

It unit 3.2

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# Introduction

The business I am examining is the Weymouth College which is a local college which teaches courses ranging from: BTEC, A-Level, Apprenticeships, HND & HNC degrees. The College collects data about its students on enrolment that allow its systems to work like for instance the Register System.

The Management Information System (MIS) is the tool that allows data to be entered and kept timely by the college’s intranet this includes: Learner Details (gathered at enrolment), course information (given by the teachers) and funding information (eligibility for bursaries and other funding).

Customer Relationship Management this allows a business to collate and congregate there : invoices, past transactions it is used at the college, so they can get reports on external items like costs of the department in question and it also features a customisable calendar system that tells you the next meeting you have and the status of who it is with.

Finance systems are the software used by the staff that takes the information like bank details, and does calculations on the information like wage calculations (Hrs Worked \* rate of pay). It outputs a report and does bank transfers which its respective firms send e-bank statements.

# MIS

The system is to deal with the information entered into the college and it students the register is the most used sub-part of this system.

The teachers use it mostly as it allows them to enter the data on whether a student has been: authorised absence (ill), unauthorised absence, Late and Present. This is used to calculate the attendance of a student. The head of IT uses this information as a form of evidence along with the results in the enrolment meetings. Students can view it on there student portal which is a website using their intranet. Also it used for enrolment when course information and joining was used. It also handles the funding schemes and apprenticeships.

The MIS is a program on there intranet which allows any computer with the relevant access rights on there network to use the MIS this is a username and a password. The software is custom written called Weytrack. Its similar to SIMS (a paid for consumer product that does a similar system).

The data is processed so that it is available to the teacher and student on there network as the form of a report accessible on the ELIP this has the important details entered at enrolment and the course information

It has telecommunications as it connected to the intranet and the telephone network as it automatically routes the texts and emails sent to it by the student and then sends a reply via a text/ follow up mail.

# CRM

Customer Relationship Management allows a business owner to have a specialised platform which takes the upcoming and previous meetings, invoices, purchases & Contacts. IT is used by the Marketing team, Customer Service and Finance.

It can be accessed by a PC or laptop and has support to be used on a server/NAS. Because the college has a large amount of businesses it interacts with i.e. the amount of local business for apprenticeships, it uses a bespoke and adaptable software that is custom created for the college so that it is always relevant. You input the invoices, purchases & suppliers details the later details are saved as a contact and the invoices are attached.

The information is collated into a report this then is compared to a standard and is keyed so that if it is spending more than they have it is monitored and calculated. It also flags potential opportunities and sales.

Then it outputs the data as a report containing: Targets, Charts, Graphs & Spreadsheets. It also can tell you when the next arranged meeting and conference call which generated on the data.

As it is based in the college intranet anyone with the right level of access and a connection to the ethernet can use the CRM, but it is mainly used as a marketing or finance tool. For example the marketing department could use the CRM to prove their higher level of relationship with Southampton Solent University.

# Finance Accounting systems

This is used by the Finance staff and because its bespoke software it can run on most PC’s and Laptops, also it allows them to constantly update and innovate on the program. They have to input the: hours worked, bank details, rate of pay, staff details. And it calculates the wages & payslips as well as the creation of reports. It then does a bank transfer which is left up to the branch to send them an email and an emailed bank statement / text with the balance on it.

The other thing it does is that it has a feature where you put the profit and the losses spent along with the assets of the department and creates a budget for the department -> and sub departments. Based on importance.

An example of this… the budget for Media & IT is split mainly towards Media because the students in media are using workloads that have higher requirements like CUDA acceleration (Blender). Whereas the IT department rarely uses programs that should lag a modern normal computer so the IT does not really need a high budget.