

Objectives & Reminders

Objectives for today

1. *Enterprise Analysis*

I. *BP, BPR, BPM*

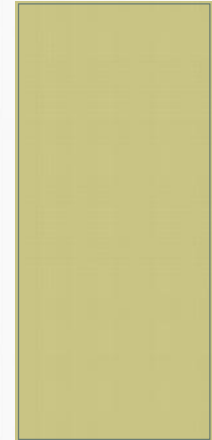
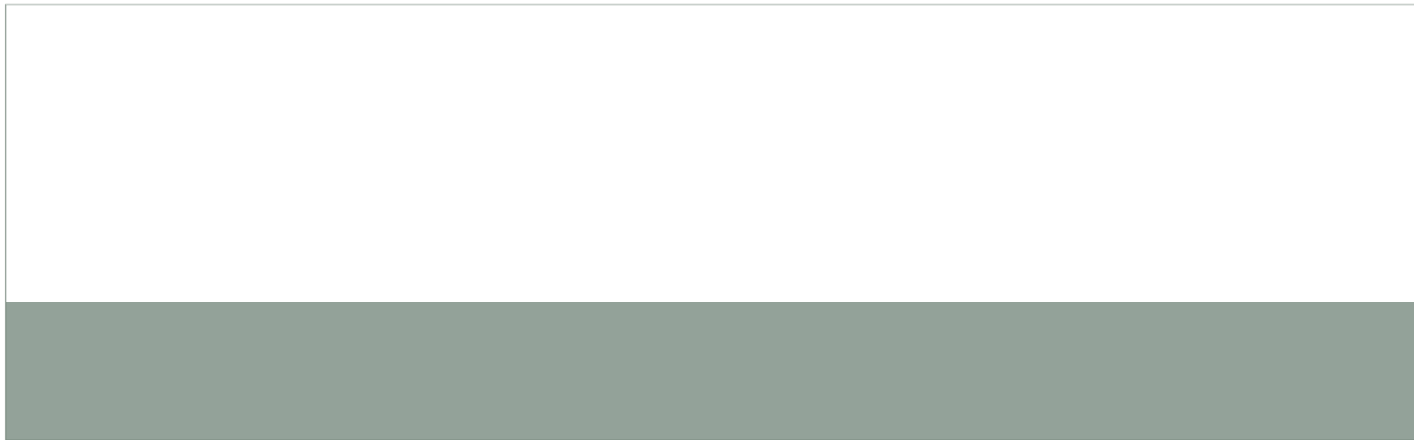
II. *SAD*

III. *UML Activity Diagram*

Reminders:

- Market basket – individual submission
- Kickstarter (5) – group submission
- Lab Feb 6
- Lab Feb 13
- Market Basket due by Feb 14th @ 23:55
- Midterm – Feb 27th @ 6:30
- Lab Mar 6
- Lab Mar 13
- Quiz Mar 31
- FINAL project Update due by Mar 6th @ 23:55
- FINAL Project due by Apr 7 @ 23:55
- Final Presentations Apr 7 & 9
- FINAL exam - TBD

ENTERPRISE ANALYSIS



HASKAYNE
School of Business



**MANAGEMENT
INFORMATION SYSTEMS**

ENTERPRISE ANALYSIS..

- Problem Solving Skills
- BPR – Business Process Reengineering
- SAD – System Analysis and Design

PROBLEM SOLVING SKILLS..

A wrong answer to the right problem can, as a rule, be repaired and salvaged. But the right answer to the wrong problem, that's very difficult to fix, if only because it's so difficult to diagnose.

PROBLEM SOLVING SKILLS..

Suppose you are working for the office of Alumni relation at Haskayne. Your team member, Mr. BMD, is very often late for the team meeting. Sometime you call him to check when he is coming but he never answers your phone. You and other team members asked him a few times not to be late but did not work. Now, many alumni start to complain about Mr. BMD also. However, your team needs Mr. BMD. The office of Alumni relation uses very sophisticated Alumni relationship management software and Mr. BMD is the only person who can use the software.

What would you do??

PROBLEM SOLVING SKILLS..

The supervisor (dean) needs to micro-control him!

Charge a penalty for being late!

Simply just fire him!

PROBLEM SOLVING SKILLS..

(GROUP EXERCISE)

- What is the fundamental problem and the Solution ?

“Mr. BMD is the only person who can use the software”

- Solution?

- **“Identify process – link activities, resources, information”**

PROBLEM SOLVING SKILLS..

WHAT IS THE FUNDAMENTAL PROBLEM AND SOLUTION?

(GROUP EXERCISE)

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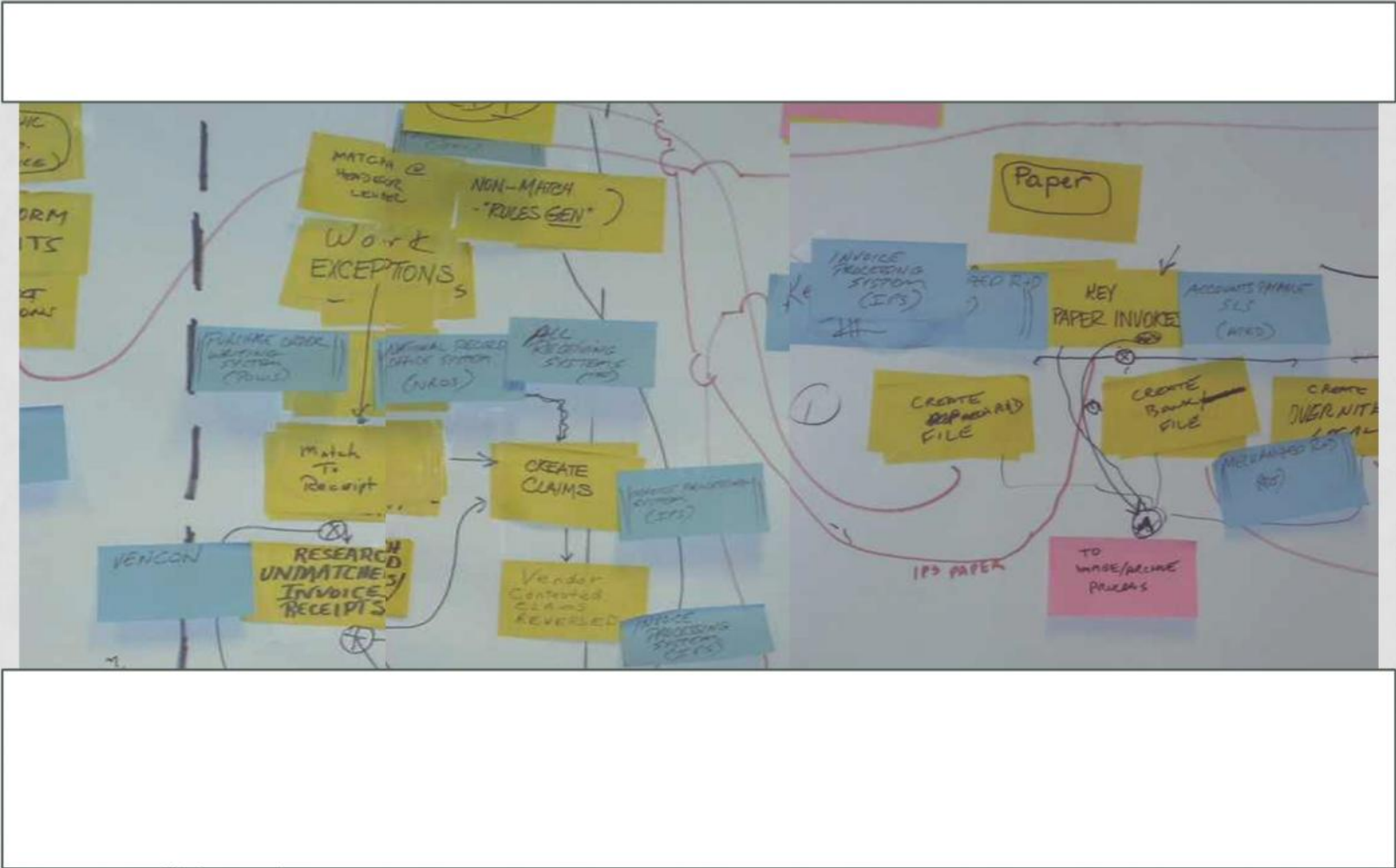
What is the current problem – part 1

What is the solution – part 2 (modify part 1 as you wish)

BUSINESS PROCESS..

