**3-2 Assignment: Evaluate a Process Model**

**Describe Hamp Crafts current purchase and supply process**

The data flow diagram shows the current order fulfillment process for Hamp Crafts. All orders begin with the source Customer. The first process is Receive Customer Order. From there, the order is sent through the data flow to the Check Out process. Check Out has two data flows, one, the Shipping Plan, is sent to the Carrier sink. From the Carrier source, the Carrier Planning data is sent to the Shipper sink, however, this is not possible. There must be a process between Carrier and Shipper to transform the data, or the data needs to be sent directly to the Shipper if no transformation of data is needed, otherwise, the data transfer need not be shown. The second data flow from Check Out is sent to the Fulfill Order process. From there, the Delivery Plan is sent to the Choose Supplier process, where it is transformed into Contract Negotiations and sent to the Supplier sink. From the Supplier sink/source the data is sent to the Shipper sink, however, this is not possible, either. There must be a process between them, or the connection need not be shown. The second data flow from Fulfill Order sent directly to the Shipper. Between Fulfill Order and the Supplier, there is a shared Shipment Schedule.

In the current process there are three data sources and three data sinks. The sources are the Customer, where the initial order originates, the Carrier, and the Supplier. The sinks, or where data is sent to, are the Supplier, the Carrier, and the Shipper, where all data eventually ends.

**Determine the additional requirements needed to support an online storefront**

To integrate an online storefront, there are several new processes that would need to be implemented. Firstly, there would need to be a new Administrative Backend process created to provide customer support, update customer information, and website maintenance. The Customer Support process would start with input from a customer source and provide assistance with issues the customer has. The Update Customer Information process would also start with input from a customer source and allow the customer to update shipping or billing information, as well as review past and current orders. The Maintain Website process would take input from an administrator source and allow the administrator to keep the website updated.

Another new process would need to be a new Inventory Control process. This process would need an Update Inventory Used process, which would take information from the Current Stock source and the Customer source and subtract items from the Inventory database when customer orders are received. There would also need to be an Update Inventory Added process that adds inventory when shipments are received by the supplier.

There would also need to be a Generate Payments process. This process would be made up of an Accept Payment process, which would take payment from customers, a Send Confirmation process, which sends an order confirmation to the customer when their order is received, and a Send Payment process that sends received payments to the Hamp Crafts business account.

There are several new data sources that the system would need to access the products and inventory. First, there would need to be a Current Inventory source that shows the amount of stock that is currently on hand. The system would also need access to the Hamp Crafts business account where customer payments would be sent to. There would also need to be an additional Inventory database. This database would track which products have been used or added to Hamp Crafts stock.

**How to integrate the new online storefront**

To implement the new online storefront, I would recommend creating a new online process. As the current process is nearly entirely analog, digitizing it would change nearly every process, from how the customer order is received, to how inventory is managed, and even receiving payments. Creating an online presence for Hamp Crafts from scratch will take time, and updating the current process might cause delays in customer orders as the new processes overtake the old ones, leading to customer frustration and loss of revenue. For this reason, I recommend creating a new online process and slowly phasing out the old, manual process after the new process is implemented.