22.2 Faculty of Computing

Year 2 - Semester 1
IS202.3 Foundations of Information Systems

Tutorial 06 Assignment

Group

1. WMM Wijewardhana   28 771
2. LAA Tharushika   28 519
3. GWG Chamathkara   27 228
4. ADM Shanika   27 425
5. TVP Samindini   27 359

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Executive Summary

XYZ Corp, a leader in high-tech electronics, faces challenges in transaction management, manufacturing optimization, and collaboration. Our integrated system proposal combines Transaction Processing Systems (TPS), Process Control Systems (PCS), and Enterprise Collaboration Systems (ECS) to address these issues. Through analysis, we've identified key areas for improvement and selected suitable technologies. Our design streamlines transactions, optimize manufacturing, and enhances collaboration. The implementation roadmap ensures smooth deployment, though challenges may arise. Overall, our proposal promises significant efficiency gains, positioning XYZ Corp for sustained growth and competitiveness.

Introduction

XYZ Corp has long been a frontrunner in the high-tech electronics industry, renowned for its innovation and commitment to excellence. However, in today's rapidly evolving market landscape, the company faces multifaceted challenges that threaten its continued success. These challenges span across transaction management inefficiencies, suboptimal manufacturing processes, and barriers to effective collaboration among departments and supply chain partners.

Recognizing the critical importance of addressing these challenges, our team has undertaken a thorough analysis of XYZ Corp's current systems and processes. Through this analysis, we've identified areas where improvements are urgently needed to bolster efficiency, productivity, and competitiveness. Our goal is to propose an integrated system solution that not only addresses these challenges but also positions XYZ Corp for sustained growth and success in the dynamic electronics manufacturing sector.

In the subsequent sections of this report, we will delve into the specifics of our proposal, outlining the key components of our integrated system and detailing the benefits it promises to bring. We believe that by embracing this integrated approach, XYZ Corp can overcome its current challenges and emerge stronger, more agile, and better equipped to thrive in today's fast-paced business environment.

Objectives

Integration Solution for Transaction Processing System (TPS) at XYZ Corp.

Analysis of Current Transaction Management Challenges

- **Orders for Purchase:** Purchase orders and sales orders often suffer from fragmented systems and human data entry, leading to overstocking and stockouts due to insufficient real-time inventory visibility.
- **Orders for Sales:** XYZ Corp.'s sales orders are being handled through disjointed systems, causing delays, mistakes, and irregularities, exacerbated by manual data input, leading to inefficiency and customer dissatisfaction.
- **Inventory Management:** Inventory management is hindered by manual procedures and data silos, affecting decisions about customer order fulfillment, production scheduling, and restocking in real-time.
- **Invoicing:** The billing process, due to its fragmented systems, is susceptible to human data input mistakes and delays, affecting customer satisfaction and cash flow management.

TPS Solution Design

- **Streamlining and Automation:** Implement an integrated TPS system to streamline order creation, invoicing, and transaction processing.

  - **Order Processing:** Implement a consolidated system for handling purchase orders and sales, utilizing automation for order creation, inventory check, and immediate order status changes.

  - **Management of Inventory:** Integrate order processing with inventory management using RFID or barcode technologies for precise inventory tracking and prompt replenishment, providing departmental visibility.

  - **Invoicing:** Automate sales order and invoice linkage, customize invoices, remind people when to pay, and integrate accounting systems to reduce billing mistakes and delays.

- **Processing in Real Time:** Real-time data processing and analytics enable immediate access to transaction status, inventory levels, and financial KPIs, enhancing operational agility and facilitating proactive decision-making.

- **Dependability and Accuracy of Data:** Implementing audit trails, error handling procedures, and data validation tests ensures data accuracy and integrity, while robust security measures safeguard sensitive transaction data.

- **Combining with Current Systems:** The TPS solution integrates seamlessly with existing enterprise systems like CRM and ERP for efficient data management and business process optimization.

- **Interface That's Easy to Use:** Provide a user-friendly interface that makes it simple to navigate and get transactional data. Implement role-based access controls to prevent unwanted access and guarantee the privacy of data.

- **Flexibility and Scalability:** Develop a flexible TPS system that can adapt to future company growth and adapt to changing workflows and business processes.

Proposal for Enhancing the Process Control System (PCS) at XYZ Corp.

Assessment of Current Manufacturing Procedures

- **Bottlenecks and Inefficiencies:** A comprehensive analysis of XYZ Corp.'s production processes is necessary to identify waste, inefficiencies, and bottlenecks.

