



MIS Decision Making Simulator

Individual Learning Exercise - Make real-world MIS decisions for your company



Your MIS Implementation Plan

Completion Status



You have successfully completed your MIS analysis!



Your Submission Summary

Student Information

Name: Omollo Aiensley Ngao

Registration: Dcs-01-8463/2024

Company Profile

Company: Prismic

Industry: Hospitality & Tourism

Size: Medium (51-250 employees)

Identified Challenges

Poor Departmental Coordination

Customer Relationship Issues

HR Management Challenges

Slow Decision-Making

Selected MIS Systems

- ✓ Customer Relationship Management (CRM) Excellent choice for your challenges!
- ✓ Enterprise Resource Planning (ERP) Excellent choice for your challenges!
- ✓ Human Resource Management System (HRMS) Excellent choice for your challenges!
- ✓ Decision Support System (DSS) Excellent choice for your challenges!

Your Justification


An HRMS automates and streamlines core HR functions such as payroll, benefits administration, recruitment, time tracking, and performance reviews. This reduces administrative burden, minimizes errors, and frees up our HR team to focus on strategic initiatives like employee development. A CRM system centralizes all customer interactions, contact details, purchase history, and service requests meaning we can track communication history, identify sales opportunities, and resolve support tickets faster. An ERP acts as a single source of truth for the entire company. It integrates data from finance, supply chain, sales, and HR into one unified system which eliminates data silos, ensuring that all departments are working with the same, real-time information. A DDS will give us insight as system is designed specifically to analyze large volumes of data from multiple sources including our new ERP and CRM to support complex, non-routine decisions.


Implementation Challenges You Identified


Many frontline staff may be comfortable with manual processes and view a new system as a threat to their routine and guest interaction speed. Staff may fear that automation. Any system that is seen as slowing down staff or creating a barrier between them and the guest will be rejected. A company of this size likely has a small or non-existent dedicated IT team. The implementation will place a significant burden on a few key


individuals who must also manage daily IT issues. High cost as hospitality specific MIS that integrates with other systems is expensive.


Recommended Implementation Roadmap


- 1 Needs Assessment & Planning**
Conduct detailed analysis of current processes. Interview stakeholders. Document requirements. Create project charter.
 2-4 weeks

- 2 Vendor Selection & Budgeting**
Research vendors for your selected systems. Request demos and proposals. Negotiate contracts. Secure budget approval.
 4-6 weeks

- 3 Infrastructure Preparation**
Upgrade hardware and network infrastructure. Ensure security measures. Set up development and testing environments.
 3-4 weeks

- 4 System Implementation**
Install and configure systems. Migrate data from legacy systems. Integrate different MIS systems. Conduct thorough testing.
 8-12 weeks

- 5 Training & Change Management**
Train all users on new systems. Create user documentation. Address resistance to change. Establish support helpdesk.
 4-6 weeks

- 6 Go-Live & Optimization**
Launch systems in phases. Monitor performance closely. Gather user feedback. Make necessary adjustments. Celebrate success!
 Ongoing

