

# NeoSegment: Design of an Order Management System

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## Learning Report

**Abstract**—I chose the Neosegment activity because i like System Analysis. In this activity i had a role to play and during it i had some problems and difficulties that made me learn not only technical skills but soft skills too. My activity didn't go perfect but overall i believe that the results were good,

**Index Terms**—Neosegment, **ABS**, **OMS**, Modeling, **IT**, System Analysis, **BPMN**, Learning, Stakeholders

## 1 INTRODUCTION

This report have the goal of telling a little bit of my experience and what i learned in the Neosegment activity, in terms of technical and soft skills, but my focus will be in the soft skills. I will tell about my activity role, what problems and difficulties i faced during the activity development, what i learned with those problems, what solutions i think it would resolve them and finally, the results of the activity.

## 2 ACRONYMS

- **ABS** - Agile Boss Suite
- **OMS** - Order Management System
- **BSS** - Business Support System
- **OSS** - Operation Support System
- **IST** - Instituto Superior Técnico
- **IT** - Information Technology
- **BPMN** - Business Process Modeling Notation

## 3 MY ACTIVITY ROLE

My activity role was to do the job a System Analyst, helping the Neosegment brand with the development of a framework called **ABS**.

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WRONG TEMPLATE!

The purpose of this system is to have a high level business, operation and functional requirements of a **OSS** and **BSS**, focused in the telecommunications area but adaptable and scalable to different industries, providing simpler and cheaper solutions for companies of all sizes.

A System Analyst needs to talk with the stakeholders, do the requirements elicitation, specify a high level design of the system and communicate with the stakeholders and programmers during all the system development. He needs to provide a bridge between the business people and the **IT** people, increasing the communication between all.

In this case, it wasn't very difficult to understand the functional requirements of the system because the stakeholders was only the owner and some programmers, all we were engineers, including the owner, facilitating the communication.

In the beginning, i arranged a meeting with the owner and he explained what i needed to do. My job was to do the modeling and design specification of an important system in the **ABS**, im talking about the **OMS**, this system treat the order entry and processing, it could be understood as being the brain of the **ABS**. These systems are better explained

(1.0) Excelent	<del>ACTIVITY</del>				DOCUMENT							
(0.8) Very Good	<del>Objectives</del> x2	<del>Options</del> x1	<del>Execution</del> x4	<del>StC</del> x1	SCORE	Structure x0.25	Ortogr. x0.25	Gramm. x0.25	Format x0.25	Title x0.5	Filename x0.5	SCORE
(0.6) Good												
(0.4) Fair	1.6	1	3.6	0.8	7.0	0.2	0.2	0.2	0.2	0.5	0.5	4.8
(0.2) Weak												

in the activity report. Then, we exchange some emails as communication method, while i as doing these project.

#### 4 PROBLEMS AND DIFFICULTIES

While doing this project, i had some problems, the problems where:

- **Experience**, while doing this project, i had some technical problems because i have a lack of experience in System Analysis area, my only job experience until now was making a website for a small company and others jobs not related with engineering, i only had 2 basic courses that teaches some basic system analysis.
- **Time**, while doing this project, i had classes in the demanding University IST, i was doing 6 courses (1 more than normal), i had many tests, works and projects to do, most of them very demanding and i wanted to have good grades, not only pass them. I still had to have some time to my girlfriend and friends. All this made me have less time for this project than i would like.
- **Stakeholder dependence**, while doing this project i had some doubts about what the system was suppose to do in some specific features and sent some emails but some of them took some time to be answered, this could be easy resolved if i worked with them but i lived far from the company location, i had classes to take and i didn't had personal transport. One time i was waiting for an answer to see an presentation but they forgot to send me an email confirming the presentation date, when i asked for the presentation date again, the presentation already happened. Another problem was that i didn't had any programmer contact to discuss the system to be model. All this was mainly my fault because i didn't had enough initiative to resolve these problems.

#### 5 WHAT I LEARNED?

This is what i learned in each problem that i had and what i think i could do better.

- **Experience**, with this problem i learned that just having some classes is not enough to be good in something, if i really want to be an expert one day, i need to study outside the classes and work in real life projects. I believe that in this case the only thing that i could have done to be better was to start studying System Analysis much before starting this activity or possibly having some job in this area during the Summer.
- **Time**, with this problem, i learned that i still need to be even more organized and that normally things take a little bit more than expected, i had time enough to do a fair job but my goal was to do an excellent job and for that i need to organize and plan my time even better. In this case i think i could do 2 things better, instead of making 6 master courses in the first semester to do only 4 next semester, it would be better to make 5 courses in each. Then i should be expecting that some things get longer than expected and i should prepare my plan accordingly.
- **Stakeholders dependence**, in this problem i learned that even when the stakeholders are the main interested in the system, they too could have problems with time management, forget things or they can believe than even without many help, the system analyst will do a very good job and that is not true. Much of these things is not their fault, is just things that a System Analyst needs to deal with, he needs to bring the best of stakeholders and programmers. Some things that i could do better are, ask the programmers contact and have more initiative in arranging new meetings and discovering the system presentation date.

#### 6 RESULTS

In this project i conclude the OMS context image, requirements list and 2 major BPMN business processes, one of them with 3 sub-processes. But above all, i learned some technical and soft skills during all this project. My work was not perfect but considering that the main purpose of this project is to be active, gain

experience and soft-skills, i believe that overall, i made a good job.

## 7 CONCLUSION AND SELF-EVALUATION

I had fun with this type of project because is one of the areas that i like the most. i am happy for my learning in this project. I spent close to 40 hours in this project, including meetings, reading stakeholders documents, research, emails, meetings, modeling of the system and making this report. I didn't go to all Portfolio classes because i had another course class at the same time but i learned in those classes that i went.

My self-evaluation overall is 15 (in a grade 0 to 20).



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