  - **Production Line Monitoring:** The task involves assessing production lines for efficiency and identifying any bottlenecks that may cause delays in industrial operations.

  - **Allocation of Resources:** Examine how resources are used in each manufacturing line to determine if assets are overworked or underused.

  - **Quality Assurance:** Analyze the efficiency of the present quality control procedures and pinpoint any weaknesses in the upkeep of product quality.

- **Problems with Quality Control:** The investigation should explore the root causes of quality control issues, such as waste, rework, and defects.

  - **Analysis of Defects:** Determine the prevalence of flaws and how they affect the caliber of the product and client satisfaction.

  - **Reworked Analysis:** Determine areas where the manufacturing process needs to be improved by evaluating the frequency and causes of product rework.

- **Reduction of Waste:** The study aims to evaluate the waste generated at various stages of production and explore strategies for reducing waste through process optimization.

- **Monitoring and Control in Real-Time:**
  - **Integration of Sensors**: Implementing sensors and Internet of Things devices enables real-time monitoring of critical factors like temperature, pressure, and machine performance.

  - **Data Analytics:** Utilizing data analytics technologies allows for real-time data analysis to identify deviations from optimal operating conditions, enabling preventative measures to prevent production delays and quality issues.
- **Automated Feedback Mechanisms and Controls:**

  - **Automated Correction:** Automated control systems enable real-time data insights to dynamically modify production settings, ensuring peak performance and mitigating manufacturing fluctuations.

- **Quality Assurance Measures:**

  - **Control of Statistical Process (SPC):** SPC procedures monitor process variability and product quality consistency by establishing control boundaries and monitoring process performance to identify and correct deviations.

  - **Systems of Quality Management (QMS):** The integration of Quality Management Systems (QMS) software standardizes quality control procedures, records non-conformities, and monitors remedial measures, promoting high standards and continuous progress.

- **Preventative Maintenance Techniques:**

  - **Maintenance That Is Predictive:** IoT sensors and predictive analytics can facilitate the transition from reactive to predictive maintenance practices, thereby reducing unscheduled downtime and optimizing maintenance schedules.

Implementation of the Enterprise Collaboration System (ECS)

To improve cooperation and communication within XYZ Corp, particularly between the sales team, production division, and supply chain partners, the following actions can be taken.

- **Stakeholder study:** Conduct a thorough study to identify key players in the supply chain, including partners, sales force, and production division, and understand their responsibilities and communication requirements.

- **Communication Audit**: The task involves evaluating the current communication channels and procedures within and between departments to identify any potential communication process gaps, inefficiencies, or bottlenecks.

- **Technology Assessment:** The evaluation focuses on the organization's current utilization of technology and collaboration tools, assessing their effectiveness in promoting cooperation and communication.

- **Determine Communication Barriers:** Consult managers, stakeholders, and staff to identify communication obstacles such as language barriers, cultural disparities, physical separations, lack of transparency, and technology constraints.

- **Create Standardized Communication Protocols and Guidelines**: Establishing standardized communication protocols and guidelines is crucial for ensuring uniformity and clarity in departmental communication, which may involve following specific procedures.

XYZ Corp can enhance creativity, efficiency, and decision-making by eliminating communication and teamwork barriers, thereby fostering cross-departmental cooperation.

Enterprise Collaboration System (ECS) strategy

XYZ Corp. can enhance its Enterprise Collaboration System (ECS) strategy by implementing actions that facilitate smooth information exchange, project management, and decision-making processes at all organizational levels.

- **Evaluate existing State**: Conduct a thorough assessment of the organization's current collaboration level, identify departmental and level-specific inefficiencies, pain points, and communication bottlenecks.

- **Establish Goals:** The ECS strategy should clearly outline its aims and objectives, aligning with the organization's overall objectives of fostering innovation, enhancing decision-making, and enhancing efficiency.

- **Determine Important Stakeholders:** Identify key stakeholders from various departments and organizational levels, including top management, IT, supply chain, manufacturing, and sales, to ensure their representation in the ECS strategy creation and execution.

- **Choose Collaboration Tools:** Choose the most suitable collaboration tools for the company's goals and requirements, focusing on resources that facilitate document sharing and real-time collaboration.

XYZ Corp plans to enhance its ECS strategy by fostering a cooperative work environment, enhancing project management skills, and enhancing decision-making processes, leading to increased innovation and competitiveness.

