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SIA ASYNC QUESTIONNAIRES

**Chapter 9**

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

-Program manager’s role is to ensure that the business goals are met. The project manager and program manager must address the areas that are concerned/critical to the success of the project.

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

- the skills, knowledge, and abilities of a project manager must be able to address issues related to the process how the system should work, and should have good negotiation skills, works well with the team, and be politically savvy to navigate throughout the implementation.

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

-the five critical success factors are: Decision-making process, project scope, teamwork, change management, managing scope creep.

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

-the company’s executive role is to support and commitment throughout the project is essential. Executive management can also assist with the change management process, especially communications that will be needed with the new system.

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

-Scope Creep is like changing or adding some features that are not originally. It is important while managing an erp implementation to meet the goal of the project.

**Chapter 10**

1. Discuss the steps in business process reengineering?

-preparation is to set goals and vision, define is process and evaluate cross organizational issues, map out is based on best practices related to the ERP, test and measure is meeting the goal and vision, while reevaluation is to revise or adjust the process.

2. Why is BPR important in an ERP implementation?

- BPR identifies current processes and the change requirement to implement “best practices.”

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

-Organizational Project Management maturity model or (OPM3) does for the company is mitigates operating costs by keeping projects aligned to business strategy. Scalable by size and maturity, OPM3’s diagnostic capabilities can guide any organization to improved performance.

4. Briefly discuss the steps involved in OPM3?

-knowledge: prepare assessment, assessment: performs the assessment, improvement: plans for improvement, implements the improvements needed, then start the cycle over again.

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

-The role of Project management office is to develop a sense of teamwork. Because 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.

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

- Change frequently causes established routines and procedures to break, which causes stakeholders to become resistant. Good change management reduces disruptions and boosts support from those impacted by anticipating and proactively addressing possible resistance. Because there is greater than 60 percent that an ERP fails.

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

-the critical path is when you are in map out, this phase requires much thought and analysis. The questioning of current processes is a must.

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

-role of cross-functional lead is it plays a variety of roles in ERP installations, including problem-solving, change-agent, facilitator, and communicator. Through efficient departmental coordination, change management, data integrity, progress tracking, and continuous enhancement.

**Chapter 11**

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

- the outsourcing helps organizations to lower the high software ownership and maintenance costs; simplify, or eliminate, or both, the traditional difficulties in implementation; and avoid the problems of hiring and retaining IT staff to run the applications. Company choose to outsource, for lowering the maintenance costs of ERP systems.

2. What are the advantages and disadvantages to outsourcing?

-advantages of outsourcing are financial savings, flexibility, and availability of specialist knowledge. External suppliers can improve the dependability and performance of the system. On the other hand, risks include the possibility of communication problems, reliance on the responsiveness of third parties, and security issues.

3. Explain the key challenges in offshore outsourcing.

- cost-effective to collocate all team members, can face barriers of language, culture, and

values, making the ERP implementation more challenging.

4. Briefly discuss the five best practices in outsourcing.

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

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6. Briefly discuss the components of PAPA.

- which stands for privacy, accuracy, property, and accessibility. Privacy is about how individual user data is protected within the system. accuracy must verify the accuracy of the data within them and the identity of accountable for this precision. Property is entitled to ownership of the information is determined by property. Accessibility, what information is accessible to whom is a question of accessibility.

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

* USER ID AND PASSWORDS
* PHYSICAL HARDWARE SECURITY
* NETWORK SECURITY
* INTRUSION DETECTION
* PORTABLE DEVICES
* AWARENESS
* SECURITY MONITORING AND ASSESSMENT
* ENCRYPTION

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

-An auditor would get involved in erp implementation to check to see what process is used for user IDs and passwords: How often are passwords changed? How complex are the user IDs? They also check on how easily changes or modifications can be made to the system.

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

- It discusses the necessity for clear responsibility in IT systems, as well as for maintaining an adequate internal control structure and procedures for financial reporting.

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

-should include an IT disaster recovery plan to restore critical IT systems, networks, and data in the event of a technology-related disruption. This should include procedures for data backup and recovery, system restoration, failover mechanisms, and cybersecurity measures to prevent data loss or unauthorized access.

