**SYS366**

**Lab 2:** Business Areas and Processes

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**In the table which follows, name your business areas within the case study and list as many processes that are performed within your business area as possible.**

**Business Area:** Antoine’s Landscaping

|  |  |
| --- | --- |
| **Processes Performed** | **Actors** |
| **Marketing**  **Update Social Media**  **Request Website Changes**  **Evaluate Donation Request**  **Schedule meeting/promotion event**  **Attend meeting/promotion event**  **Project Management**  **Analyze Requirements**  **Produce Blueprints**  **Purchase Materials**  **Organize Material Deliveries**  **Hire Staff**  **Schedule’s Project**  **Assess Project Completion**  **Operations**  **Create Sales Forecast**  **Order Supplies**  **Schedule Client Needs**  **Hire Staff**  **Assess work Completion**  **Customer Service**  **Follow up customer leads**  **Records customer information/requirements**  **Respond to requests for information**  **Resolves customers concerns**  **Responds to customer feedback**  **Organize flyer delivery**  **Create monthly invoice**  **Porcess credit card payment**  **Create weekly bank deposits**  **Finance**  **Receive supplier invoices**  **Pay bills**  **Review Contact invoices and time sheets**  **Receive expenses**  **Submit payroll**  **Calculate profit**  **End donation cheques**  **Receive time sheets**  **Calculate hst**  **Remit hst**  **Workshop**  **Records service issues**  **Record warranties**  **Schedule preventive maintenance**  **Conduct preventive maintenance**  **Logs repairs**  **Conduct repairs**  **Assign repairs**  **Purchase equipment** | **StoreManager**  **InventoryManager**  **LocalSchools**  **HumanResourcesManager**  **WebDevelopmentCompany**  **Customer**  **Employee**  **Customer**  **ProjectManager**  **Labourer**  **MaterialSupplier**  **DeliveryCompany**  **OperationsManager**  **Customer**  **SeasonalWorker**  **ProductsSupplier**  **Customer**  **CustomerServiceManager**  **Bank**  **PorjectManager**  **MarketingManager**  **DeliveryCompany**  **FinanceManager**  **ProjectManager**  **Payees**  **Employees**  **Supplier**  **Schools**  **Government**  **InventoryEquipmentManager**  **EngineRepairShop**  **OperationsManager**  **EquipmentSupplier** |