

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 ID	Tutor	Tutorial

[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 to 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
TOUCHPOINTS
CUSTOMER THOUGHTS
EMOTIONS					
PAIN POINTS					

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 how the introduction of information technology features would enhance the current challenges customers face>>

	AWARENESS	CONSIDERATION	DECISION	PURCHASE	POST PURCHASE
OPPORTUNITIES 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 your 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>>

<insert business objects>

Task 2.2. Class Diagrams for the proposed Smart Retail Assistant

<<Based on the business objects identified, 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>>

<insert class diagrams>

Task 3. Actor Identification and Sequence Diagram.

Task 3.1. Actor Identification

<<Identify all actors and/ or systems associated with the **Personalised Product Recommendation** and **Order Placement** use cases. Briefly describe their role(s)>>

Personalised Product Recommendation

Actor	Role

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 process>>

1. Personalised Product Recommendation Sequence Diagram

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

2. Order Placement Sequence Diagram.

<insert the sequence diagram for the **Order Placement** use case>

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 for 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]