**Chapter 12**

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

- according to Porter, consists of a series of processes or activities conducted by the company

to add value to the existing product or service and to provide a competitive advantage in the market.

2. Define SCM in your own words.

-it is the process of developing a strategy to organize, control, and motivate the resources

involved in the flow of services and materials within the supply chain.

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

- facilities, inventory, transportation, and information.

- Facilities are the places in the supply chain network where product is manufactured,

stored, or transshipped, Inventory it is the raw materials, work in process, and finished goods that belong to the company. Transportation, it moves the product between different stages in a supply chain. Information, it consists of data and analysis concerning facilities, inventory, transportation, and customers throughout the supply chain.

4. What are the major types of SCM software?

- planning applications and execution applications

5. Briefly describe the SCM processes.

Procurement is the business-to-business purchase and sale of supplies and services. Outsourcing is an arrangement in which one company provides services for another company that could also be done or have usually been provided in-house. The manufacturing process is to produce and supply products to the distribution channels based on past forecasts or point of sales (POS) data. This is the process that responds to customer demand by merging several important functions: order management, storage, and delivery of finished goods.

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

- the traditional methods and rules have changed to improve profitability and fulfillment. e-SCM can use e-Business concepts and Web technologies to manage inventory and information beyond the organization, both upstream and downstream.

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

* REPLENISHMENT SYSTEMS
* E-Procurement
* Collaborative Design and Product Development
* E-LOGISTICS
* SUPPLY WEBS
* COLLABORATIVE PLANNING

8. What is e-procurement?

-it is the use of Web-based technology to support the key procurement processes.

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

-it should be collaborative design rather than on a stand-alone design for SCM systems.

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

• Information sharing and transparency

• Direct and real-time accessibility

• Collaborative planning, forecasting,

and replenishment

• Joint design

• Reduced bullwhip effect

• Lower cost

• Optimized capacity

utilization

• Improved service

• Coordinated production planning and

operations, procurement, order processing,

engineering change, and design

• Integrated, automated business processes

• Efficiency and accuracy

gains

• Fast response

• Improved service

• Earlier time to market

• Expanded network

• Virtual resources

• Logistics restructuring

• Mass customization

• New services

• Click-and-mortar models

• Better asset utilization

• Higher efficiency

• Penetrate new markets

• Create new products

* Reduced bullwhip effect

• Early problem detection

• Faster response

• Trust building

**Chapter 13**

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

- a strategic tool that helps businesses in today's cutthroat business environment to centralize customer data, enhance customer interactions, increase sales and marketing effectiveness, boost customer happiness and loyalty, support scalable expansion, and make data-driven decisions.

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

-CRM it is used to analyze and manage customer relationship corporate strategy, business process, and technology to achieve a wide range of objectives for businesses seeking to function in a customer-focused setting.

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

A Web-surfing customer today has much more bargaining power with the help of the Internet and can change a vendor any time with a click of a button, from reactive to proactive strategies, and from data-driven to insight-driven decision-making.

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

- CRM systems are essential for increasing revenue, enhancing customer happiness and loyalty, increasing operational effectiveness, and creating a sustainable competitive edge. All these factors will eventually lead to better bottom line results and long-term business success of the company.

5. What are the major types of CRM?

* OPERATIONAL CRM
* ANALYTICAL CRM
* COLLABORATIVE CRM

6. Briefly describe the customer relationship processes.

7. What are the major components of CRM?

* CAMPAIGN MANAGEMENT
* SALES MANAGEMENT
* SERVICE MANAGEMENT
* COMPLAINT MANAGEMENT

8. What is hosted CRM?

-the hosted CRM programs offer a less-expensive alternative to supporting licensed software. It has also become the choice for small to midsized companies that often lack enough internal IT professionals to manage other options.

9. How should organizations design CRM systems?

- The CRM software architecture is usually the standard client–server configuration

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

- **Large Enterprises** -Siebel, Vantive, Clarify, and Oracle

**Midsize Firms**- Servicesoft, Onyx, Pivotal, Remedy, and Applix

**Small Companies**- Goldmine, Multiactive, and SalesLogix