BIG BOX ELECTRONICS INC.

Requirement Specification

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Contents

Company Information ................................................................................................................................... 3
Corporate Organization ............................................................................................................................ 3
Store Organization .................................................................................................................................... 4

1. Use of IT Services by Department ............................................................................................................. 5
   1.2 Standard use of IT Services ................................................................................................................. 5
   1.3 Corporate office employees ................................................................................................................ 5
       1.3.1 Business application access by department (corporate) ............................................................. 5
   1.4 Executives ........................................................................................................................................... 6
   1.5 Store .................................................................................................................................................... 6
       1.5.1 General and assistant managers ...................................................................................................... 6
       1.5.2 Department Managers ..................................................................................................................... 6
       1.5.3 Book Keeper ..................................................................................................................................... 6
       1.5.4 Receiving .......................................................................................................................................... 6
       1.5.5 Sales manager/POS personnel ......................................................................................................... 6
       1.5.6 Customer service manager / representatives .................................................................................. 7
       1.5.7 Cashiers ............................................................................................................................................ 7

Appendix ....................................................................................................................................................... 8

A (Organizational charts) .......................................................................................................................... 8
   A.1 (Executive) ...................................................................................................................................... 8
   A.2 (IT) ................................................................................................................................................... 9
   A.3 (Store) ............................................................................................................................................. 9
Company Information

Website: sites.google.com/a/csumb.edu/big-box-electronics/

Goal: The purpose of Big Box Electronics is to provide high-end electronics at affordable prices to the public. We strive in keeping up with new technology and making it available for your use.

Company Name: Big Box Electronics

Business Type: Retail chain

Locations: One corporate office and seven retail outlets

Number of employees: 450+ approximately 50 employees at each store and 100 employees at the corporate office.

Corporate Organization

A CEO and presidents are responsible for running Big Box electronics. Under the president there are directors who are responsible for managing a sub organization. Each Sub organization is broken down further into departments.

- Human Resources
  - Personnel
  - Payroll
- Marketing
  - Public Relations
  - Advertising
- Financial
  - Financial Planning
  - Accounting
  - Credits and Debits
- Merchandising
  - Planning
  - Purchasing
  - Inventory
  - Promotions
- Store Operations
  - District 1 Manager
  - District 2 Manager
Loss prevention

Store Organization
Each Big Box Electronics location has a general manager who is responsible for day-to-day store operations and report to their respective district manager.

- General manager
  - Assistant manager
  - Department managers
    - Employees
  - Head Cashier
    - Cashiers
  - Sales Manager
    - Book Keeper
      - Assistant Book keeper
    - Shipping and Receiving
    - Point of Sale
  - Loss Prevention
  - Customer Service Manager
    - Customer Service Reps

See appendix for organization chart and IT management chart.
1. Use of IT Services by Department

1.2 Standard use of IT Services
All departments use the following IT services and unless a department, section states otherwise. Other departments build upon this standard list.

- Desktop Services
  - Hardware
    - Desktop Computer
    - Telephone
  - Software
    - Windows 7
    - Office 2007 Professional
    - Outlook configuration
  - Services
    - Desktop support
    - Printer support
- Information / network services
  - Phone service
  - Email
  - Calendar
  - Document Management

1.3 Corporate office employees
Corporate office employees excluding executives receive the standard IT services as well as access to business applications for an employee's respective department.

1.3.1 Business application access by department (corporate)
- Human Resources
  - Human resources applications – includes applications to manage employees, and payroll.
- Marketing
  - Customer Relationship Manager – this software system is to allow customers purchases to be tracked for the purpose of giving discounts and rewards
- Finance
  - Financial
    - Point of Sale – Software which runs on the cash registers at the stores
- Merchandising
  - Promotion planning – allows for upcoming sales and promotions to be planned for stores
  - Merchandising applications – Keeps track of pending orders, and allows for management of prices at stores and online
  - Inventory – software to manage inventory across all stores
• Store operations
  o Promotion planning – allows future sales to be planned and prepared for.
  o Inventory – Items on hand at each store can be viewed from other stores and online.
  o Merchandising – provides management of orders.

1.4 Executives
Executives do not receive standard the standard load, they receive a laptop for traveling, and a monitor
docking station, keyboard and mouse for when working in the office, a smart phone, and desk phone.
The software executives receive is the same as the standard load; windows 7 and office. As well as
standard services email, calendaring, phone and access to document management with the addition of
service for their Smartphone. Specific department executives receive access to department applications
according to the list above.

1.5 Store
Each department in the store receives the standard services from IT except for cashiers. The largest
change to this is the cashiers. Other departments receive a PDA on top of the standard services.

1.5.1 General and assistant managers
General and assistant managers receive the standard set of IT services and receive access to the
following business applications.

- Human resources
- Point of sale
- Inventory
- CRM

1.5.2 Department Managers
Department managers each receive a PDA for mobile inventory and ordering and have 2 desktops to
share. Each department has an email address and phone number.

1.5.3 Book Keeper
Bookkeepers gain access to the following applications

- Point of sale
- Financial

1.5.4 Receiving
Gain a PDA and access to the following applications

- Inventory
- Merchandising

1.5.5 Sales manager/POS personnel
Need a PDA with mobile inventory software and label printers and access to
• Point of Sale
• Inventory
• Merchandising

1.5.6 Customer service manager / representatives
Customer service representatives share two cash registers at each store and phone; they receive access to the following business applications.

• Point of Sale
• Customer Relationship Manager

1.5.7 Cashiers
Cashiers share five registers and a phone for each register. Other than access to point of sale software and desktop support they receive no other services from IT.
Appendix

A (Organizational charts)

A.1 (Executive)