
Accounting security

Statement: **Accounting security**

Category: Goal

Text: Increase security of the accounting system to ensure accurate tracking of all income and expenses.

Model Links: (entity) ACCOUNT ENTRY
(entity) BANK ACCOUNT

Statement: **Better late notice reporting**

Category: Goal

Text: Increase the consistency of late notices.

Model Links: (entity) CUSTOMER
(entity) PAYMENT TRANSACTION

Statement: **Build relationships with nearby businesses**

Category: Goal

Text: Establish new relationships, get new customers from nearby businesses.

Model Links: (entity) LOCAL BUSINESS

Statement: **Customer history tracking**

Category: Goal

Text: Accurate tracking of customer payments is required at the user level as well as the managerial level.

Model Links: (entity) CUSTOMER
(entity) PAYMENT TRANSACTION

Statement: **Determine occupancy fluctuation**

Category: Goal

Text: Ascertain the peak periods and low periods in the business cycle.

Determine occupancy fluctuation

Model Links: (entity) CUSTOMER UNIT
(entity) FACILITY
(entity) PHYSICAL UNIT STATUS
(entity) UNIT

Statement: **Easy interface**

Category: Goal

Text: Interface should be user-friendly and readily understandable, providing ease of movement throughout the package.

Model Links: (entity) EMPLOYEE TASK

Statement: **Eliminate manual processing of lock-outs**

Category: Goal

Text: Management software will be interfaced with the gate access to automatically lock and unlock late customers.

Model Links: (entity) CUSTOMER

Statement: **Establish new products**

Category: Goal

Text: Future plans may involve improvements, such as climate control.

Model Links: (entity) FACILITY
(entity) PRODUCT
(entity) UNIT

Statement: **Establish vacate process**

Category: Strategy

Text: Monitor and maintain vacate process to shorten the vacancy time-line.

Model Links: (entity) CUSTOMER UNIT
(entity) PHYSICAL UNIT STATUS
(entity) UNIT

Expand facilities to new market areas

Statement: **Expand facilities to new market areas**

Category: Goal

Text: Future plans include the possible building of new Extra Attic facilities in other market areas.

Model Links: (entity) FACILITY

Statement: **Extra Attic Description**

Category: Objective

Text: Extra Attic is a self-storage business with 4 facilities that rents space to customers on a monthly basis.

Model Links: (entity) CUSTOMER
(entity) FACILITY
(entity) PAY PERIOD

Statement: **Gate access interface**

Category: Goal

Text: Access through the security gate will be linked to the management software. Late customers will be automatically locked out of the gate, and once a payment is made, will be allowed access.

Model Links: (entity) CUSTOMER
(entity) SECURITY GATE

Statement: **Improve customer service**

Category: Goal

Text: Automating the processes will leave more time for customer interaction, follow-ups.

Model Links: (entity) CUSTOMER
(entity) EMPLOYEE
(entity) EMPLOYEE TASK

Statement: **Improve customer timeliness**

Category: Goal

Improve customer timeliness

Text: Currently, 25% of the customer base is late in any given month. Ideally, the new system will cut that by 10%-15%.

Model Links: (entity) CUSTOMER
(entity) CUSTOMER UNIT FINANCIAL STATUS
(entity) PAYMENT TRANSACTION

Statement: **Improve employee productivity**

Category: Goal

Text: An automated system will reduce manual chores, allowing for new tasks such as market research in the surrounding area.

Model Links: (entity) EMPLOYEE

Statement: **Improve information accuracy**

Category: Goal

Text: Improve the accuracy and integrity of the information. 100% of the daily data capture should be done at the facility level. This includes the ability to print reports and statements, waive late charges.

Model Links: (entity) FACILITY
(entity) PAYMENT TRANSACTION
(entity) PAYMENT TYPE

Statement: **Increase awareness of competitors' offerings**

Category: Goal

Text: Maintain awareness of other self-storage companies' rates, coupons, special rates, and other pertinent info.

Model Links: (entity) COMPETITOR

Statement: **Maintain high occupancy rates**

Category: Goal

Text: Occupancy is currently in the 90% range.

Maintain high occupancy rates

Model Links: (entity) CUSTOMER UNIT
(entity) PHYSICAL UNIT STATUS

Statement: **Maintain policy of graduated increased late fees**

Category: Strategy

Text: The late fee is currently \$5.00 after 5 days, accruing an additional \$5.00 for each additional 5 days until the account is brought up to date. This ideally acts as a deterrent to tardy payments (though not always).

Model Links: (entity) CUSTOMER UNIT FINANCIAL STATUS
(entity) PAYMENT TRANSACTION

Statement: **Maintain safe, clean environment**

Category: Goal

Text: Provide proper security in a clean and well lit facility.

Statement: **Owner altered Paid-Thru-Dates**

Category: Strategy

Text: Duane will be the only user with the ability to alter the PTD, ensuring stability of accounting.

Model Links: (entity) CUSTOMER UNIT
(entity) CUSTOMER UNIT FINANCIAL STATUS
(entity) PAYMENT TRANSACTION

Statement: **Project future income and expenses**

Category: Goal

Text: Anticipating future revenue will enable stable future growth.

Model Links: (entity) ACCOUNT ENTRY
(entity) BANK ACCOUNT

Statement: **Reconcile bank statements**

Category: Goal

Reconcile bank statements

Text: Duane must be able to reconcile bank statements to monthly activities. A QuickBooks interface will provide the ability to monitor transactions daily.

Model Links: (entity) ACCOUNT ENTRY
(entity) BANK ACCOUNT
(entity) PAYMENT TRANSACTION

Statement: **Record demographics**

Category: Goal

Text: Increase awareness of customer demographic info in order to help to determine and target customers' needs.

Model Links: (entity) CUSTOMER
(entity) DEMOGRAPHIC

Statement: **Reduce problem accounts, late payments**

Category: Vision

Text: Reducing problem accounts and late payments will increase revenue.

Model Links: (entity) CUSTOMER UNIT FINANCIAL STATUS
(entity) PAYMENT TRANSACTION

Statement: **Reduce tedious, manual tasks**

Category: Strategy

Text: Employee morale will escalate as menial tasks are eliminated.

Model Links: (entity) EMPLOYEE TASK

Statement: **Tracking of administrative fees**

Category: Goal

Text: Administrative fees, including return check fees, must be tracked.

Model Links: (entity) FACILITY

Number of Vision:	1
Number of Assumption:	0
Number of Mission:	0
Number of Strength:	0
Number of Weakness:	0
Number of Opportunity:	0
Number of Threat:	0
Number of Goal:	21
Number of Strategy:	4
Number of Critical Success Factor:	0
Number of Objective:	1
Number of Policy:	0
Number of Tactic:	0
Number of Task:	0
Number of Business Event:	0
Number of System Event:	0
Number of System Requirement:	0
Number of System Design Objective:	0
Total objects printed:	27