

**Criterion A: Initial investigation****The problem and inadequacies of the current situation**

Steve Roberts (client) is a family friend and the owner of a small garage on the Doward, a small group of houses on a hill between Monmouth and Ross-on-Wye on the English and Welsh border. Until recently he had obtained all parts needed to service and repair cars from a local supplier, but in 2009 like many other businesses they had gone bankrupt.

Recently when Steve was visiting our family, he told us that he is now facing serious problems. Now to get free delivery of parts he orders, Steve must have an order worth at least £500, something he has never needed to do in the past as he only ordered only when a part was required with no minimum value. As a result of this informal arrangement Steve has no records of his customers and their vehicles (problem) and was concerned that he would either spend large amounts of money on deliveries for small orders or would have a garage full of spare parts he would never use.

From our conversation, it seems that Steve keeps the personal data of all of his customers, information about their vehicles and the repairs on cards which he stores in a metal box. I asked him why he uses a metal box and he said it was his way against fire.

Steve knows that I am interested in IT and am an IB student and it seems from our conversation that he could benefit from having an IT solution to organise his customers' records. I carefully took notes as we were talking which I have summarized (see Criterion A: Summary for Initial Investigation).

Steve also asked if there was software that was available free of charge. He does not want to spend more money on this than was necessary and he wants to run the solution on his present computer. He needs a product that is functional rather than pretty. I told him that I was certain that I have a solution that will meet his needs.

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**Notes for Criterion B: Analysis**

The ITGS student has decided that he would solve Steve's problem by creating a relational database using Open Office Base, a freely available database software, but was worried that he might not have all the skills required. Steve assured the student that he only wanted something that provided him with the information about his customers, was not too concerned about how it looked and he wanted it as soon as possible.