Research and Analysis

1. Current Systems Analysis:

Communication Channels: Evaluate the existing communication channels within XYZ Corp, focusing on the manufacturing department, sales team, and supply chain partners.

Collaboration Tools: Assess the current tools and platforms used for collaboration, noting any limitations or inefficiencies.

Information Flow: Identify bottlenecks or gaps in information flow between departments and external partners.

2. Technology Research:

Enterprise Collaboration Platforms: Explore platforms like Microsoft Teams, Slack, or Google Workspace for their suitability in addressing XYZ Corp's collaboration needs.

Project Management Tools: Research tools such as Asana, Trello, or Jira to streamline project management processes.

Decision-making Solutions: Look into tools like Miro or Lucidchart for facilitating visual collaboration and decision-making.

3. Requirements Gathering:

Stakeholder Interviews: Engage with stakeholders from each department and external partners to understand their specific needs and pain points.

User Requirements: Gather user requirements to ensure that the selected ECS caters to the diverse needs of all stakeholders.

Integration Needs: Identify any integration requirements with existing systems or processes to ensure seamless adoption.

4. Gap Analysis:

Identify Gaps: Analyze the disparities between current systems and desired functionalities to pinpoint areas for improvement.

Risk Assessment: Assess potential risks associated with ECS implementation, including data security, user adoption challenges, and technical feasibility.

System Design and Integration Plan

Transaction Processing System (TPS):

➢ **Key Features:**

- Order processing: Manage incoming orders from customers and distributors.

- Inventory management: Track inventory levels, reorder points, and stock movements.

- Billing and invoicing: Generate invoices and process payments.

- Customer relationship management (CRM): Store customer information and track interactions.

➢ **Technologies:**

- Database management system (e.g., MySQL, PostgreSQL) for storing transactional data.

- Enterprise resource planning (ERP) software for integrating various TPS modules.

- E-commerce platforms (e.g., Shopify, Magento) for online sales transactions.

➢ **Workflows:**

- Order receipt → Inventory check → Order fulfillment → Invoicing → Payment processing.

Process Control System (PCS):

➢ **Key Features:**

- Production scheduling: Plan and schedule manufacturing processes based on demand forecasts.

- Quality control: Monitor product quality throughout the production process.

- Equipment maintenance: Schedule and track maintenance activities to ensure optimal equipment performance.

- Resource allocation: Manage resources such as labor, materials, and equipment.

➢ **Technologies:**

- Manufacturing execution systems (MES) for real-time production monitoring.

- Supervisory control and data acquisition (SCADA) systems for monitoring and controlling industrial processes.

- Internet of Things (IoT) devices for collecting data from manufacturing equipment.

➢ **Workflows:**

- Production planning → Quality assurance → Resource allocation → Manufacturing → Quality control.

Enterprise Collaboration System (ECS):

➢ **Key Features:**

- Communication tools: Email, instant messaging, video conferencing for internal and external communication.

- Document management: Centralized repository for storing and sharing documents, drawings, and specifications.

- Project management: Task assignment, progress tracking, and milestone management.

- Decision support: Data analytics tools for extracting insights from collaboration data.

➢ **Technologies:**

- Cloud-based collaboration platforms (e.g., Microsoft Teams, Slack) for real-time communication.

- Document management systems (e.g., SharePoint, Google Drive) for storing and sharing documents.

- Project management tools (e.g., Asana, Trello) for task management and progress tracking.

➢ **Workflows:**

- Communication → Document sharing → Project management → Decision-making.

This detailed design for each system will serve as the foundation for integrating TPS, PCS, and ECS into a cohesive framework to address XYZ Corp's challenges in managing transactions, controlling manufacturing processes, and fostering collaboration among departments.

Outline the steps needed to implement each system, including any necessary hardware and software installations, staff training, and data migration.

To implement integrated systems for TPS (Transaction Processing System), PCS (Process Control System) and ECS (Enterprise Collaboration System) in the XYZ Corp, needs careful planning and execution. The following are the stages that are necessary for each system:

Transaction Processing System (TPS):

1. Calculation and planning:
   - ✓ The XYZ Company can conduct a full calculation of current TPS to recognize data warehouse or data silos, manual entry points and inefficiencies.
   - ✓ They can do development in a comprehensive plan charting the objectives, aims, change management timelines, and resource requirements for the TPS integration.

