Task 5 – Challenges of Implementing a Computer System

**Training**

When using a new system or employing new employees they may have to be trained on the system. This can be a problem because you may not be able to find a tutor or instructor, and the employees may not understand or feel confident using the new system so it will cost more money and time as they may also fail the end training assessment.

**Maintenance**

When a bug or glitch arises and needs to be repaired or an update is required there may be delays on the repair/update as there may not be a lot of staff that is qualified or not familiar with the new system so staff on site may have to wait for the correct staff to be available which would lose revenue during downtime and put the company behind deadlines, for example, an update was set to roll out on Friday night but there was an issue implementing the update and the maintenance team was not available till Monday meaning the company had 2 days down time losing the company £50000 per day for a total of £100000.

Here are a few more issues that may occur

1. Too many employees could be accessing the system causing a crash
2. An employee could Select the wrong option on the system causing a loss of data
3. There could be a lack of memory to implement an update or back up risking the loss of data

**Old Data**

Some of the issues with transferring paper-based data to an online computer system are that the written data may be unreadable or the file may have markings/wear and tear, such as liquid spillage, tea or water on the paper causing difficulty to read or process through a printer if it wasn't stored incorrectly.

how the data is inputted needs to be also considered as the data may be irrelevant or out of date, finding employees to input the data can also have its problems as it is time-consuming and if one member of staff is away or sick can cause delays.

**Resistance to Change**

The problem with changing to a new system is that employees may not want change as they are happy with their working life. Changes in their working life may cause them stress and they may want to leave the company. Loyal employees working at the company for several years may enjoy the company but do not wish to go ahead with the changes so they may go on strike causing an uproar / behind schedule and a loss of income.

**Cost and time**

when developing a business system resources such as time and money cannot afford to be wasted this is usually the case due to employees’ actions employees tend to cause delays by arriving late, leaving early frequent unscheduled breaks such as smoking breaks, chatting with other employees and being late from lunch breaks.

Paying employees over time to get the project complete can be a solution but not an ideal one as it will be a costly process and if failed to complete the project this can hinder the company's reputation and be charged extra fees per each day it is not achieved e.g. £50000 a day so there will need to be employee reviews on how they are at work to explain/work out how they are damaging the team and if not altered they may need to be laid off from the company.