SIA ASYNC QUESTIONNAIRES

Chapter 9.

1. What is the role of a project manager and a program manager?

-project manager   
 -The role of the project manager is to plan and asses the the project that will be given to the team.Project manager has control to instruct the team on what they will work for.

-Program manager

-program manager is a proffessional who coordinates beyond the project to the organization program manager ensures that the goal of the program will be achieve while maintaining the the height detail for the projects.

1. What are the skills, knowledge, and abilities required to be a project manager?

-Project manager requires to have a project management skills to ensure and over see the entire ERP implementation process effectively, It requires ERP system knowledge because it helps him to make decisions about on implementing the entire erp implementation, Communications skills in this requirement it gives strong team communication in able to precise and to understant what the need to do and what problems they are encountring, Problem Soliving activities for this requirement project manager requires to thick first what kind of soluction they need to achieve for the problem that they faced upon the project, collaboration and leadership in this requirement the project manager needs to collaboration within the team to ensure if the project moves faster or knowing what kind of problem need to solve leader =ship is the key to ensure that the goals of the project will be achieve,Techncal Problems project manager requires to communication within the programmers because the know much about the technical on the entire project,Negotiation skills It requires the Project a=manager to have communication upon the stake holders to ensure that the problems that facing will be solve,Time and resource management and also the risk management.

1. Name five critical success factors and why they are important to the success of a project.

Decision Making, Project Scope, Team Work, Change Management, Implementation team and Executive team By this five critical success factors they are all important because it helps the project manager to address the problem, mitigate risk and also increase the likelihood of achieving project goals and objectives.

1. What role can the company executives play in an implementation?

-The role of the company executive to a implementation is to support the project and also to the commitment of the project is very essential it assist with the change management process especially though out the communicatin that will be needed with the new system.

1. What is “scope creep,” and why is it important to manage during an ERP implementation?

-scope scrip is occure in the changes of the scope of the project , evolving requirement and aslo stake holders demands. It is also a factor that well-thought-out process to manage changes to scope, emphasizing the need for clear documentation, decision-making processes, and change control mechanisms. Without proper enforcement of change control, scope creep can lead to missed deadlines and budget overruns, ultimately jeopardizing the success of the project.

Chapter 10

1. Discuss the steps in business process reengineering?   
 - stpes in BPR first is the preparation it set goals and vision,it also identify tams and also developed the inventory process the need to evaluate, as is is the working for the vision and also the goals of the project, To BE is the phase of the BPR which facilitatores earn ther stripes, Testing measurement this is the clear documented and the timing for each processs estimated.

2. Why is BPR important in an ERP implementation?

- BOR ir the Buissness process reeengineering is used to move from the legacy systems to an ERp to utilize the erp and also BPR results need to be incorporated into the erp implementation that’s why BPR is a important to be part fo a ERP

1. What does the organizational project management maturity model do for a company’s ERP implementation?

-it will help companies to understand the level of competency and ability to imple

ment an ERP system successfully. In this case successfully means meeting the overall needs of

the organization as described in the project scope and delivered on time and on budget. The more

skilled companies have a greater chance of implementing ERP systems than those with lesser

skills.

1. Briefly discuss the steps involved in OPM3?

OPM# has 3 steps the Knowledge to learn and understad the value of system implementation, Assessment , evaluating the state of organization project managemnet skills, Improvement managemnt upon areas by building on current strengths and developing weaknesess and also applying pre requisite to increace the organizational implementation

1. Explain the role of the project management office in an ERP implementation.

-to develop a sense of teamwork. Teamwork often takes a

number of years to develop under normal circumstances. With ERP implementations, the sense of

team needs to be something that is addressed early and quickly on a project and will need to be

worked on throughout the implementation. The continuity of teams during the implementation

helps to ensure that there is a basis for moving forward as decisions are made and business processes

change.

1. Why is change management critical to the success of a project from the beginning?

-the control structure. Over the years BPR has been

equated to downsizing because of the new technology, therefore increasing the anxiety of staff

involved and not involved in an ERP implementation.

7. What is usually the critical path of an ERP implementation? Why?

8. Briefly discuss the role of the cross-functional lead in an ERP implementation?

Chapter 11

1. What is outsourcing and why would a company choose to outsource?

-subcontracting the bussiness proccesses or function to another company,therefore, instead of hiring employees to perform a task, the company

(outsourcer) enters into an outsourcing arrangement with another firm (outsourcee) to provide

these services under contract for a certain price and period.

1. What are the advantages and disadvantages to outsourcing?

-

1. Explain the key challenges in offshore outsourcing.

-ERP projects should be prudent about the total cost of

outsourcing. Securing cheaper rates for SAP or Oracle developers in India might look good on

paper, but when savvy managers factor in time required for contract setup and management, time

differences, travel and communication costs, and reduced productivity due to language and cultural

differences, the total cost of outsourcing may not be as attractive as it was initially.

