

INFOST 340 Systems Analysis

Case Scenario: Left Thumb Cabins

Introduction

Left Thumb Cabins (LTC) is a resort located in Door County, Wisconsin. LTC is owned by Lenny and Louise Thumb. The resort has 30 cabins, each with 2 queen sized-beds and a bath. The resort was built in the 1930's by Lenny's grandfather and has been passed down through the family.

The busy season for LTC lasts from May through early November. Traditionally, the resort has been closed from December through April. But Lenny and Louise are considering opening the resort for the Christmas holidays. This idea, largely inspired by a movie that Louise watched last year on the Hallmark Channel, is their biggest revenue expansion idea.

Lenny and Louise do most of the work at LTC. Louise runs the office and Lenny takes care of repairs to the cabins and maintenance of the grounds. Maid service is provided by a collection of part-time employees, many of whom have worked at LTC since their teen years.

Problem or Opportunity Background

Louise keeps all booking, payment, worker scheduling and other records by hand using notebooks and ledger sheets. While LTC does have a computer in the office, it is mostly used for reading and sending email with prospective guests and friends. There is also another computer located in the lounge area of the main building for the use of guests.

Louise wants to adopt some computer-based solution for booking, payment, and worker scheduling. She knows that the current level of business is stretching her manual record-keeping abilities to the limit. She would also like to hire someone to work in the office (especially if they proceed with their Christmas season plans). She is convinced that someone other than herself would have a difficult time running her manual record-keeping system.

Lenny believes that LTC finally needs a Web site to attract new guests. The business has relied on word-of-mouth and local advertising since it began in the 1930's. But Lenny believes that the younger generation uses the Internet to find places to stay. He wants to be sure that this more computer-savvy generation is able to discover the many wonderful features of life at LTC.

Scope-Related Background

Both Lenny and Louise are convinced that automating the office record-keeping is a top priority. While they both know that a Web site is going to be important going forward, they are less sure regarding how soon they should work on developing this system. They are wondering if it might be possible to start a Web site now and add more features later.

Known Functional Requirements

1. Replace manual office record-keeping with an automated solution.

Known Non-Functional Requirements

1. Support up to 2 simultaneous system users.
2. Provide 2-second response time or less.
3. System outages should be resolved within 2 hours.
4. Data should be backed-up frequently to avoid data loss.