Topic 12

Exercise 1:

1. Admissions Process
2. Enrollment Management
3. Student Services
4. Academic Affairs
5. Information Technology

Exercise 2:

1 Admissions Process: Customer Relationship Management

Enrollment Management: Student Information System

Student Services: Customer Relationship Management

Academic Affairs: Learning Management Systems

Information Technology: IT Service Management

2. The reason why I choose Customer Relationship Management is for improved Customer Experience, increased efficiency, better marketing and sales, improved collaboration and data-driven decision making.

For Student Information system, it can centralize data management,

Improved student performance, increased efficiency, compliance and reporting.

For Learning Management Systems, it can also used for centralizing content management, customizable learning experience and improved collaboration.

For IT Service Management, Improved service delivery, better communication, improved incident management, enhanced IT governance.

Exercise 3

For Customer Relationship Management, it needs clear and intuitive navigation and should be optimized for mobile devices.

Student Information System software should focus on creating a user-friendly and efficient experience for managing student data and academic records.

Learning Management Systems software should focus on creating a user-friendly and efficient experience for managing and delivering online learning content. Some elements of good interface design for LMS software are customizable dashboards and course creation and management.

IT Service Management software should focus on creating a user-friendly and efficient experience for managing IT services, assets, and incidents.