What is Business Process?

BUSINESS PROCESS..

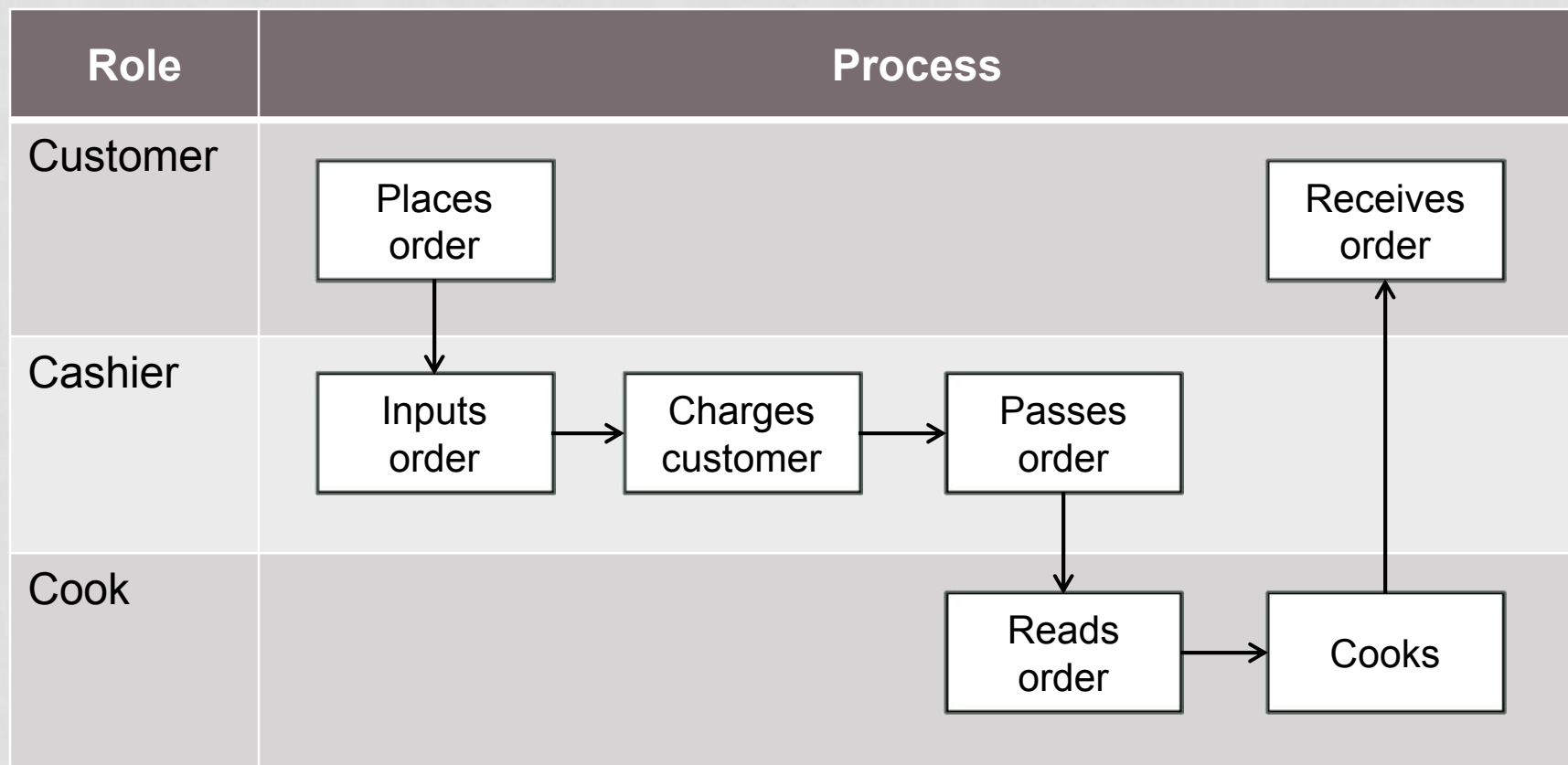


BUSINESS PROCESS..



BUSINESS PROCESS..

Fast food ordering process



BUSINESS PROCESS..

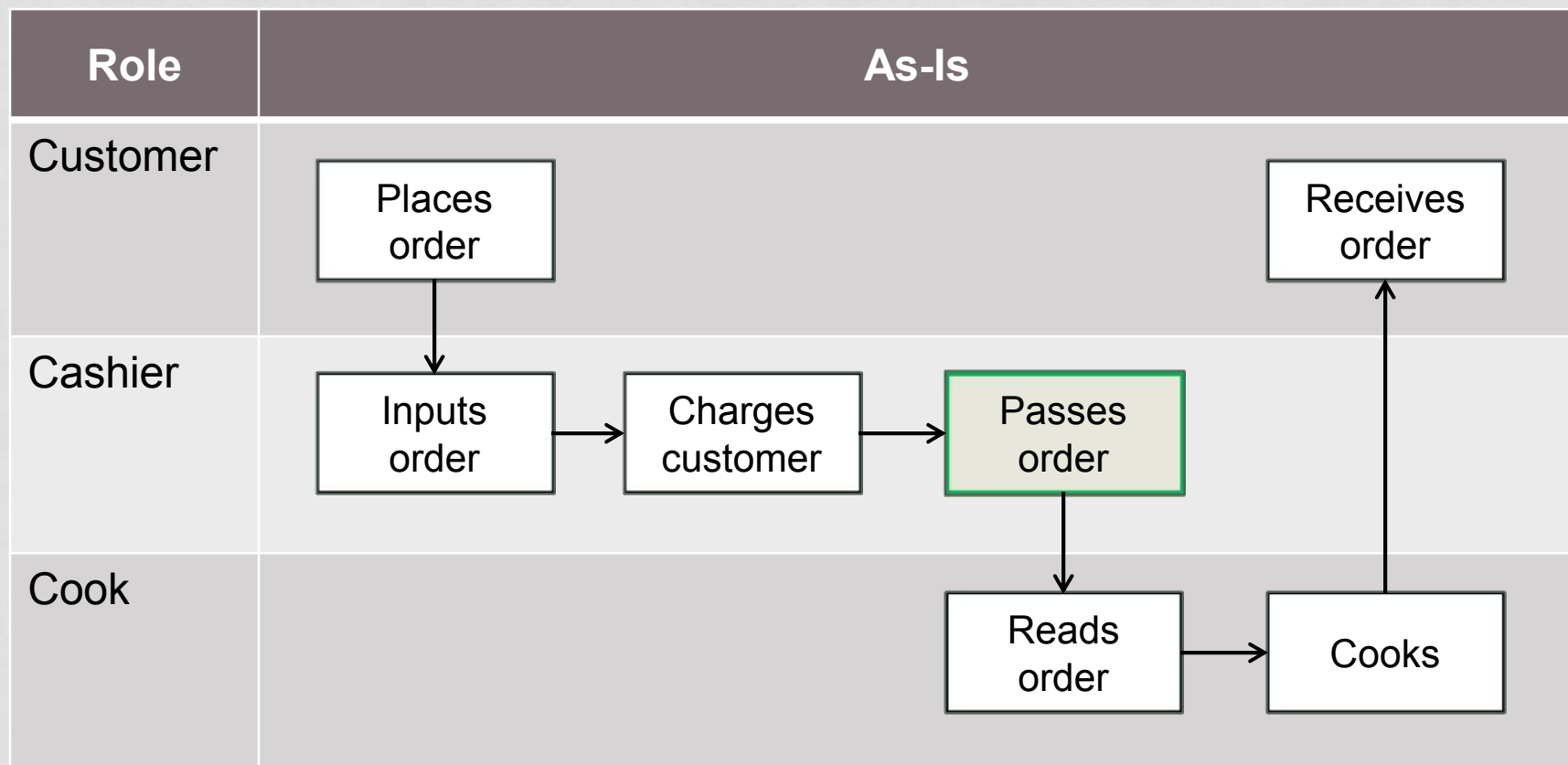
- A collection (flow) of related (linked or structured)
 - activities,
 - resources, and
 - **information**

