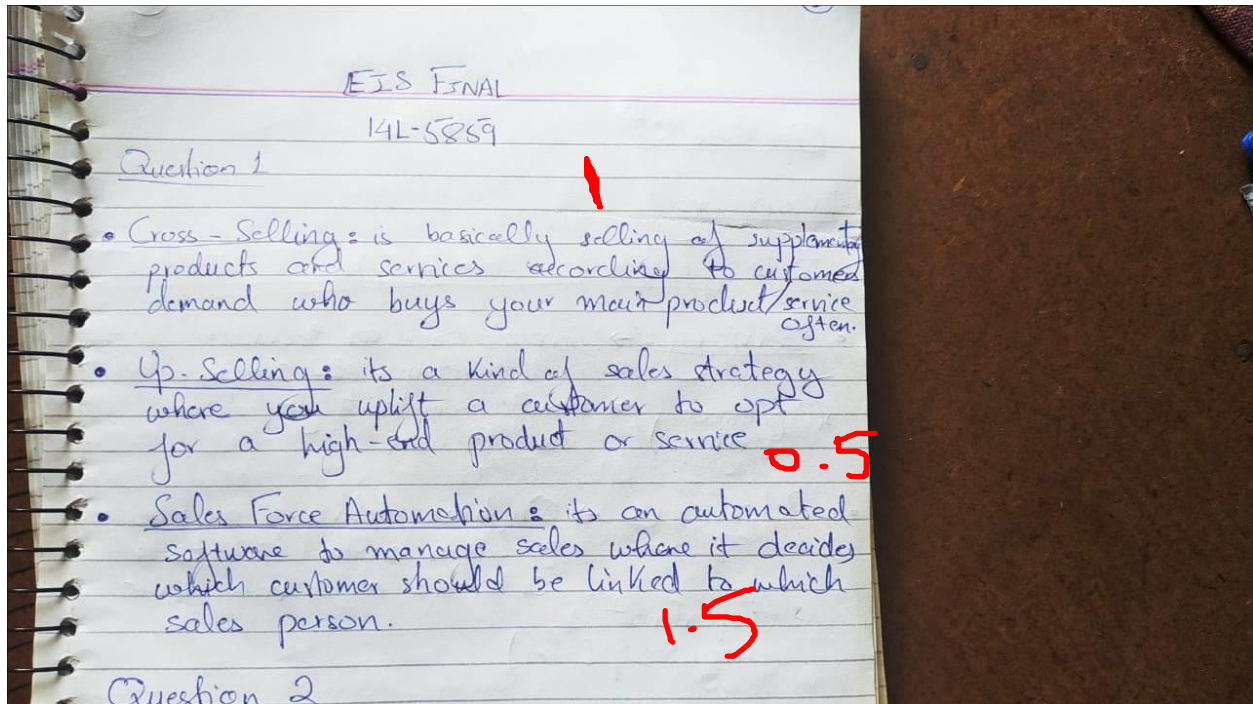
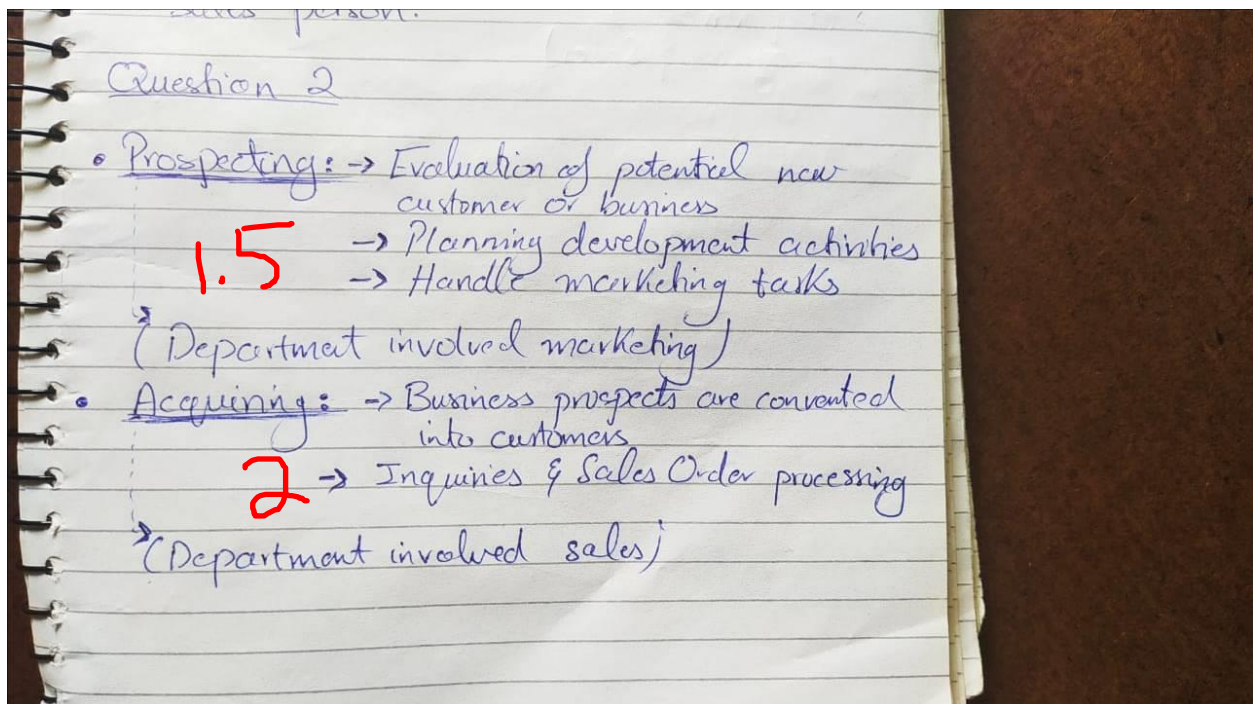


