Nahashon Kinyua Muriithi

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MIS

**Assignment I**

Q1. What are enterprise systems? How do they change the way organizations work?

Enterprise systems are large-scale software packages that are able to track and control all of the complex operations of a business. They have cross-organizational capabilities as opposed to departmental programs and allow for collaboration and communication across the organization through collection of data that is accessible and usable by multiple departments. These systems are used as a central command hub to help automate the business and make reporting and decision making easier.

How they change the way organizations work;

1. Store Business Data in a Usable Format

An important aspect of business is having data stored in a way that can be easily analysed. A company’s ability to quickly retrieve information in order to answer customers’ questions can go a long way toward improving customer satisfaction.

1. Automate the Customer Service Processes.

Enterprise systems can be a major benefit for companies looking to streamline their customer service experience. ERPs allow businesses to automate their customer service process, saving time that can then be used towards efforts to respond to customer requests for product information and to forecast for new products.

1. Scale Available Resources as needed

enterprise systems allow an organization to scale their IT capabilities up or down as needed. Having flexible solutions allows a company to control costs while continuing to meet their customers’ needs.

1. Maximize the Reliability of IT Infrastructure.

Enterprise systems are highly reliable compared to small-scale IT solutions. This means that the systems will have greater “uptime” and little to no “downtime.” Making sure IT systems are collecting data and operating properly as close to 100% of the time as possible is an essential part of a strong and consistent customer experience.

1. Real-Time Access to Information

Having access to real-time information about a business’s operations is a powerful feature of enterprise systems. A high level of access to data allows leadership to assess and improve upon the company’s processes far more efficiently than if they had to wait months before having actionable data.

1. Reduce the Cost of Doing Business

Enterprise systems ultimately [reduce the cost of running a business](http://www.itcinfotech.com/erp/erp-benefits.aspx" \t "_blank), which means that a company will have more of its budget free to increase customer service capabilities or invest in other assets that can improve the customer experience.

1. Improve Supply Chain Management

Enterprise systems can help streamline supply chain management meaning that products are delivered to customers more reliably, and at a lower cost, than would otherwise be possible.

1. Ensure Regulatory Compliance

enterprise management systems for data required regulations to be collected through automated means. Thus, enterprise systems can be used to ensure compliance with increasing regulations without taking personnel away from their essential customer service functions.

Q2. Explain the seven core activities of system development

1. Planning

This is the first phase in the systems development process. It identifies whether or not there is the need for a new system to achieve a business’ strategic objectives. The purpose of this step is to find out the scope of the problem and determine solutions. Resources, costs, time, benefits and other items should be considered at this stage.

2. Systems Analysis and Requirements

The second phase is where businesses will work on the source of their problem or the need for a change. In the event of a problem, possible solutions are submitted and analysed to identify the best fit for the ultimate goals of the project. This is where teams consider the functional requirements and perform a system analysis to analyse the needs of the end users to ensure the new system can meet their expectations.

3. Systems Design

The third phase describes, in detail, the necessary specifications, features and operations that will satisfy the functional requirements of the proposed system. During this phase project managers will consider the essential components (hardware and/or software) structure (networking capabilities), processing and procedures for the system to accomplish its objectives.

4. Development

At this stage a programmer, network engineer and/or database developer are brought on to do the major work on the project.

5. Integration and Testing

The fifth phase involves systems integration and system testing to determine if the proposed design meets the initial set of business goals. Testing may be repeated, specifically to check for errors, bugs and interoperability. This testing will be performed until the end user finds it acceptable. Another part of this phase is verification and validation, both of which will help ensure the program’s successful completion.

6. Implementation

The sixth phase is when the actual installation of the newly-developed system is done. This step puts the project into production by moving the data and components from the old system and placing them in the new system via a direct cutover. Both system analysts and end-users should now see the realization of the project that has implemented changes.

7. Operations and Maintenance

The seventh and final phase involves maintenance and regular required updates. This step is when end users can fine-tune the system, if they wish, to boost performance, add new capabilities or meet additional user requirements.

Q3. Three categories of managerial roles according to Mintzberg.

Mintzberg suggests that there are ten managerial roles which can be grouped into three areas: interpersonal, informational and decisional.

1. **Interpersonal roles**- these are the relationships that a manager has with others. The three roles within this category are figurehead, leader and liaison. Managers have to act as figureheads because of their formal authority and symbolic position, representing their organisations. As leader, managers have to bring together the needs of an organisation and those of the individuals under their command. The third interpersonal role, that of liaison, deals with the horizontal relationships which are important for a manager.
2. **Informational roles**- this refers to a mangers ability to collect, disseminate and transmit information. The roles that fall in this category are; monitor, disseminator and spokesperson. A manager must monitor what goes on in the organisation, receiving information about both internal and external events and transmitting it to others. This process of transmission is the dissemination role, passing on information of both a factual and value kind. A manager often has to give information concerning the organisation to outsiders, taking on the role of spokesperson to both the general public and those in positions of influence.
3. **Decision making roles** -The four roles in this category are based on different classes of decision; entrepreneurs, disturbance handler, resource allocator, and negotiator. As entrepreneurs, managers make decisions about changing what is happening in an organisation. They may have to both initiate change and take an active part in deciding exactly what is to be done. As a disturbance handler, managers have to make decisions which arise from events beyond their control. The ability to react to events as well as to plan activities is an important managerial skill. The resource allocation role of a manager is central to much organisational analysis because a manager has to make decisions about the allocation of money, people, equipment, time and so on. A manager has to negotiate with others and in the process be able to make decisions about the commitment of organisational resources.

**References**

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