IFB201

Introduction to Enterprise Systems



Assessment 1, Semester 2, 2024

Business Process Design

DECLARATION

By submitting this assignment, I am aware of the University rule that a student must not act in a manner that constitutes academic dishonesty, as stated and explained in the QUT *Manual of Policies and Procedures*. I confirm that this work represents my effort: I have viewed the final version, which does not contain plagiarised material.

Student Name & Signature	Student 1	0,50	Tutorial
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[Please delete all comments before submission]

Your submission should be at most eight (8) pages long].

Task 1: Current State Journey Map.

Task 1.2 – 1.4: Current State Journey Model

<<Use the table below to document the current state journey. You MUST identify the Steps/
Activities Emily took at each phase of the journey, the touchpoints, customer thoughts, customer
emotions (emotions can be indicated using emojis or text (e.g., happy, overwhelmed, etc.)), and the
pain points. For each emotion, indicate the context. For example, "Happy—about how easy it is
locate products on the website" Here, Happy is the emotion, while the second part of the sentence
indicates the context of the emotion. >>

				• (>)
	AWARENESS	CONSIDERATION	DECISION	PURCHASE	POST PURCHASE
STEPS/					
ACTIVITIES					10.
TOUCHPOINTS			to		<u></u>
CUSTOMER				O.	
THOUGHTS			1.		
EMOTIONS		\bigcirc	S		
		~ ~ ~ ~ ~ ~			
PAIN POINTS	(0) (0)			

Task 1.2. Opportunities for Improvement

<<For each phase of the journey, identify at least two (2) that GreenSavers can make to improve their customers' journey and experience. Your improvement ideas should focus on the process and row the introduction of information technology features would enhance the current challenges customers face>>

AWAR	NESS CONSIDERA	TION DECISION	PURCHASE	POST PURCHASE
CEPORTUNITIES FOR IMPROVEMENT				

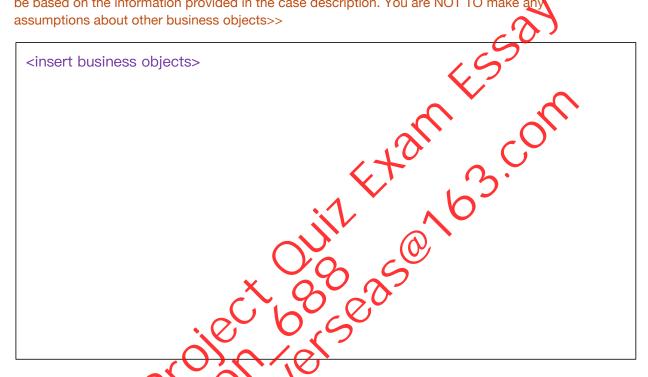
Process Improvement Justification

[Provide a clear justification for your ideas for improvement. Discussions should include how to improve the existing process and how information technology can be used for the improvement]

Task 2: Business Objects and Relationships

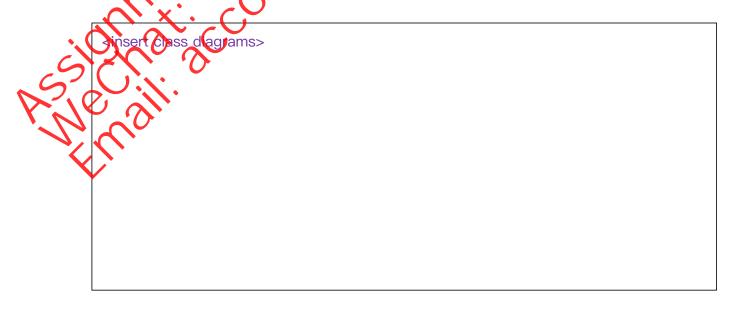
Task 2.1. Business Objects.

<<Identify all business objects associated with the GreenSavers business operations. Ensure you business objects are represented in tables with at least four (4) attributes. The business objects must be based on the information provided in the case description. You are NOT TO make any assumptions about other business objects>>



Task 2.2. Class Diagrams for the proposed Smart Retail Assistant

<< Based on the business objects dentified, create a UML class diagram for the proposed SRA. You MUST Indicate all relationships that apply and the relationship names. The cardinality and direction of relationship (if they apply) must also be indicated>>



Task 3. Actor Identification and Sequence Diagram.

Task 3.1. Actor Identification

<<ld><<ld>and Order Placement use cases. Briefly describe their role(s)>></ld>

Personalised Product Recommendation

Actor	Role	-50
		47
		2 2

Order Placement

Actor	Role

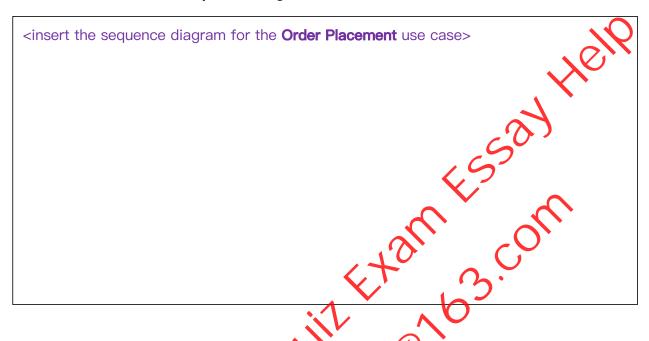
Task 3.2. Sequence Diagrams

<<Draw a sequence diagram for the Personalised Product Recommendation and Order Placement use cases. Your diagram should capture the processes and objects involved and the messages exchanged for each processes>>

1. Personalised Product Recommendation Sequence Diagram

<insert the sequence diagram for the Personalised Product Recommendation use case>

2. Order Placement Sequence Diagram.



Task 4. Activity Diagram [for the order Approval Process].

<<Develop an activity diagram based on the order approval process. Your diagram must capture all conditions>>

<insert the activity diagram of the order approval process>

Automating the Order Approval Process using CRM

[Briefly explain how an enterprise system (e.g., a CRM) can be used to automate the order approval process]