**Evaluate a Process Model**

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# Evaluate a Process Model

* Describe Hamp Crafts’ current purchase and supply process by responding to the following prompts:
  + Interpret the provided data flow diagram. What does it show? What does the current purchase and supply process entail?
  + What are the data sources involved in the current process?

We have been asked to review and interpret the data flow diagram for our client, Hamp Crafts. We can begin by noting that the data diagram has four processes, four source/sinks, and five labeled data flows. The four processes are labeled in blue from 1.0 to 4.0. the four source/sinks are the Customer, Supplier, Shipper, and Carrier, and the five labeled data flows are labeled Shipping Plan, Carrier Planning, Delivery Plan, Contract negotiations, and Shipment schedule. The diagram essentially shows what processes occur when a customer visits their brick-and-mortar store, places an order, and how the order is processed, including how the customer ultimately receives their order.

Hamp Crafts’ current purchase and supply process is straightforward. It begins when a customer visits their store, decides on a product they would like to purchase, and then the customer places their order, starting process 1.0, receive customer order. Once the order is received, the data is moved by process 1.0 and received by process 2.0, Check Out. Once the customer checks out, two things happen. Process 2.0 pushes out the data to the carrier with a shipping plan. Carrier Planning is then sent to the Shipper. The second thing that happens is that the order is also sent to process 3.0 to fulfill the order. This process continues to process 4.0, where a supplier is chosen, that supplier is then contacted, where contract negotiations occur, the data continues to flow where a shipment schedule is determined, then this data is received back by process 3.0, Fulfill Order as well as the data is sent to the shipper.

* Determine the additional requirements needed to support an online storefront by responding to the following prompts:
  + What additional processes are necessary to integrate an online storefront?
  + What additional data sources would the system need to access the products and inventory?
  + What additional databases, if any, are needed to support the online storefront?

Hamp Craft has determined that one of the best ways they can gain additional revenue is to have an online presence. To do this, they have asked us to look at their current system and determine what additional processes are necessary to integrate an online storefront. Additional process that will be necessary is the process of placing an online order instead of being in a physical location where the order is taken in person. It should include the same processes as the physical store (Receive Customer Order, Check Out; however, once the checkout occurs, the data can flow into their current processes 3.0 and 4.0. I do think that additional data sources will be needed to manage inventory so that customers are not purchasing items that are currently out-of-stock. First, before an order is placed, the system should go and make sure the client is able to fulfill the order by going through an inventory process. This process then returns data that tells the online system whether that product is available. A database that kept track of this information as items are received into inventory and sold would be highly beneficial. However, it should also be noted here that this inventory data source or database should not be updated unless an order is placed (or items are received into inventory). When an order is placed, the data should also be moved to the inventory process, where the applicable changes can be made to the inventory database. There is also the need for an administrative backend that is capable of providing customer support, updating customer information, and maintaining the website. An additional database would be useful for maintaining customer information.

* Determine how to integrate the new online storefront into Hamp Crafts’ current purchase and supply process by responding to the following prompt:
  + Would you recommend creating a separate new system for the online storefront or incorporating elements of the online storefront into the current process model? Explain your reasoning.

I would recommend keeping the current system but also making enhancements. As I previously explained, I believe that they are already modeling processes similar to how an online storefront needs to operate. I do think that the additional processes and data flow for the online portion of the system can utilize the existing processes; however, implementing a new method for inventory and customer tracking will be necessary. If I were making this suggestion in real life, it would be, in my opinion, it would be more cost-effective for the client to continue using their system that works, and then incorporating the new processes would be cheaper than starting from scratch. The only time, in a case such as this, that I would recommend a new system is if the client were having substantial problems with customers placing their order in the store and not getting their orders delivered properly. Then I would recommend a brand new system where existing system/design issues can be reworked and ironed out.

**References**