Charles T Ayuk

Francis Mawelle

ITSE-1350

05/10/2020

Assignment 6

Information System

1.

-Position: Senior Database Administrator

-Information needed: Ticketing system that requires user request, service level agreement (SLA), manager’s approval and documentation.

-System used: Linux redhat, Microsoft windows and IBM-AIX

-Business function

Making sure data is readily available to customers with high performance and retrieval.

-Challenges

Too many troubleshooting when workload is heavy as a result of many users, hence poor performance.

-Improvement

Increase scalability of system.

Based on my understanding these people use this ticketing system to enable users reserve tickets by entering some queries in order to place their orders. As a database administrator their role is to see that the users successfully have the information they need and in a timely manner.

Their strength here being a well-trained staff with certifications in the field of database administration who can troubleshoot the system each time it goes problematic.

The weakness is that system is not scalable because it becomes problematic once many users send try queries at the same time.

The opportunities here is to build scalable systems that can handle any number of customers without the need for troubleshooting.

The treat is here many competitors have a better system which are scalable and with excellent performances.

This is a transactional system because we have inputs which yield outputs via the system,

2

Position: Human resource assistant

-information needed: employees name, date of birth, address, social security number, title, reporting structures, performance appraisal, time and attendance, benefits administration,401k tracking, scheduling

-System used here is human resource information systems (HRIS)

-Business function: improving process efficiency, organigram of the organization, payroll and finances, making reports.

-Challenges with current system

Employee training, communication, changes in employees, security issues,legislation,cost of purchasing HRIS

-Improvement

Training and retaining employees

This system helps to manage human aspect of the business by having all their necessary information and communicating it to other departments that need them like the payroll, benefits and even external organizations like the IRS in the case of preparing W2s.

Their strength is the ability to purchase the software and have a trained the personnel on how to use the system.

The weakness here is that when new employees come in, it takes time to train which results in more cost to the company.

Opportunity: Hire employees who are familiar with the system that way the company will spend lesser time and money in adapting them to the system.

Threats: Competitors have a similar system and doing a lot of cross training and hiring experienced employees without the need for further training.