

System Summary

Scope

To develop a certification training company's website that can be benchmarked as number one against leading industry websites. It will provide information, give the ability to place orders and obtain support.

Business Case

After extensive benchmarking, with the number one website of the industry, this website will be able to directly compete with the industry leaders. By offering customers the ability to purchase online and onsite training, course materials, study guides and general merchandise we will be diversified from unique risk. By utilizing the website to obtain large corporate contracts with a steady flow of individual users as well, we will be very profitable.

Concept of Operation

There are two actors in the system: the customer and the customer service representative. The customer can be anyone that has an interest in what we have to offer. The customer service representative is there to serve as an additional method for utilizing our services and products as well as the ability to offer a refund.

The customer has two options when ordering course and/or course materials and buy merchandise: (1) via our website or (2) pick up a phone and call our number to speak to one of our customer representatives. We offer the following options for our customers utilizing our system:

- (1) View site map
- (2) View available certifications
- (3) View company history
- (4) Use search engine
- (5) Order course materials
- (6) Order merchandise
- (7) A phone number to speak directly to customer service representative

The order course use case has three extends, which the customer can either:

- (1) Select an online student tract
- (2) Select a traditional student tract
- (3) Order course materials.

If the customer selects an online student tract, they can select a self-paced course or select an instructor based course. With either selection, the customer will proceed to payment.

The customer also has the option to call the customer service representative as well. The customer service representative offers the following services to the customer:

- (1) Helps provide support for customers
- (2) Give refund
- (3) Order course
- (4) Order course materials
- (5) Order merchandise.

If the customer service representative orders a course, orders course materials, and/or orders merchandise at the customer's request, at the end they will then proceed to payment.