Criterion A– Initial investigation

The **client,** Mme Nicole Martin, runs a small French language school in Melbourne, Australia. Her customers are school students seeking help with their studies, business people with contacts in France and travellers wishing to learn basic French. She has established a library of French DVDs to lend to her students to support their studies.

Currently she allocates a unique number to each DVD and, when a student borrows a DVD, she records this number, the date, DVD title and borrower's name in a book.

The current manual system has become **inadequate** as her collection has expanded and more students are borrowing DVDs. She wastes valuable time reading through every page in the register to identify unreturned items. To contact borrowers she then needs to locate their phone numbers stored in a separate filing cabinet. She has no list of DVDs and can't easily locate an item on a topic of study.

Nicole has consulted ITGS student Maggie McBean and asked her to provide an IT solution. She does not wish to invest a lot of money and, due to her limited computer skills, she would like a user-friendly interface and clear documentation to help her use and maintain the application.

Word Count 200