2. Software selection and setting up:
   - ✓ The business needs to select a strong and durable Industry Focus Enterprise Resource Planning system that offers integrated transaction processing abilities. Such as EDI (Electronic Data Integration, Power Apps and robotic data automation)
   - ✓ They can set up the designated ERP software and confirm compatibility with the prevailing infrastructure.

3. Data migration and integration:
   - ✓ The enterprise needs to hand over the data from the different systems into the new ERP platform by confirming data integrity and correctness during the migration procedure.
   - ✓ Introduced a centralized (MD) Master Data management concept and allowed actual data distribution and centralized transaction management by incorporating the TPS components across the departments through a MDM hub.

4. Team training:
   - ✓ By arranging all-inclusive classroom and online training sessions for the staff of the company on the new TPS software, aiming at Master Data, transaction entry, retrieval and reporting functionalities.
   - ✓ Enterprise needs to offer continuing support and resources to facilitate the transition to the integrated TPS environment and post-transition phase.

Process Control System (PCS):

1. Analysis requirement:
   - ✓ The company needs to recognize the key manufacturing methods and serious control points that need real-time observation and fine-tuning.
   - ✓ The company needs to engage the IE (Industrial Engineers) and best practice standard IE concepts during the requirement analysis phase.
   - ✓ They can calculate the prevailing PCS infrastructure and detect gaps by monitoring competencies and suggesting continuous improvements.

2. Hardware and software procurement:
   - ✓ The corporation needs to acquire sensors, actuators, interfaces and other hardware mechanisms that are required for concurrent data acquisition and control.
   - ✓ They can select and install a strong and durable PCS software solution that is accomplished by interactively participating with ERP and manufacturing equipment.

3. System integration:
   - ✓ The business can combine PCS with TPS and manufacturing equipment by allowing real-time continuous data exchange and control.
   - ✓ From predefined process parameters, the business can configure alerts and notifications for deviations to the process owners, operation owners and executive management.

4. Training and maintenance:
   - ✓ To confirm the reliability and uptime of PCS components the company desires to train workers and implement maintenance and service plans.
   - ✓ The business can establish preventive maintenance plans by confirming the reliability and uptime of business-critical and bottleneck PCS components.

Enterprise Collaboration System (ECS):

1. Requirements for calculation:
   - ✓ The enterprise should recognize the communication gaps, bottlenecks and teamwork challenges across the departments.
   - ✓ Gather requirements for an integrated ECS platform that supports seamless communication and knowledge sharing across different operational units and segments.

2. Platform selection and deployment:
   - ✓ The business should select a collaborative software solution that compromises features for example (PDM) Product Data Management document sharing, real-time messaging and project management.
   - ✓ The company should install the ECS platform across the business and which support customize it to meet definite departmental and inter-departmental requirements.

3. Staff training and adoption:
   - ✓ The organization should conduct comprehensive classroom pilot training sessions to familiarize workers with the features and functionality of the ECS platform.
   - ✓ The business should encourage adoption by showcasing the advantages of efficient communication, teamwork and collaboration.

4. Continuous improvement:
   - ✓ They can find the areas that are necessary for improvement in the ECS platform by gathering feedback from end users, customers and stakeholders.
   - ✓ The enterprise can improve usability and efficiency over time by monitoring user activities, implementing improvements, continuous training and updates.

Timeline for the new integrated system for the XYZ Company
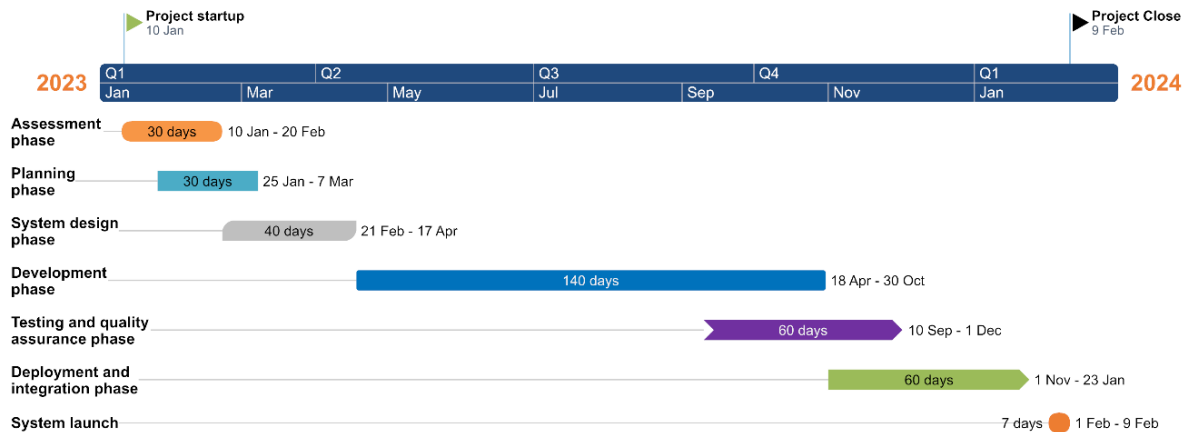
Assessment and planning stage:

