B. Technical – The systems analyst, programmer, and designers assigned to this program have extensive experience with Microsoft Access and Visual Basic. The objectives of this application are well within their capabilities.

C. Operational – The proposed system will streamline the rental order process, provide better management of video rental inventory, and help keep customer information up-to-date. The proposed system directly supports Video World's business goals to increase revenue and provide better customer service.

D. Legal and contractual – The proposed system does not present any legal or contractual issues.

E. Organizational – The employees of Video World will receive training for the new application and they recognize that top management supports the proposed system.

F. Schedules, Timeline, Resources –

- An MS project file and Gantt chart detail the activities and timeline for this project.

- VW has allocated \$25,000 for the rental processing system. This amount must cover the development costs, as well as hardware, software, data conversion, and training.
- The system should be operational by \_\_\_\_\_.

### *Management Issues*

- The project team has agreed on a project timeline. Tasks will be completed on time.
- Team members will follow standard procedures for reporting progress, documenting work, and communicating with other members.
- The project manager will be the contact person for the VW customer.

### *Project Deliverables*

The features/functions listed below have been reviewed by Steven Haskins. He has agreed that the items preceded by a checkmark are within the scope of the current project. Items preceded by a dot are features that will be added in a future project.

#### Input functions:

- ✓ rental tape data
- ✓ new member data from membership application form
- ✓ rental order transaction data (including employee number, member number & tape stock number)
- ✓ rental order date set automatically to current date
- ✓ rental order date field rejects date prior to current date
- rental tape returns

#### Processing functions:

- ✓ when a form opens for input, open to a new record
- ✓ assign membership number to new members
- ✓ assign order number and date to each order
- ✓ display member's first and last name in rental order form
- ✓ display in the rental order form the name of employee who is processed the order
- ✓ assign rental fee and due date to each rental order line item
- ✓ calculate subtotal, tax, and total for rental transactions
- ✓ display authorized users for a given member
- ✓ cancel rental transaction if customer is not a member or an authorized user on a membership
- update rental tape inventory when tapes are checked out or checked in

#### Output functions:

- ✓ summarize customers' rental activity on screen with easy navigation to a specific rental order
- ✓ printout of rental order form (printout of form is OK)
- ✓ listing of rental tapes (grouped by Movie)
- ✓ listing of members and authorized users
- ✓ listing of employees
- listing of closed rental orders
- listing of rental orders with tapes still out

#### Storage functions:

- ✓ rental tape data
- ✓ rental customer data
- ✓ rental order transaction data
- ✓ employee data

Control functions:

- ✓ verify rental tape data
- ✓ verify membership with member ID or with telephone number