Q & A

T or F. Activities identify business processes

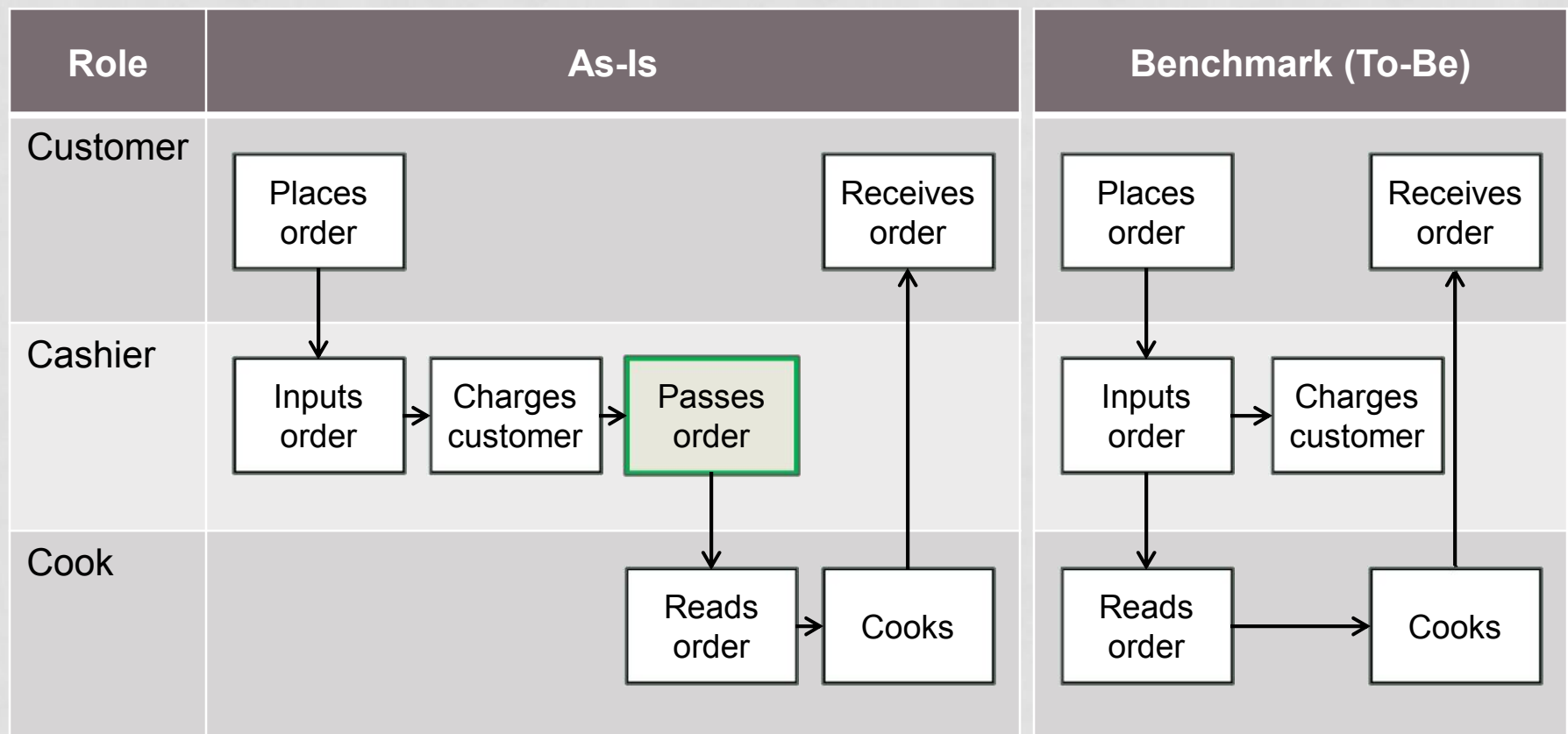
BUSINESS PROCESS REENGINEERING..

Fast food ordering process



BUSINESS PROCESS REENGINEERING..

Fast food ordering process



BUSINESS PROCESS REENGINEERING..

(FOR RENEWED COMPETITIVENESS)

- Reengineering Work: Don't Automate, Obliterate by Michael Hammer, a former professor at MIT

Organization's activities that do not add value should be removed, not accelerated through automation.

- In 3 years, 60% of the Fortune 500 companies claimed to either have initiated BPR efforts or to have plans to do so
- Similar concepts
 - PI (Process Innovation)
 - BPR (Business (Core) Process Redesign)
 - BPT (Business Process Transformation)



BUSINESS PROCESS REENGINEERING..

- BPR and Information Technology
 - Information Technology provides many solutions to organizations' issues (i.e., replace many activities that do not create value)
 - ERP (Enterprise Resource Planning) packages such as SAP have been vehicles for BPR

BUSINESS PROCESS REENGINEERING..

- Seven principles of BPR

- Organize around outcomes, not tasks
- Link parallel activities in the workflow instead of just integrating their results
- Put the decision point where the work is performed, and build control into the process
- Treat geographically dispersed resources as though they were centralized
- Integrate information processing work into the real work that produces the information
- Capture information once and at the source
- Identify all the organization's processes and prioritize them in order of redesign urgency

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BUSINESS PROCESS REENGINEERING..

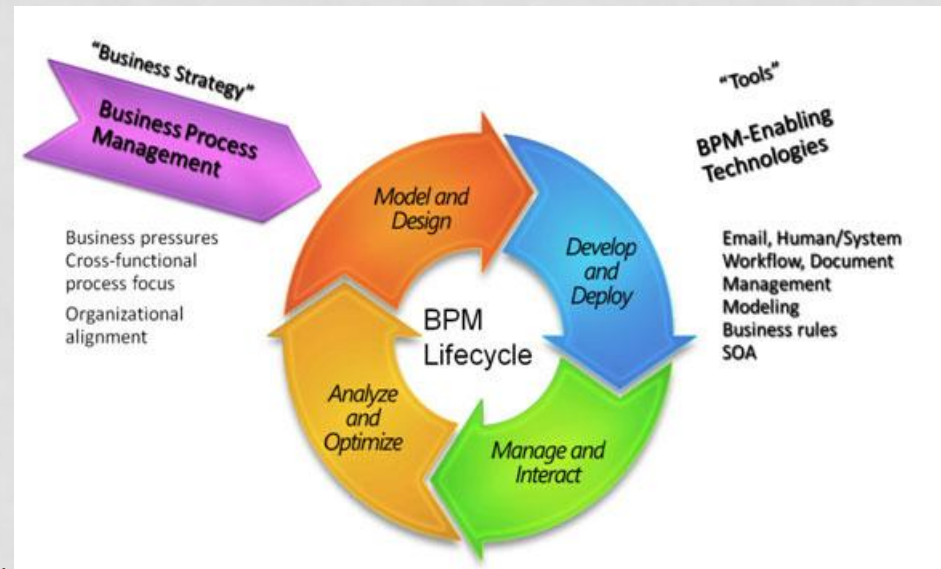
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BUSINESS PROCESS REENGINEERING..