For this stage, it can take 2 months.

Key activities:
- ✓ Conduct a comprehensive assessment of the current systems and methods across the TPS, PCS and ECS.
- ✓ Recognize the key main points, requirements and objectives for the integrated system.
- ✓ Develop a detailed project plan outlining the timelines, resource allocation and budget considerations.
- ✓ To collect input, the enterprise needs to participate with stakeholders from all departments and confirm buy-in.

Contingency plan:

- Give extra time for unexpected discoveries during the assessment phase.
- Maintain open communication channels with stakeholders to address concerns and adapt plans.

System design and development stage:

For this stage, it can take 6 months.

Key activities:

- ✓ Design the architecture for the integrated system by ensuring compatibility and scalability.
- ✓ Develop customized modules for the TPS, PCS and ECS integration.
- ✓ Implement data migration strategies to consolidate and clean existing data from the data warehouse.
- ✓ Conduct regular review meetings with the stakeholders to validate design decisions.

Contingency plan:

- Allocate resources for additional development efforts if unexpected complexities arise.
- Use agile development methodologies to accommodate changes and feedback.

Testing and quality assurance stage:

For this stage, it can take 3 months.

Key activities:

- ✓ Conduct full testing of each module and the integrated system as a whole.
- ✓ Perform usability testing with the end-users to ensure functionality and user experience meet expectations.
- ✓ Implement strong quality assurance processes to find and address any bugs or performance problems.
- ✓ Develop training materials and conduct training sessions for staff on using the new system.

Contingency plan:

- Give additional time for bug fixes and retesting.
- Provide ongoing support and troubleshooting resources for the employees during the training stage.

Deployment and integration stage:

For this stage, it can take 2 months.

Key activities:

- ✓ Deploy the integrated system in stages.
- ✓ Integrate the system with the existing infrastructure and third-party applications as required.
- ✓ Monitor system performance closely during the initial rollout to identify and address any integration issues.
- ✓ Provide dedicated support and resources for employees transitioning to the new system.

Contingency plan:

- Implement a rollback plan in case of major deployment issues, allowing for a quick return to previous systems while issues are resolved.

- Maintain communication channels for feedback and issue reporting during the deployment stage.

Monitoring and optimization stage:

For this stage it is ongoing.

Key activities:

- ✓ Constantly monitor system performance and user feedback to find areas for improvement.
- ✓ Implement regular updates and optimizations to address evolving business needs and technology advancements.
- ✓ Provide ongoing training and support for staff to maximize the benefits of the integrated system.
- ✓ Conduct periodic reviews and assessments to ensure the system aligns with the organizational goals and objectives.

Contingency plan:
- Form a dedicated team in charge of monitoring and improving the system on an ongoing basis.
- Assign resources for future improvements and expansions as required.

Impact Assessment

Predict the potential impact of your integrated system on XYZ Corp's operations, including expected improvements in efficiency, productivity, and employee collaboration.

By implementing one integrated system that support transaction processing systems (TPS), process control systems (PCS) and enterprise collaboration systems (EPS) can have a reflective impact on the XYZ Company's operations and overall management, leading to significant developments in efficiency, productivity, product quality, cost savings and employee contribution and collaboration. The following are some potential impacts:

✓ Streamlined standard lean operations:

Integration of TPS, PCS and ECS would reduce data warehouse and manual data entry practices, providing a unified view of transactions, manufacturing processes, and teamwork efforts across departments. This streamlining of operations minimizes replication of effort, minimizes errors, reduces waste and improves the overall efficiency of business developments and the production throughput. At the same time the enterprise can reduce the delivery lead time to the customers.

