**Unit 3 Sac 1 2013 Software Development:**

**Freds Car yard –**

Fred Haywood has had his car yard for many years and he has a very good customer base but things have been quiet lately and this means that profits have decreased however work has increased because of all of the manual paperwork involved. He has not had a holiday in years and really needs to get away.

**The business:**

Fred’s new and used cars is a local business which is owned by Fred Haywood and his wife Jenny. He has had the car yard for ten years and he wants to become the most popular caryard in the area. He specialises in good quality cars and will not keep any cars with problems.

Fred is the manager and he also employs Tom Jinks who is the assistant manager and he has two sales staff King Kong and Lennie Right while the office is run by Mary who is the secretary.

**The Current System:**

When a new car comes into the lot the paperwork is given to Mary who files it away in the filing cabinet and puts it on the inventory list. Fred then works out how much they will charge for the car and will also work out a minimum price if someone is interested as with many of the second hand cars. This price is then placed on the sheet of paper which is handwritten and placed in a plastic pocket on the window of the car.

When a person buys a car the sales person fills in the paperwork and Mary puts it on the computer for them, then she will print out the forms when required and give them to the sales person to get a signature and a deposit for the vehicle. In the paperwork they ask if they want the car yard to organise insurance for them and it includes details on transfer costs which she manually calculates for the customers. Some customers ask for confirmation that the car is not entailed and Mary can ring and do this for them.

After a customer has signed the paperwork then Mary will record this on the computer and place the deposit in the register and make a note that the car is sold so that it is not sold again. Sometimes she does not have time to do this right away but will get to it at the end of the day. Then she will organise the paperwork for Vic Roads with a cheque and organise transfers so that when the customer comes to pick up their car everything is done.

When the customer comes to collect the car the sales person needs to ensure that the car has been detailed and that all of the appropriate paperwork is done. The salesperson will then give Mary the money so that she can write a receipt and bank it. Mary will record this on the computer.

**Current ICT setup:**

In Fred’s office he has a computer and Mary has a computer on her desk, they are connected via a hub, there is a printer in each office and the printer in Mary’s office is a multi-function printer/fax/copier. They are connected to the internet via the Telstra broadband network and they have a firewall which was bought three years ago to protect the system.

Both computers have Microsoft Office 2010 professional and a small spread sheet program that Fred created to help him work out how much to charge for vehicles. Fred also has a payroll program so that he can work out pays for himself the employees. He has had no payroll issues.

**The Future:**

In the future Fred would like it so that Mary does not have so much work and that most of the sales are completed on the computer to prevent double handling. He also worries about security if everything is on computer and can’t be just locked up in a filing cabinet. He wants to introduce the new system in the new year.