- There have been critics..
 - BPR is too expensive
 - BPR is a way to dehumanize the work place, increase managerial control, and justify downsizing

BUSINESS PROCESS MANAGEMENT..

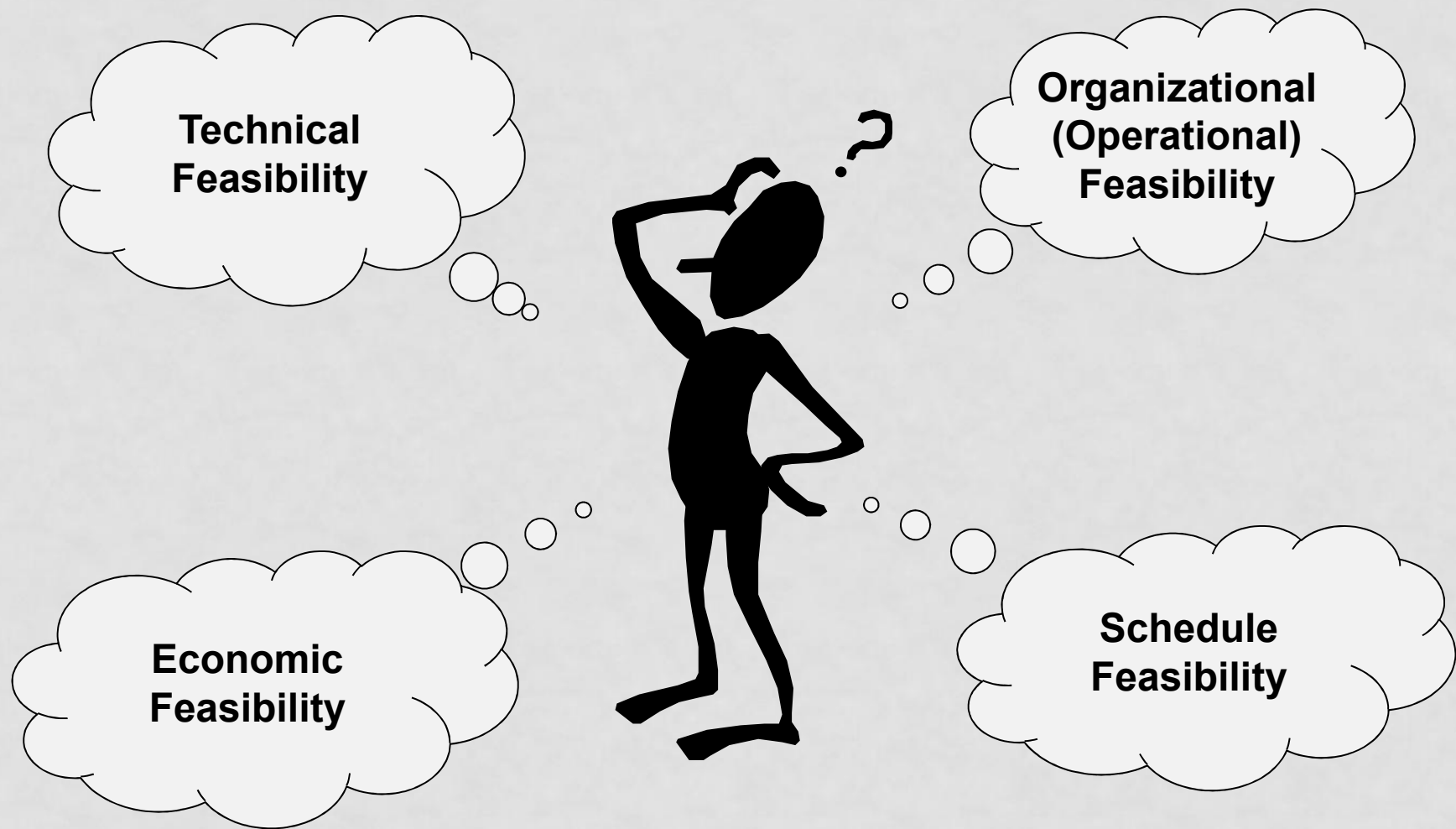
- Business Process Management (BPM) has gained attention as a successor of the BPR
- BPM is described as
 - process optimization process
 - continuous improvement process
 - an approach that integrates both human and technology



SYSTEMS ANALYSIS & DESIGN

- Utilizing BP, BPR and BPM for systems analysis design

SYSTEM ANALYSIS AND DESIGN..



SYSTEM ANALYSIS AND DESIGN..

- Technical feasibility
 - Familiarity with technology
 - Project size
 - Compatibility

SYSTEM ANALYSIS AND DESIGN..

- Economic feasibility
 - Benefits
 - Development costs
 - Operating costs
 - Intangible costs (e.g., employee's time) and benefits

SYSTEM ANALYSIS AND DESIGN..

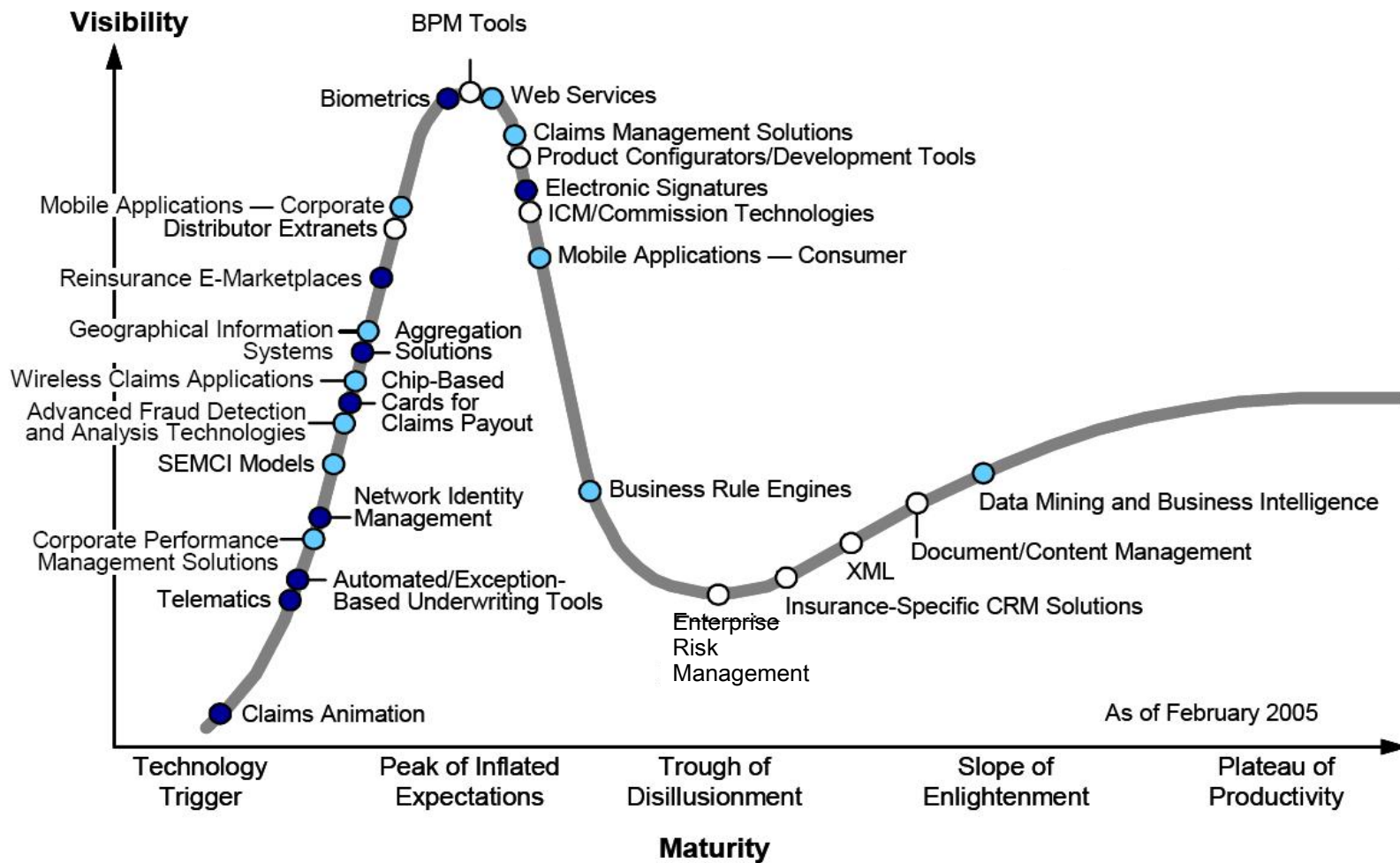
- Organizational (or Operational) feasibility
 - Strategic alignment
 - Senior management's support
 - Project champion(s)'s support
 - Users
 - Other stakeholders

