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**BSIT-601**

SIA ASYNC QUESTIONNAIRES

Chapter 9.

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

The role of the project manager is ensuring that the project team is working together and addressing the functionality issues timely, open and efficient manner. While, the program manager is the coordinated management of interdependent projects over a finite period of time in order to achieve a set of business goal.

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

A project manager must be able to address issues related to how the system works, and have good negotiation skills, work well with the teams, and be politically savvy to navigate through the implementation.

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

The five critical success factors are decision making, Project Scope, team work, Change Management, and implementation team and Executive team. He reason why they are important is because it is hard to achieve this but have a big impact in business. It has a big impact because a business is dependent to these factors. Without this a business will never be successful.

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

Executive management 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.

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

The project plans and deadlines is important to meet the goal of a company. The reason is because the changes that can be change during the ERP implementation. It should be built in the implementation.

Chapter 10

1. Discuss the steps in business process reengineering?

The steps of BPR are preparation, as is, to be, and testing and measuring.

1. Why is BPR important in an ERP implementation?

It is important because it can identify the best practices of that can create in the industry. In addition to identifying and documenting organizational changes, BPR sets the stage for the implementation.

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

It helps the companies to understand the level of competency and ability of a ERP system. The meaning of success is achieving the overall needs of the organization.

1. Briefly discuss the steps involved in OPM3?

The steps on OPM3 are the knowledge, assessment and improvement. In the knowledge phase it is the learning the value of the system best practices. Assessment is to evaluate and knowing the weakness and strength of the best practices. Lastly, improvement is what the company see that need to improve and creating a plan.

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

The role is to ensure that the project team is working together without any issue to ensure the success of the ERP implementation.

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

The reason why the change management is critical to success of the project to the beginning is because it is trying to maximize the benefits and minimize the failure which is hard to achieve from the beginning of a project.

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

The critical path is the whole process because one wrong decision or move the whole implementation will have a problem.

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

The cross functional is a functional area that doesn’t know what occur on the other functional area.

Chapter 11

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

Outsourcing occurs anytime a company decides to subcontract its business processes or functions to another company; therefore, instead of hiring employees to perform a task, the company (outsourcer) enters into an outsourcing arrangement with another firm (outsource) to provide these services under contract for a certain price and period. Outsourcing helps the organization to lower the high software ownership and maintenance costs. Also, to avoid the problems the hiring and retaining I.T staff to run the application. The reason why a company choose outsourcing is because of lower in cost. The maintenance cost will be lower than the original maintenance of a system.

1. What are the advantages and disadvantages to outsourcing?

The advantages are the economics, market agility, breadth skills, technical expertise, multiple feedback points, Best practices, scalability, process-oriented, solution centric, upgrade crunch, and fear of distraction. The disadvantages are the lack of expertise, misaligned expectations, culture clash, hidden cost, loss vision, and security and control.

1. Explain the key challenges in offshore outsourcing.

“Their key advantages are access to some of the world’s most dynamic growth markets and immense pools of low-cost resources, be they production workers, engineers, land, petroleum, or iron ore.” This means that they are having resources in different kind of category in a lower cost that a company needed.

1. Briefly discuss the five best practices in outsourcing.

The best practice in outsourcing is about the goal of having a good relationship and the highest success in ERP implementation.

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

Saas is a model of software that can be rented and leased from a software vendor. It is outsourcing option because the vendor provides the maintenance of the software.

1. Briefly discuss the components of PAPA.

PAPA means privacy, accuracy, property, and accessibility. Privacy is about safeguarding the personal information. Accuracy means to validate the correctness of data. Property ownership rights to the information. Accessibility concerned on who has access in the information.

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

The sensor, console, and the engine is the good information technology component.

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

An auditor is involved because in a company a system need a budget of money and the system should be monitor. In this case auditor is the one who audit everything the is happening in a ERP implementation.

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

The reason why Sarbanes-Oxley Act is important to investor because to have the investor to internal control about financial. Also, illustrate real-time information concerning material changes in the operational or financial condition of a company. It is all about financial because the investor is investing money.

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

The disaster recovery and continuity plan include the system and the information needed for the business. The person involved should be the one who knows everything and the one who safeguarding the information of the company.

Chapter 12

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

The reason is because supply chain focus is on improving the efficiencies of the primary activities with a better flow of information across the activities and linking the with the company’s external partners and customers.

1. Define SCM in your own words.

The SCM is about the value of a product in a chain management that after some time it will go up. The value should go up for it to have an impact in company’s line.

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

The four drivers are the facilities, inventory, transportation, and information. It impacts the system responsiveness because it is the need of the whole system. Facilities should be in a good condition. The inventory should be accurate. The transportation should be fast and the information should be correct for the system to be good and responsive the means of needs.

1. What are the major types of SCM software?

The two major types of SCM software are the planning applications and execution application.

1. Briefly describe the SCM processes.

The SCM processes are mostly about how supplier and customer meet the need of business.

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

It is critical because of the biggest challenge ahead may be to overcome the notion that a single organization can achieve best-in-class SCM. Also the strategic links every business need to think of this to success in this business.

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

The creation of an integrated e-supply chain solution will be a major key or barrier to entry and would provide a critical edge over competitors as it speeds time to market, improves order fulfilment, improves customer service and satisfaction, improves order management, improves decision making, improves forecasting and demand planning, improves warehouse and distribution activities, reduces paperwork, reduces inventory buildup, shortens sales cycles, and strengthens partnerships.

1. What is e-procurement?

The e-procurement is the companies can monitor and regulate buying, behavior, consolidate orders to reduce product costs, eliminate maverick purchases, improve payment process, and reduce cycle time and administrative processing fees.

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

The organization should design SCM systems to be collaborative because it can help the business more successful than having a stand-alone SCM system.

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

The benefit of the integration is the external and internal component will having seamless integration in two application.

Chapter 13

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

It is necessary for an organization to have good relationship with customer relationship for a business to be successful.

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

The role of CRM is for the customer. The company wants to meet the needs and wants of a customer. A company having a good relationship with the customer make the company grow, success, and achieve the goal.

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

The early generation just focuses in the relationship to the customer while the today’s CRM build brand loyalty growth.

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

It impact company’s bottom line or performance because the need of the customer need to be meet. With this they need to work extra on the feedback given to their brand and work it out.

1. What are the major types of CRM?

* Operational CRM systems.
* Analytical CRM systems.
* Collaborative CRM systems.
* Strategic CRM systems.

1. Briefly describe the customer relationship processes.

CRM’s role is to balance the corporate needs with successful fulfilment of customer needs.

1. What are the major components of CRM?

The major components are sales, management analysis, Customer Service, marketing, and customer data.

1. What is hosted CRM?

Hosted CRM is the customer data.

1. How should organizations design CRM systems?

It should be design base on the components of the CRM to meet the goals and the customer expectation.

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

* Salesforce: Market share 22.9%
* Microsoft Dynamics 365: Market share 5.8%
* Oracle: Market share 5.1%
* SAP: Market share 4.7%
* Adobe: Market share 3.6%