Pre-Interview

1. The four organization levels for a typical company.
   1. Top Management – Set and define company goals and missions.
   2. Middle Management/ Knowledge Workers - Provide directions for employees and provide feedback for supervisors and employees.
   3. Supervisors/ Team Leads - Their job is to oversee employees and to make day-to-day decisions regarding employees.
   4. Operational Employees - Operational Employees really on a transaction processing system to enter the required data for their job.
2. Examples of different retailers
   1. Walmart (Walton Family)
   2. Target (Target Corporation)
   3. Costo (Costo Wholesale Corporation)
   4. Everywhere I go there is always Walmart. It doesn’t require a membership to attend. Going to Walmart can almost guarantee that you only need to make one stop. Walmart’s are usually cheaper than other stores.
3. Empowerment refers to the business practice of giving employees more responsibility and accountability. These tasks were previously done by supervisors. Companies find that this improves employee motivation and customer satisfaction
   1. In the agile method it empowers employees to make important decisions about tasks and projects in certain parts of the cycle.
   2. Employees are, now more than ever, expected to train employees. This task used to be done by supervisors but now employees need to make sure that new employees are well trained and know what to do in every situation.
4. Some systems may include BI, CRM, BSS, and user productivity system.
   1. BI Systems- Using BI Systems can allow you to store and collect data while increasing efficiency.
   2. Customer Relationship Management- CRM is software that allows you to be able to analysis and view data that will allow you to view through the customer lifecycle.

The goal of CRM is to be able to increase customer service and customer satisfaction to increase sales,

* 1. Business support systems – BSS support all users at different levels, there goal is to analyze transaction data and provide necessary information that can help the company make better business decisions.
  2. User productivity systems is an application that provides employees with all levels the required tools that are required to better do their job.
  3. Smaller firms would be smarter to use cheaper versions of information software. For example, you can use extra level CRM systems so you can still make use of the information system but also save money for your firm. Smaller firms can also use more common applications like email over apps like Microsoft 365.

Post- Interview

1. Comparing Methods
   1. Structured Analysis - The Structured Analysis uses the SDLC to plan, organize, design, implement, and support an information system. Using structured analysis is like a blueprint because it gives out an exact plan for your system. A popular modeling tool includes a flow diagram. The structured analysis strategy is a very popular method but if it does off the blueprint, or plan, it could be detrimental.
   2. O-O Analysis – The O-O Analysis views your system in objects that use data. Your data represents real things that are relevant to your system. The O-O analysis is much more interactive compared to structured analysis
   3. Agile Methods – The structured analysis uses a guided step strategy; in the same way the agile method uses a repeatable cycle. This invites for team group efforts to keep the process of the cycle going. The agile method allows for flexibility and efficiency but that also means that there needs to be team communication and team collaboration.
   4. I personally think that the agile method is the way to go. It is more modernized compared to the other two analysis strategies. It expects more out of the employees to take part in the cycle. They are expected to collaborate and make important decisions that can reduce major risks. The only downside is that it lacks an exact plan like structured analysis.
2. CASE is a software tool that also provides an overall framework for system development. They also support O-O and structured analysis. CASE is important because it can help improve your overall performance and quality and it can help improve your productivity and can help with the complexity of your tasks. Examples include decreasing errors, improved design and overall looks, easier maintenance for safety and security, and making sure that your code looks clean and is not repetitive.
   1. Microsoft Visual Studio (IDE)
   2. Eclipse (IDE)
3. A BPM is a clear graphic of detailed business processes. There are three steps before getting your result. The first process is checking the customer’s order status, the second step is to check the customer’s credit report and lastly enter the customer order data. It is done when the event is triggered and a clear definition of at least three events is laid out to try to get the desired outcome. This is a sample model, but you can use a business model to update a customer’s account, fulfill an order, etc.
4. A prototype is an early and quickly made newly proposed information system that is still in progress. Some examples of why prototypes are important include getting early feedback, testing out your protection to make sure that it runs smoothly and is secure, making sure that it meets all your desired requirements, and maybe getting your product done faster. Different examples of who may use a prototype include software developers, product designers, auto designers, video game developers.