SYSTEM ANALYSIS AND DESIGN..

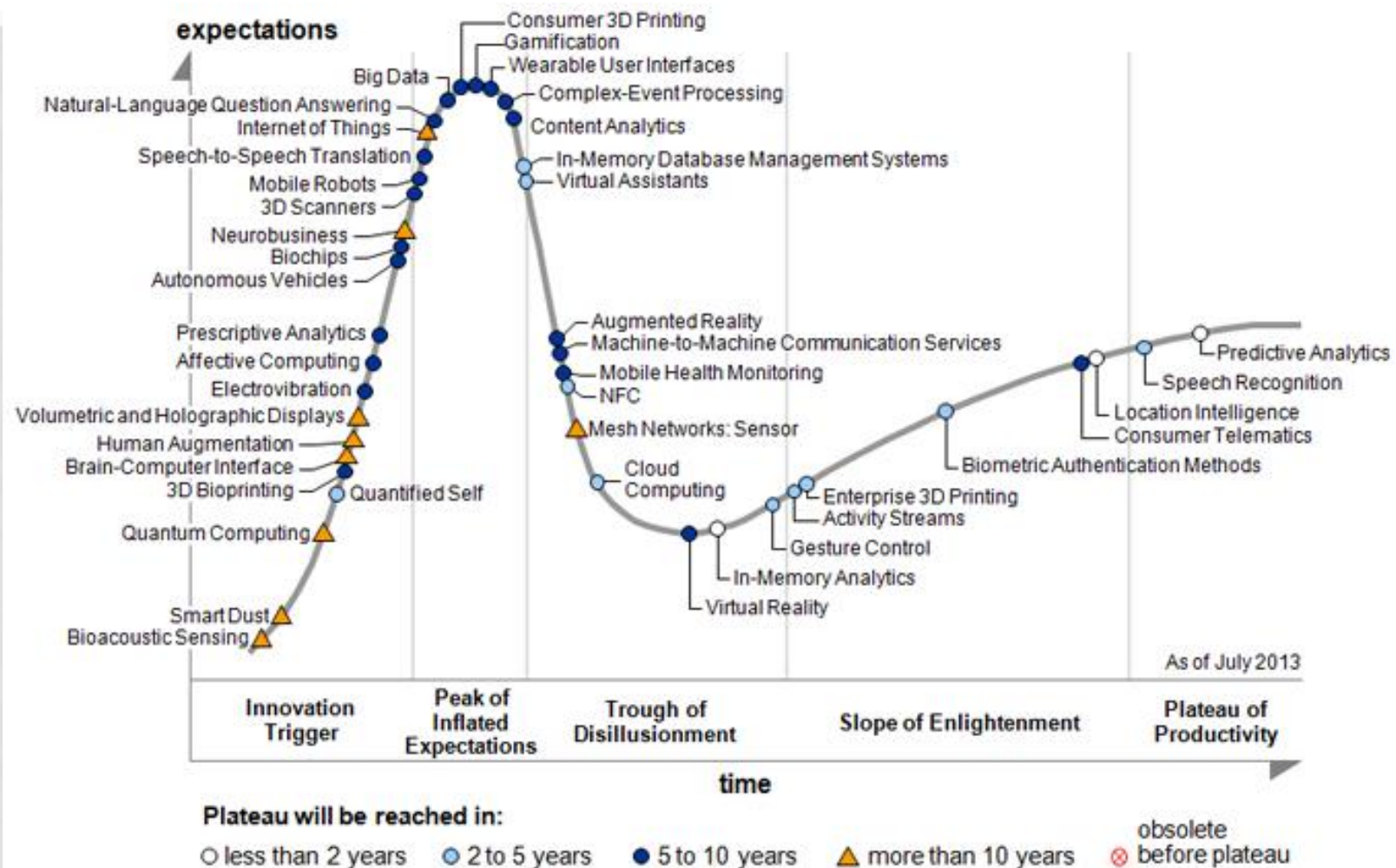
- Schedule feasibility
 - Factors that affect schedule feasibility
 - Risks
 - Project management

SYSTEM ANALYSIS AND DESIGN..

Figure 1. Hype Cycle for Insurance Technologies, 2005



SYSTEM ANALYSIS AND DESIGN..

