3-2 Assignment: Evaluate a Process Model

Armon Wilson

SNHU

CS-255 System Analysis & Design

**Process Model Evaluation:**

**The current purchase and supply process entails:**

1. Receiving Customer Order (1.0): The process begins with receiving an order from a customer.
2. Check Out (2.0): The customer's order begins processing. A shipping plan is sent to the carrier.
3. Fulfill Order (3.0): This step involves checking inventory levels to ensure the ordered items are available. A delivery plan is sent to the next process to choose a supplier. once supplier is chosen, a shipment schedule is determined.
4. Choose Supplier (4.0): Contract negotiations take place with a selected supplier.

**Data Sources Involved in the Current Process:**

* Customer: This data originates from the customers themselves when they place an order. It includes information such as:
  + Customer's name, contact information, and shipping address
  + Items ordered, quantities, and any customization requests
  + Payment information
* Carrier: This data is provided by the selected shipping carrier. It includes:
  + Planned route and estimated transit time
  + Any potential delivery constraints or requirements
  + Real-time tracking updates (if available)
* Supplier: This data is provided by the supplier after the contract is finalized. It includes:
  + Confirmed shipping date and estimated time of arrival.
  + Transportation method and carrier information (if different from Hamp Crafts' chosen carrier)
  + Any relevant documentation like packing lists or bills of lading
* Shipper: This data is provided by the shipper and includes:
  + Delivery confirmation
  + Proof of delivery documentation
  + Any issues or delays encountered during delivery.

**Online Store Integration**:

To integrate an online storefront, Hamp Crafts will need to consider the following additional processes:

1. Product Catalog Management: This process involves creating and maintaining a digital product catalog on the website, including product descriptions, images, pricing, and inventory levels. It would require processes for adding new products, updating existing product details, and removing discontinued items.
2. **Shopping Cart and Checkout:** This process encompasses the customer's journey of adding items to their cart, reviewing their selection, entering shipping and billing information, choosing a payment method, and completing the purchase. It involves calculations for taxes, shipping costs, and discounts.
3. Order Management: This process involves tracking and managing customer orders from placement to delivery. It includes order confirmation, payment processing, inventory allocation, shipment initiation, and status updates for customers.
4. **Customer Account Management:** This process enables customers to create accounts, manage their profiles, view order history, track shipments, and save payment information for future purchases.
5. Website Content Management: This process allows administrators to update website content, such as product descriptions, promotional banners, blog posts, and other information.
6. **Customer Support and Communication:** This process includes managing customer inquiries, complaints, and returns through various channels like email, phone, or a ticketing system.

**Additional Data Sources:**

* Product Information: A repository of product information, including descriptions, images, pricing, inventory levels, and categorization. This data source could be a database or a file system.
* Customer Information: Information provided by customers during account creation and checkout, including name, address, contact details, and purchase history. This data source would likely be a database.
* Payment Information: Data collected during the checkout process, including credit card details or other payment method information. This would be handled by a secure payment gateway.

**Additional Data Stores:**

* **Product Database:** A database to store detailed information about each product offered in the online store, including descriptions, images, pricing, inventory levels, and categorization.
* **Customer Database:** A database to store and manage customer information, including name, address, contact details, purchase history, and account preferences.
* **Order Database:** A database to track order details, including products purchased, shipping information, payment status, and order history.

Given Hamp Crafts' existing system and its goals for the online storefront, incorporating the online features into the current process model is the most strategic approach. Integrating the online storefront with the existing system will streamline operations by allowing seamless management of order processing, inventory, and fulfillment. This approach ensures data consistency across online and offline channels, providing accurate inventory levels, customer information, and order tracking. By leveraging the existing infrastructure, integrating the online store will also be more cost-effective than building a separate system. Additionally, a unified system will offer customers a consistent experience, regardless of how they choose to shop. An integrated system is inherently more scalable, allowing Hamp Crafts to adapt and grow its online presence without significant disruptions or investments.