# PROBLEM STATEMENT MATRIX

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| **PROJECT: Goal Information System** | **PROJECT MANAGER: Dr.** Issam Moghrabi |
| **CREATED BY: Hashem bahbahani** | **LAST UPDATED BY: hashem bahbahani** |
| **DATE CREATED: 06/02/2015** | **DATE LAST UPDATED: 06/07/2015** |

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| **Brief Statements of Problem, Opportunity, or Directive** | **Urgency** | **Visibility** | **Annual Benefits** | **Priority or Rank** | **Proposed Solution** |
| 1. Put online system for booking because a hundreds of reservations are not done because of the congestion in the telephone line. | 6 months | High | In the thousands. | 1 | New Development |
| 1. Provide the system with the schedule for all times and fields that a customer can reserve. | 7 months | High | In the thousands. | 1 | New Development |
| 1. Live support so that the customer can deal with us online without waiting. | 7 months | High | In the thousands. | 1 | New Development |
| 1. Put payment online and give discount for special customers so that they guarantees their reservation and we guarantees our money. | 6 months | medium | In the thousands. | 2 | New Development |