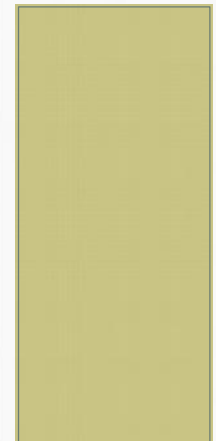


T or **F**

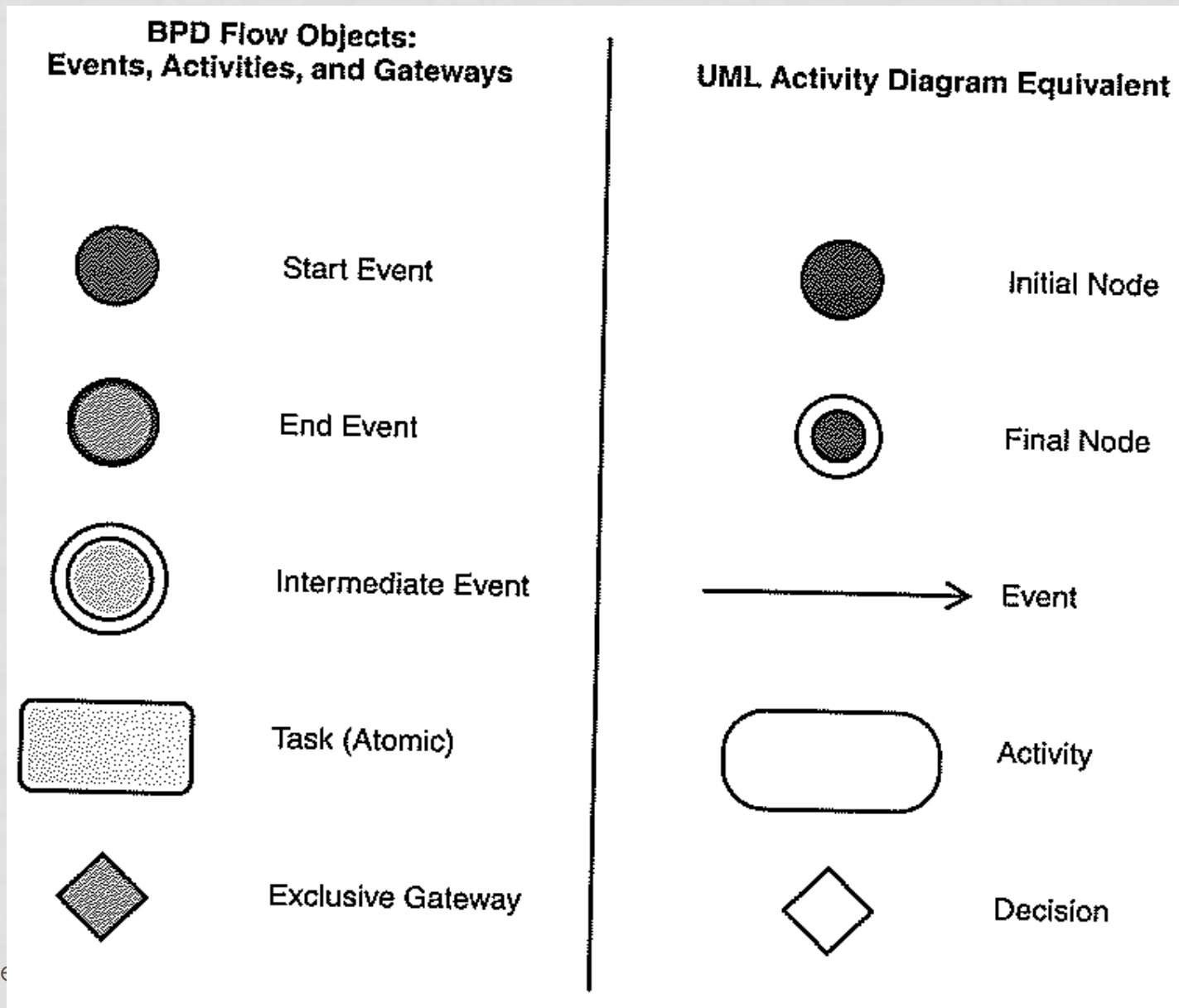
BPM is described as

- process optimization process
- delivery process
- an approach that integrates both supply chain and technology

UNIFIED MODELING LANGUAGE ACTIVITY DIAGRAMS



BPD FLOW OBJECTS (WITH UML CONVERSION CHART)



