SIA ASYNC QUESTIONNAIRES

Chapter 9.

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

The role of a project manager focuses on planning and executing the work required so that they can deliver the end product. While the role of a program manager is that they ensure that the goals of the business are met

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

The skills essential for a project manager are ERP system implementation experience, and most importantly is the skill of negotiation abilities. This skills helps them navigate stakeholder dynamics, making sure the project is a success

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

* **Decision-Making Process:** So that it we can establish a clear decision making process so that we can ensure a timely and a more informed decisions, also it will prevent scope creep and we can maintain a project alignment with our goals
* **Project Scope:** This is important for a more effective management of a project scope this will also prevent scope creep. Thus ensuring that the project stays within its parameters and achieve its goal in terms of cost, quality, and time
* **Teamwork:** This is important for assembling and empowering project teams to address the challenges in a collaborative manner. This also ensure that the project success and minimizing the costs
* **Change Management:**  This is important for implementing a change management strategy. So that it makes a smooth transition. Ensuring that the user adoption and organizational buy in for the project
* **Implementation Team and Executive Team:** The important of implementation team is for efficient ERP deployment. It is important for management support, because it is essential for goal alignment and effective change management

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

The role company executives play is to provide support to project significance and aligning it with the goals. So that it can ensure ongoing commitment

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

Scope creep is a uncontrolled scope expansion that would lead to missed deadlines and budget overruns. It is crucial to manage ERP implementations, so that we can maintain focus with the goals

Chapter 10

1. **Discuss the steps in business process reengineering?**

Business Process Reengineering steps are analyzing, redesigning, and implementing new processes to improve the effecienty and the effectiveness. This steps includes the identification process, so that analyzing workflows, rethinking process, and for implementing changes

1. **Why is BPR important in an ERP implementation?**

BPR is important for ERP implementation because it facilitates the alignment of the processes within the organizational objectives. It streamlines operations and optimize the resource utilization for benefits

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

The organizational project management maturity model do for a companys ERP implementation is to evaluate companys readiness for ERP implementation

1. **Briefly discuss the steps involved in OPM3?**

OPM3 steps are assessing current project management practices, planning, executing, and evaluating performance to enhance ERP readyness

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

The project management office role for the ERP implementation is to provide an oversight, governance, and support throughout the project lifecycle. It will ensure adherence to timelines and objectives

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

Change management critical to the success of project from the beginning is to secure stakeholder buy ins and mitigate resistance. It also foster a culture of adaptability, enhancing the projects chances of its success

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

Critical path of an ERP implementation involves the data migration, system configuration, testing, and training. This is significant in meeting project deadlines

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

The cross functional lead in an ERP implementation is for coordinating a more diverse department that involves ERP implementation. Also it fosters collaboration, and ensure a good integration of process across the organization

Chapter 11

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

2. What are the advantages and disadvantages to outsourcing?

3. Explain the key challenges in offshore outsourcing.

4. Briefly discuss the five best practices in outsourcing.

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

6. Briefly discuss the components of PAPA.

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

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

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

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

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.

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

4. What are the major types of SCM software?

5. Briefly describe the SCM processes.

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

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

8. What is e-procurement?

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

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

Chapter 13

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

2. Define the role of CRM in your own words.

3. What are the key differences between today’s CRM and the early generation of CRMs?

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

5. What are the major types of CRM?

6. Briefly describe the customer relationship processes.

7. What are the major components of CRM?

8. What is hosted CRM?

9. How should organizations design CRM systems?

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