Tutorial Objectives:
- to develop an understanding of feasibility assessment

Tutorial Task:
Form into groups of three and conduct a Feasibility Study for the following situation. Report your findings to the tutorial class.

Business situation:

Dr. Gumm has been successfully practising dentistry for many years but is now concerned because a new medical centre with all the modern facilities is about to open up in approx 9 months a few doors away. It will have a resident dentist, a fancy computer system, a play area for children, and a café. Even though he has regular clients, he is afraid that his old-fashioned business which he operates on his own will not be able to compete.

He would like a computer system to handle his patient accounts, have links to the private health funds, handle patient follow-up (inform them of their next appointment), and generally provide a more efficient and professional service. He has no computing knowledge and no idea how much a system to meet his needs will cost to develop or buy or maintain.

He would like you to conduct a feasibility study for him.

General information you have been able to gather so far:

1. Dental Computing P/L is a consulting firm which deals solely with providing and maintaining computer services for dentists. They have been operating for 10 years and provide a prompt and reliable service. They can provide a system immediately to deal with patient accounts and link up with health funds, but do not have a patient follow-up module. The total startup cost for their system is $13,000 with an annual maintenance cost of $3,000. This maintenance includes ensuring that the system complies with any changes in health fund changes and government regulations and also up to 24 service calls per year. They guarantee a call-out time of < 3 hrs from contact time. Any additional calls are charged at $50 per hour.

2. AAA Gold Services is a consulting group which will build a specific system to meet all of Dr Gumm’s needs. They have been in business for 8 months. They anticipate that the system will cost a minimum of $10,000 but could increase to $15,000. Their maintenance costs are $90 per service required and any update modules will be ordered separately. They can deliver the system in approx. 8 months, but the contract allows for up to 12 months.

3. 3rd year computing students form Monash University will develop systems free of charge as part of their industrial experience subject. Hardware has to be purchased (approx $4,000). There are no guarantees as these are student projects, and the students do not provide any on-going maintenance. They have 9 months to complete the project.