HORIZONTAL ACTIVITY DIAGRAM

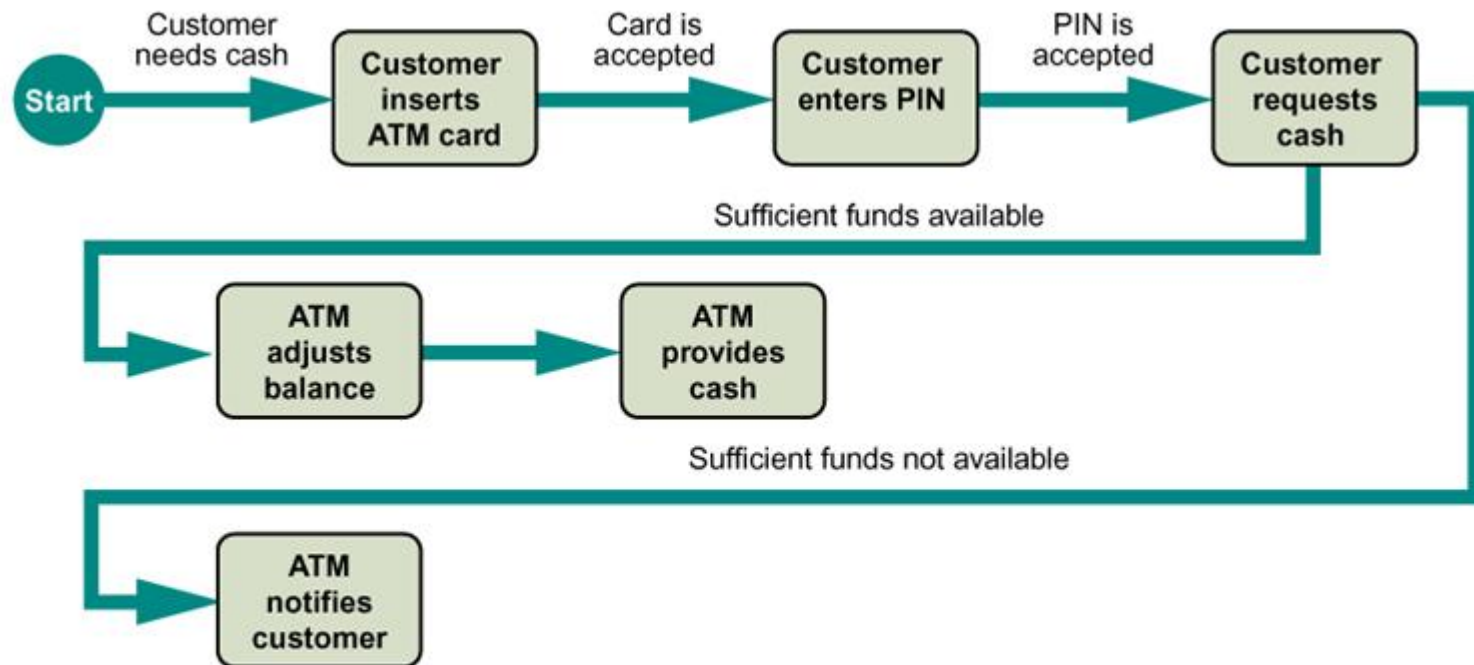


FIGURE 5-43

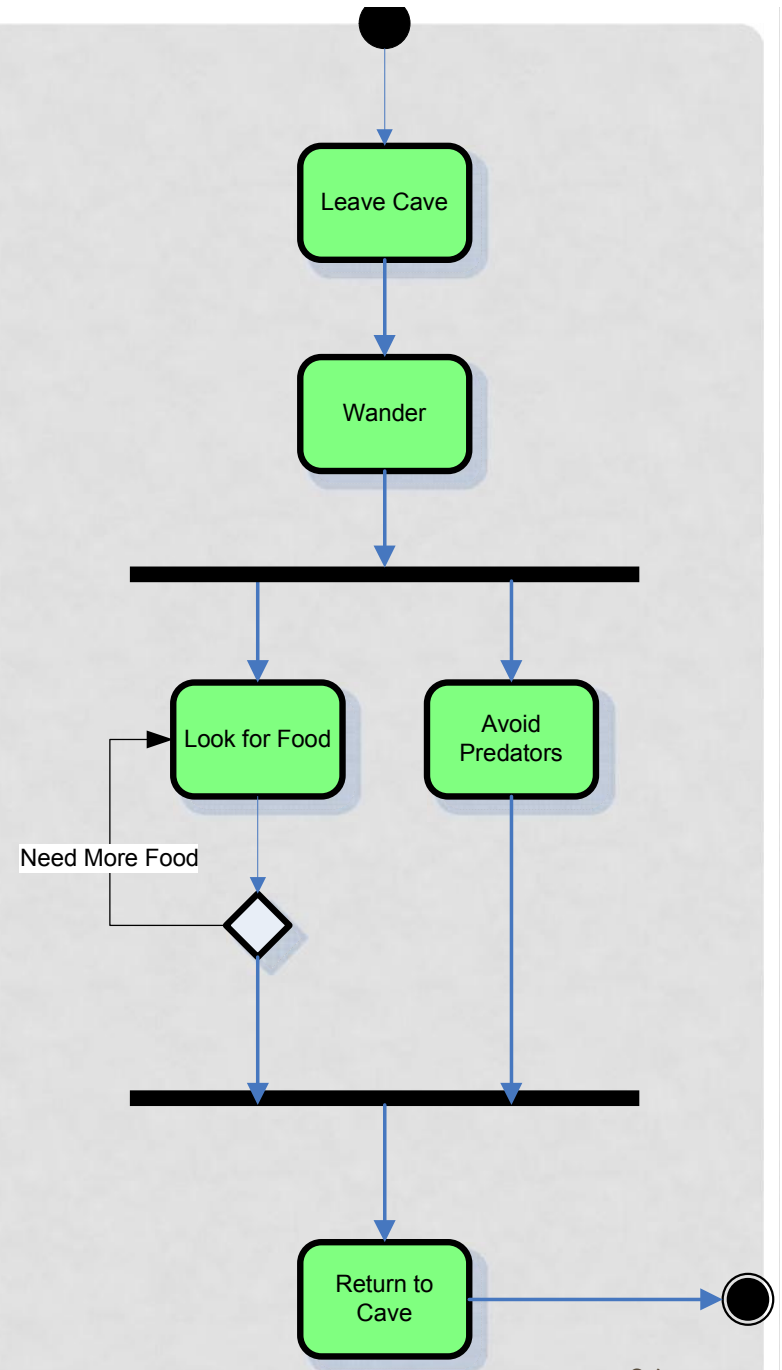
An activity diagram shows the actions and events involved in withdrawing cash from an ATM machine.

