Case Study

Deadline: Saturday 12/11/2022 @ 23:59

**[Total Mark for this Assignment is 14]**

***Integrated Enterprise Systems***

***IT 402***

Student Details:

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**Instructions:**

* You must submit two separate copies **(one Word file and one PDF file)** using the Assignment Template on Blackboard via the allocated folder. These files **must not be in compressed format**.
* It is your responsibility to check and make sure that you have uploaded both the correct files.
* Zero mark will be given if you try to bypass the SafeAssign (e.g., misspell words, remove spaces between words, hide characters, use different character sets, convert text into image or languages other than English or any kind of manipulation).
* Email submission will not be accepted.
* You are advised to make your work clear and well-presented. This includes filling your information on the cover page.
* You must use this template, failing which will result in zero mark.
* You MUST show all your work, and text must not be converted into an image, unless specified otherwise by the question.
* Late submission will result in ZERO mark.
* The work should be your own, copying from students or other resources will result in ZERO mark.
* Use **Times New Roman** font for all your answers.

**Case Study Instructions**

**Case Study Objective:**

This case study is an opportunity for you to practice your knowledge and to develop skills of working in teams.

* **Total Marks = 14**

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| --- | --- |
| Case Study report | Presentation |
| 9 marks | 5 marks |

* Group Size = 3-4 Members.
* One group member (group leader/coordinator) should **submit all files:** **Case Study Report** and **Presentation Slides** on blackboard. Marks will be given based on your submission and quality of the contents.

**Case Study Report**

* Each Case Study Report will be evaluated according to the marking criteria mentioned in each question section.

**Presentation**

* Students (Group) need to present their Case Study (either F2F or Virtual) in **week 11 or week 12**.
* Presentation schedule with date and allocated timing will be shared with the students via Blackboard before the end of Week 10.

Note: the following case study is just an example, students are supposed to find a separate case study

**Example** [**Case Studies: Enterprise Software Choice Nightmares**](https://www.scc-co.com/blog/enterprise-solution-selection-raw-costs)

Each example assumes steps as follows:

1. Key individuals involved – most costly in any company are the active participants on the team
2. The Selection Processes, Re-selection processes,
3. Dropping challengers to the short-list
4. Final selection procedures to make your decision.
5. Purchase, finance, loan, check, or capital expenditure.
6. Enterprise preparations – hardware, software, education, systems infrastructure
7. Installation – infrastructure readiness and execution
8. Integration – training and systems integration
9. Implementation processes
10. Return on investment (ROI) can now begin
11. Follow on: Restoring, training, and ongoing support, re-visiting old ground.

## ****Case # 1 –Corporation is unprepared for what is coming – but believed they were okay.****

A manufacturer/distributor must upgrade their software to satisfy their business and client needs, or they will unavoidably fail. Upon examination, we find infrastructures are inadequate, and inner resources do not allow this change. Additional, because of their cash position, they cannot fund the lowest requirements for a new enterprise solution.

**What are they supposed to do?**

They must retrench and reconstruct quickly in as cost-effective manner. To serve their requirements, they must substitute all servers, operating systems, upgrade the network architecture, PCs, printers, improve their internet connection, rise network bandwidth, install wireless networking, protect their data backups, email SPAM control, implement security firewall,. i.e.: upgrade it all! What was believed to be a software spend of $35-$55K derived to be an enterprise spend of $160-$260K, and excluding the software.

It is avoidable with proactive budgeted enterprise management. You cannot permit your business to fail because systems are out of reach.

## ****Case # 2 – Corporation is prepared to spend – but don't know enough to execute properly.****

When we encounter a client that has the financial capitals but not sufficient technical resources to deply today’s enterprise systems, we are prepared to contribute in hiring, raining, and support. The trick is the cost of these resources is high, and availability is inadequate. Businesses in a sound financial situation must also know they have resource necessities to consider while taking on a up-to-date solution. It is not for the reason that systems are complex it is because infrastructure and user requirements have raised.

**For example:**

Today is a extremely competitive and combative environment. Let’s look at some factors disturbing these pieces. Global rivalry is all the rage. China pays its employees $0.50/hour. Without the complete best systems, technologies, implementation, integration, utilization, cost-controls, security of the enterprise, accuracy in data, dedication to continuous monitoring and decision support tools, our businesses will flop and feel like they could do nothing about it.

We have, today the absolute utmost robust and reliable tools a little generation of business has ever seen. We can perform our business from a mobile phone from the inside of the Desert. If we can do this, the remaining is a matter of application.

Note: the above mentioned case study is just an example, students are supposed to find a separate case study.

# Question One

***4 Marks***

*Learning Outcome(s): CLO1:*  Explain the interdisciplinary concepts, theories, and trends in ES and their role in supporting business operations.

1. Your first task is to select a case study (from real-world or using internet). It can be related to enterprise systems or related to an organization/store or on any relevant topic.
2. After selecting the case study describe it in your own words using following points.
3. Clear headline: It should give the most important information.
4. Snapshot: Provide the main points, including the client’s name/industry, the product/service used, and quick result stats.
5. Client introduction: One or two sentences describing the customer and a highlight about them.
6. Problem: State the problem/goal, consequences, and any hesitations the customer had. Include quotes.
7. Solution: Share how they found you, why they chose you, what solution they chose, and how it was implemented. Include quotes.
8. Results: Describe the results and the benefits, as well as any bonus benefits that came of it. Include quotes.
9. Conclusion: Share additional praise from the customer and words of advice they have for other people/businesses like them.

# Question Two

***2 Marks***

Learning Outcome(s): CLO4: *Design ES architectural models for various business processes.*

Model (As-Is) process using BPMN 2.0 using any tool such as Visio. Then analyze As-Is process from atleast two perspectives. Forexample, if quality and time perspectives are taken then mention at least 1 issue related to quality and 1 issue related to time in the process.

# Question Three

***3 Marks***

*Learning Outcome(s):*

*CLO3: Discuss the issues and challenges associated with implementing ES and their impacts on corporate enterprises.*

Propose at least **three** (**3) ideas** for improving the process of your selected case study from any three (3) prespectives: for example a) equipments prespective, b) employees prespective, c) IT & IS technologies prespective, etc. Lastly, propose the To-Be process model using BPMN 2.0 by utilizing any tools?