4. Briefly discuss the five best practices in outsourcing.

5. What is SaaS and why is it considered as another outsourcing option?

-is a model of software that can be rented or leased from a software

vendor that provides maintenance, daily technical operation, and support for the software. SaaS

is a model of software delivery rather than a market segment; it assumes the software is delivered

over a secure Internet connection.

1. Briefly discuss the components of PAPA.

-Privacy is concerned with how personal information is safeguarded in the system.

Accuracy requires systems to validate the correctness of the data in the system and who is

responsible for this accuracy. Property governs who has ownership rights to the information.

Accessibility is concerned with who has access to what information.

7. What are the components of a good information technology security plan?

8. With ERP implementations why would an auditor get involved?

-almost all business

functions into one system. It uses one database, one operating system, and so on. People who

have access to this system should have user IDs, passwords, and access controls. All users

should not be able to change financial information, personnel information, vendor informa

tion, and the like. Most auditors get a list of users and what permission they have in the

system.

1. Why is the Sarbanes–Oxley Act important to investors?

-It has had a big impact on systems as it is related to the integrity and completeness of controls

and processes that are oftentimes coded into the ERP. As the SOX law continues to be clarified

in the courts and therefore in compliance, it will continue to have impacts on existing and new

systems. Changes are often required to ensure that compliance is reached.

10. What should a disaster recovery and business continuity plan include and who should be involved?

-Mission-critical systems must have a plan in place that will provide for the recovery of a number

of disasters that can occur to a business.They involve all departments involved in a

mission-critical system.

Chapter 12

1. What are the motivations for an organization to have a good supply chain management (SCM) system?

2. Define SCM in your own words.

-SCM can also be the mother board of all buissness it can support millions of companies (computers)and save milloins for this act

1. List the four drivers of SCM and how they impact the system’s responsiveness.

Facilities inventory transportation informationachieving strategic fit in SCM involves balancing these drivers to align with the company's competitive strategy, optimizing both responsiveness and efficiency across the supply chain.

1. What are the major types of SCM software?

-planning applications and execution applica

tions.

1. Briefly describe the SCM processes.

Supply chain management involves many processes and procedures for efficient chain management.

These will now be examined.

1. Why is SCM implementation critical for the success of e-Business?

-E-supply chain provides great competitive advantage in today’s Web-enabled economy.

High-speed, low-cost, communication and collaboration with customers and suppliers are

critical success factors to managing the supply chain more effectively

1. What are the major components of e-SCM?

-The major components of e-SCM include electronic data interchange (EDI), supply chain planning systems, inventory management systems, order management systems (OMS), transportation management systems (TMS), warehouse management systems (WMS), supplier relationship management (SRM), customer relationship management (CRM), risk management systems, and analytics and reporting tools.

1. What is e-procurement?

-E-procurement is the process of purchasing goods and services electronically through online platforms or systems.

9. How should organizations design SCM systems? Stand alone or collaborative?

-Stand alone

1. What are the elements and benefits of SCM integration?

-Supply Chain Management (SCM) integration connects different supply chain components through shared processes and systems, enhancing efficiency, visibility, collaboration, and strategic decision-making. It streamlines operations, reduces costs, improves customer satisfaction, mitigates risks, and provides valuable insights, ultimately driving competitive advantage.

Chapter 13

1. Why is it necessary for an organization to have a good customer relationship management (CRM) system?

-A good CRM system is necessary for organizations to enhance customer satisfaction, retention, and loyalty through effective management of customer interactions and data.

2. Define the role of CRM in your own words.   
 -The role of CRM is to manage and optimize interactions with customers, fostering stronger relationships and driving business growth through effective customer data management and personalized engagement strategies.

3. What are the key differences between today’s CRM and the early generation of CRMs?   
 -The key differences between today's CRM and early generations include enhanced functionality, integration with multiple channels, cloud-based accessibility, advanced analytics, and greater emphasis on customer engagement and personalization.

4. How does CRM impact the company’s bottom line or performance?

-CRM impacts the company's bottom line by improving customer retention, increasing sales opportunities, streamlining processes, and enhancing customer satisfaction, ultimately leading to higher revenues and profitability.

5. What are the major types of CRM?   
 -The major types of CRM include operational CRM, analytical CRM, and collaborative CRM.

6. Briefly describe the customer relationship processes.

-Customer relationship processes involve acquiring, retaining, and enhancing customer relationships through effective marketing, sales, and customer service strategies.

1. What are the major components of CRM?

-The major components of CRM include operational CRM, analytical CRM, and collaborative CRM.

1. What is hosted CRM?

-Hosted CRM, also known as cloud-based CRM, involves CRM software hosted on external servers and accessed via the internet, offering scalability, flexibility, and cost-effectiveness.

1. How should organizations design CRM systems?

-Organizations should design CRM systems with a focus on customer-centricity, seamless integration, scalability, data security, and user-friendliness.

1. List the major CRM vendors by their target market.