Question 1



Question 2



In this phase

- Servicing : → Services such as technical support, product returns etc are provided
- (Department Operations) → Handle complaints for customer satisfaction

- Retaining : → On time deliveries and product quality is assured to retain customers at a valid price
- (Department Logistics & Sales)

Advantage

- Small/Med

Using on a lot of same tools

- Large Bus

Instant t is possible features i:

Disadvantages

- Small/Med

Question 3

③

Question 3

Advantages

• Small/Medium Business

Using on demand CRM solution will save a lot of money while providing access to same tools as used by larger corporations.

• Large Business

Instant training, testing and deployment is possible ~~with~~ even some ~~extra~~ complex features i.e analytics, after sale service etc.

Disadvantages

• Small/Medium Business

Since its a pre-built solution there are little to no options for customization according to the companies exact needs.

• Large Business

There will be a lot of integration and data security issues as data is stored on ~~the~~ an external server. ~~Integration~~ Merging this with cloud based CRM will be an even complex task.

Question 4

Question 4

	Week 1	Week 2	Week 3	Week 4	Week 5
^{Cases}					
MPS A	984	984	984	984	1037
" B	422	422	422	422	444
^{atches}					
MPS A	142	142	142	142	149
B	61	61	61	61	64
Gross Req	10150	10150	10150	10150	10650
Scheduled Receipt	8000				
Planned Receipt		10000	10000	10000	12000
Planned Orders	10000	10000	10000	12000	

Question 5

5

Question 5

Sarbanes Oxley act was introduced in 2002 because of the Enron downfall case. The act's major purpose was to decrease such fraudulent cases within companies. The act became a standard for ERP's ~~to produce~~ financial statements which needed to be detailed and transparent. They were further filed to the SEC with the signatures from the CEO. It restricted companies from using external auditing systems other than auditing. ~~It required~~ ~~representing~~ Producing a control report through ERP's was targeted essential to show internal control over financials. The ERP's also had to incorporate things like no deletion of records from the software and should focus more on details financials of the company.

Question 6

Question 6

- Sales Forecasting

Manages future demands for the company's product and hence generates a solid idea for future sales.

- Starting Inventory

Clearly states about the items and their quantity within a company's stock. This further explains the exact amount of products that should be produced.

- Sales & Operations Planning

This process determines what the company will produce without exceeding storage capacity yet maintaining reasonable inventory levels.

- Demand Management

Here the production plan is further broken down into smaller achievable tasks ~~materials~~ ~~are often required weekly or daily~~ according to weeks or often days.

~~MRP (Materials requirements planning)~~

Determines

- MRP (Materials Requirements Planning)

Determines the exact quantity and the time required to produce or purchase raw materials to support major production

- Detailed Scheduling

~~Determines whether the production plan can be executed within the available resources.~~ It is a scheduled production run considering resources such as machines, labor etc.

- Production

Is the actual process where materials are produced according to the analysis and plan.

- Purchasing

The process of purchasing raw materials according to the need as mentioned in the previous step (i.e. MRP)

Question 7

Question 7

- Person

Is someone who holds a particular position and is obliged to carry out tasks/responsibilities assigned to him/her.

~~Example:~~ Example: Ahmed Mustafa (Pseudo: ONE)

- Position

Is an explicit responsibility or assignment within that company. They ~~are~~ basically define the occurrence of a job.

Example: Senior Architect

- Tasks

Its a duty or assignment related to a specific job. They are normally attached to a particular position.

Example: generate bug report

- Job

They are the duties someone performs according to the tasks bestowed to them.

Example: Developer

Question 8

Question 8

Outage Duration

- Transaction Driven: ~~is a limited error~~ ^{low} since it migrates data in chunks (active cluster)
- Table Driven: is more time consuming since whole ~~piece of~~ data is transferred at once.

Data Volume

- Transaction Driven: is small since we are only transferring ~~active~~ data
- Table Driven: is very large since ~~whole~~ huge chunk of data is being transferred.

Data Quality

- Transaction Driven: is relatively better since a lot of pre defined methods are provided by the ETL
- Table Driven: is handled by the migration team is a complex task. However the quality is in total hands of the team because of a low level access.

Data Retention

- Transaction Driven: very limited, data is saved ~~consistently~~ and is dependent on time. Such as for last 1 year.
- Table Driven: complete data is transferred.

New Features

- Transaction Driven: integrating new features is easy. No legacy data present.
- Table Driven: complex to integrate new features. Legacy data present.