- Resemble a horizontal flow chart
- Show order of actions and events

Vertical Activity Diagram

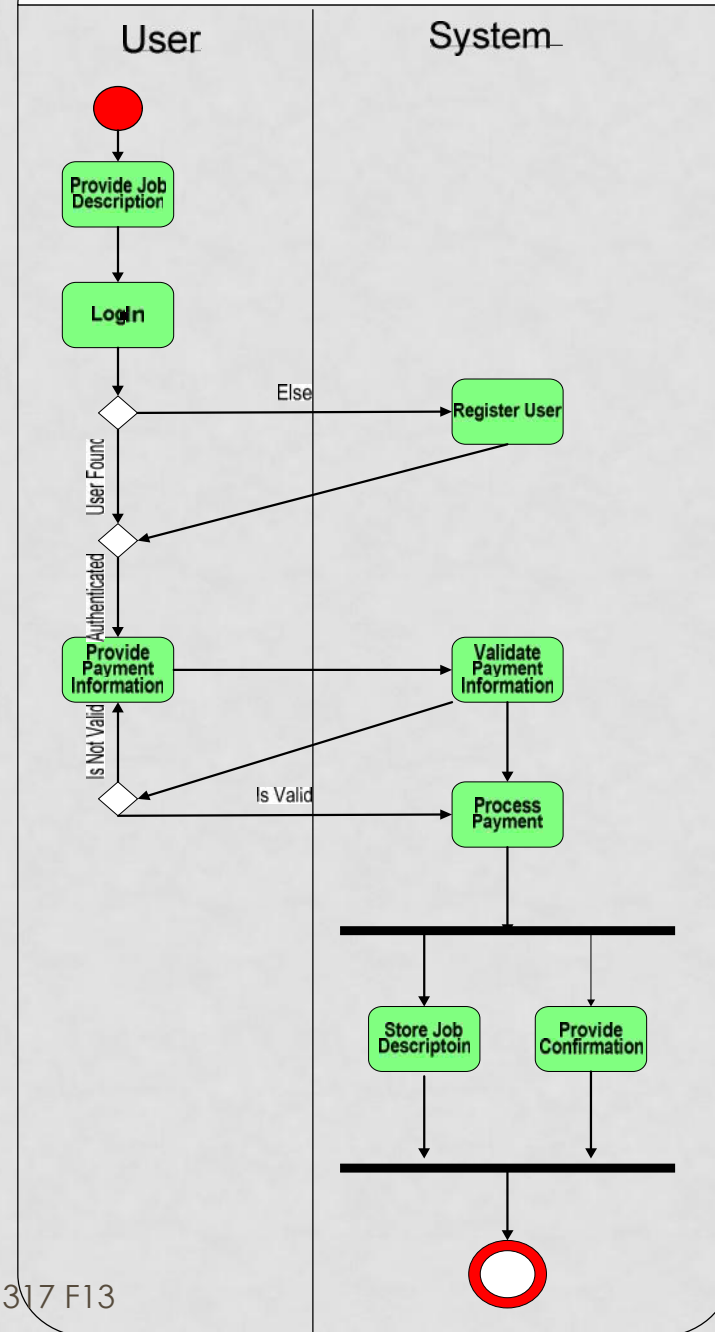
HOW CAVEMAN OBTAINS FOOD

Forks, activity, decision
diamond, start event, end event,



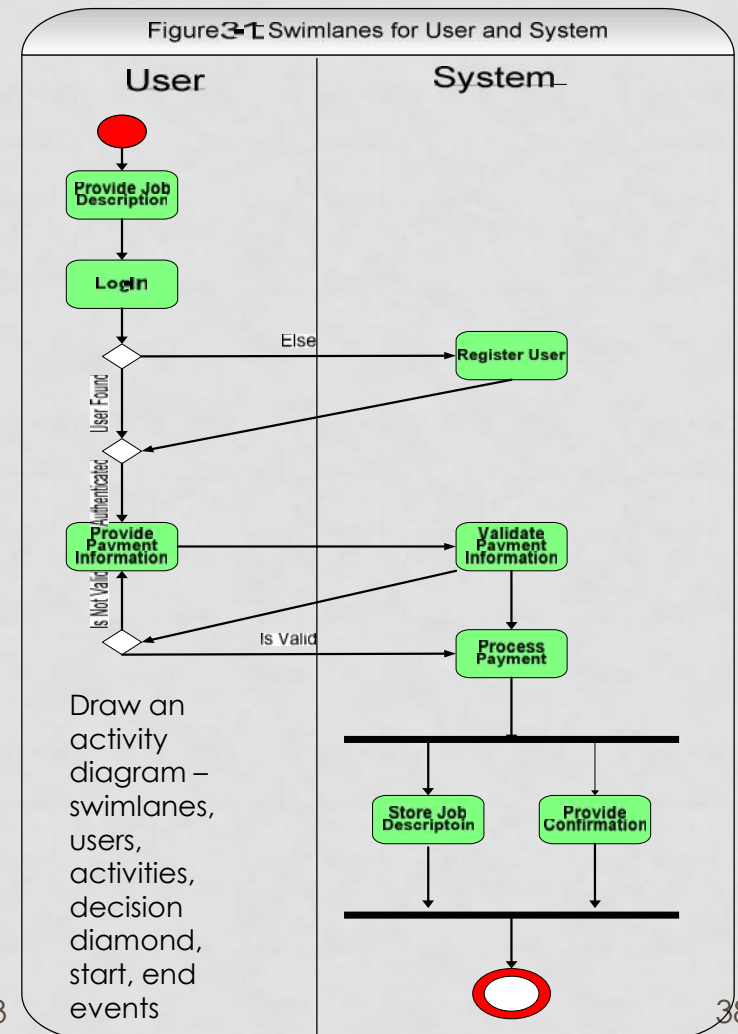
Activity Diagram with Swimlanes

Figure 3.1: Swimlanes for User and System



BUSINESS PROCESS MODELING EXERCISE

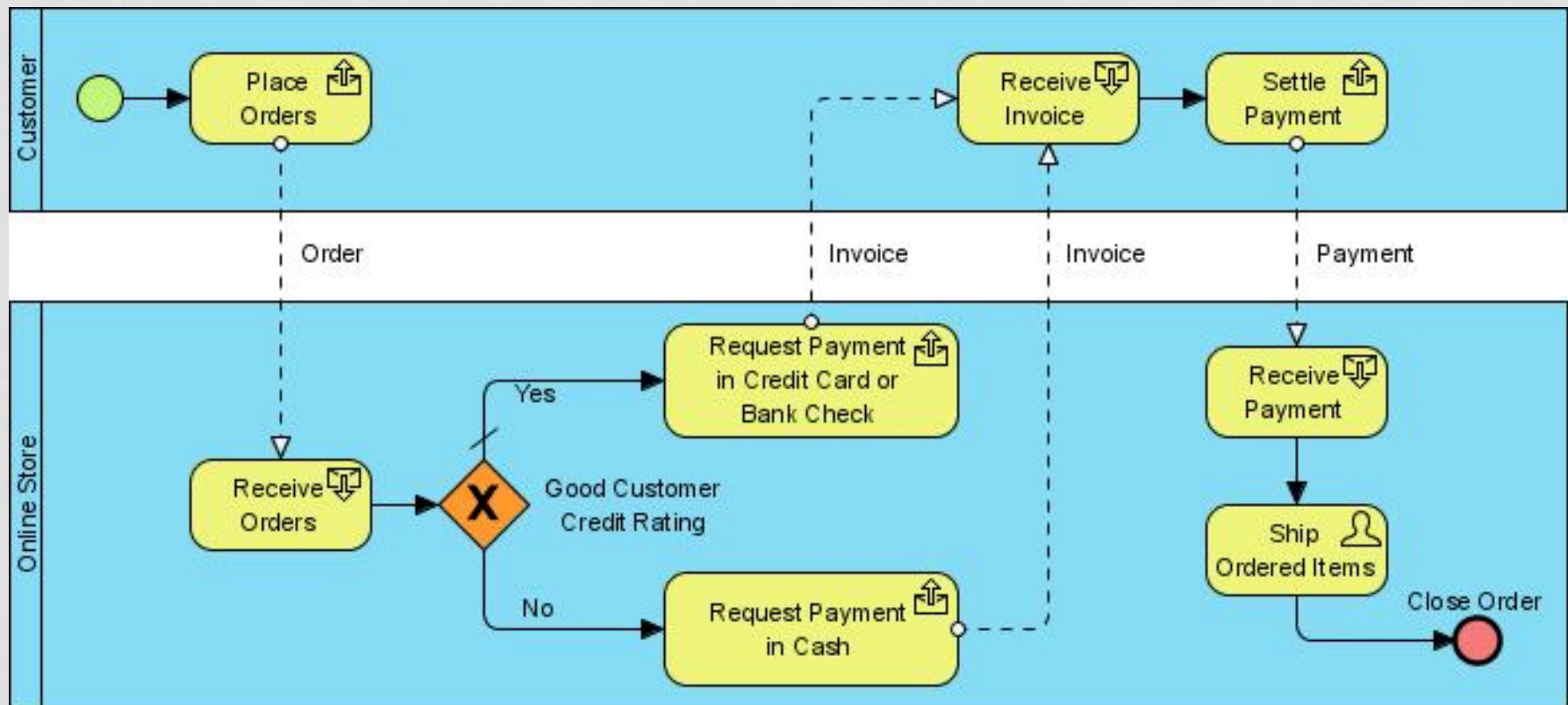
- A customer can place one or more orders from an online store. Each customer has a credit rating. If the credit rating is good, the customer can make the payment either with a credit card or a bank check. However, if the credit rating is poor, the customer has to pay in cash. Each order is an aggregate of different order items. A customer's order can have multiple items with varying quantities.
- Draw a Business Process Diagram for the above online store transaction.



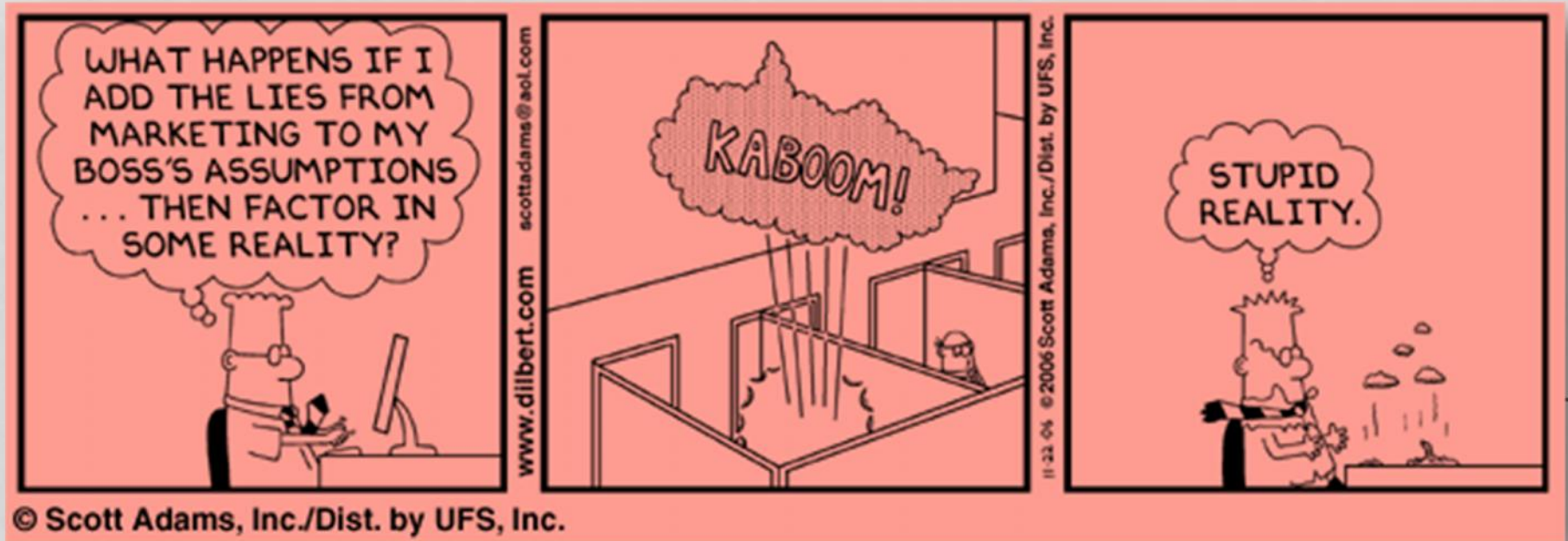
REQUIREMENTS EVENT TABLE

Source	Trigger	Activity	Response	Destination
Customer	Want to make a purchase	Place an online order	Order	Store
Store	Order	Store receives order	Query customer credit rating.	
Store	Good credit rating	Request payment with credit card or bank check	Invoice	Customer
Store	Poor credit rating	Request payment in cash	Invoice	Customer
Customer	Invoice	Receive Invoice		
Customer		Make payment	Payment	Store
Store	Payment	Receive payment		
Store		Ship order items	Close order	Customer

BP MODEL OF ONLINE STORE TRANSACTION



DILBERT...



THANK YOU