✓ Enhanced quality control and minimized waste:

Integration of PCS allows comprehensive quality control measures by providing real-time insights into manufacturing processes. This allows for timely adjustments to the production lines, reducing defects, minimizing waste and lowering the need for product rework. Therefore, the XYZ Company can deliver higher quality products to the customers by enhancing satisfaction and reducing costs which are connected with rework and waste disposal.

✓ Increment of employee productivity and satisfaction:

The integrated system streamlines standard workflows, reduces manual tasks and offers employees the tools they need to perform their jobs more efficiently in a controlled manner. This can lead to increased productivity and quality as employees spend less time on administrative tasks and more time on value-added activities. In addition, improved collaboration and access to real-time data can increase employee satisfaction by developing a more cohesive and empowered workforce.

✓ Competitive advantage and customer satisfaction:

By addressing operational inefficiencies and enhancing agility, the enterprise can gain a competitive edge in the market. Faster response times, competitive market prices, improved DIFOT, higher product quality and improved customer service resulting from the integrated system can lead to greater customer satisfaction and loyalty, ultimately driving revenue growth, profit and market share.

✓ Real-time decision-making:

With access to the real-time transaction data from TPS and real-time monitoring of manufacturing processes from one integrated system, decision-makers can answer on time by altering the market conditions, inventory stages and production problems. This agility in decision-making allows the XYZ Company to improve inventory management, improve resources efficiently and discourse

quality control problems on time, thereby improving overall productivity and profitability to get the ROI of the integrated system.

By implementing an integrated system to discourse the operational inefficiencies handled by XYZ Corp includes different challenges, risks and threats. Here are several potential challenges along with the use of strategies to mitigate them:

- ✓ Data security and privacy concerns:
  There is a risk of data breaches or else unauthorized entrance for sensitive information within the integrated systems. The company has to implement strong data security measures for example encryption, biometric or two-factor authorization access controls and regular security audits. In addition, compliance with the standard and local data protection regulations such as GDPR or CCPA should be confirmed.

- ✓ Cost invades:
  Integrated systems implementation can be expensive. Including costs that are related to software licenses, hardware upgrades, consulting bills post go post-go-live monitoring and continuing maintenance. The cost invades can be minimized following. They have to conduct a cost-benefit analysis to explain investments and arrange implementation stages built on Return on Investment (ROI). The company has to develop a detailed budget, timeline and cost control plan.

- ✓ Sustainability and Scalability:
  The integrated system has to be designed in order to provide accommodations for future growth and changes in dynamic business requirements. Regular performance monitoring and optimization efforts should be applied to ensure the effectiveness and long term long-term sustainability of the integrated system. The company should place in order scalability and flexibility in the system design and architecture to familiarize itself with the changing requirements.

- ✓ Integration difficulty:

  Participating in the transaction processing systems, difficulties and issues may arise in process control systems and enterprise collaboration systems can be difficult, mainly if these systems are presently separated and use different technologies. The business has to conduct a comprehensive analysis of current systems, recognize the integration points and invest in the middleware or integration platforms to support smooth interaction and communication between the systems.

- ✓ Merchant trustworthiness:

  The company might depend on multiple merchants and service providers for hardware, integration services and software which can allow risks if the merchants fail to deliver as promised or else go out of business or bankrupt. To mitigate this risk, the business should carefully evaluate the service providers and merchants based on their track record, financial stability and customer references. In addition, they have contractual agreements with clear

service level agreements and (NDA) non-disclosure that can provide resources in the event of service provider or merchant performance issues.

✓ Struggle for modification:

Staff could struggle by accepting new systems and processes due to fear of job displacement, unfamiliarity with the technology, or simply because they are familiar with current existing workflows. To minimize this, the company requests to focus on change management strategies such as providing inclusive awareness and training programs, communicating the advantages of the new system for the Enterprise and staff day-to-day work and connecting staff in the decision-making process.

Conclusion

In conclusion, our integrated system proposal offers XYZ Corp a transformative solution to its challenges in transaction management, manufacturing optimization, and interdepartmental collaboration. By seamlessly integrating TPS, PCS, and ECS, our plan aims to streamline operations, enhance efficiency, and foster collaboration within the organization. We anticipate significant improvements in accuracy, efficiency, and decision-making, leading to enhanced customer satisfaction and profitability. While challenges may arise, we are confident in the benefits this system will bring, positioning XYZ Corp for sustained growth and success in the electronics manufacturing landscape. We are committed to supporting XYZ Corp throughout the implementation process and look forward to witnessing the positive impact of this integrated system on the organization's future success.