**9 – Appendix**

Adeel’s contributions:

Provided 6:46am 01/06/18:

**SAP Business Intelligence (SAP BI):** Executives for analysing critical data real time such as sales report, used for making crucial strategic decisions. Easy to read and interpret data for EOFY auditing.

**SAP Customer Relationship Management (SAP CRM):** Marketing Manager, PR Managers, Customers, Sales Manager etc. managing customer orders, business development, communicating to customers for further enhancing services via feedback, introducing new products and services to customers.

**Office 365:**

Microsoft office 365 is a cloud based service that enable user to achieve maximum productivity. By the services being offered, it assists organisations in performing daily tasks more efficiently    to enable the business flow to run smoothly. Furthermore, with its business intelligence it maximises the output generated which consequently reflects on the annual turnover. Office 365 would be the the best suitable alternative service in comparison to existing services currently operating. Apart from reducing costs and incidents caused on server due to heavy traffic. The services and maintenance cost will also be reduced eventually creating value for business. In addition to this, Office 365 provides 99.98% uptime, which enhances the availability of data for employees working in the organisation hence increasing productivity.

**Transition Plan Overview:**

The transition plan was created considering multiple different options to ensure that the implemented transition plan was best suited to accommodate all current strengths and weaknesses and also deliver the best possible outcome.

It will be extremely important to maintain focus on the customers and the value that the company delivers to their customers. The transition will aim to be smooth with minimal distractions and deviations away from company strategy. The second primary focus will be the employees of the company. In order to prevent employee resistance to process and technology changes, it is essential that they are a part of the process and consistently communicated with and aware of changes being implemented.

Provided 16:10 01/06/18

– Assess the **Organisational Readiness** for solution implementation

Cultural

With the innovation and new ways of getting things will have some affect on the existing way of day to day transitions take place. With implantation current staff needs to be trained to adapt more enhance and effective way to getting tasks done

Operational

As operational readiness is assessed numerous times throughout the implementation

Operational readiness should be assessed and reassessed throughout the life of a project:

• During project initiation where strategies for delivery can be related to the status quo. The end state vision is first introduced to key stakeholders.

• In the Requirements/Definition phase, after requirements and functional specifications are approved. The team knows how the end state will look on paper. Requirements and specifications can be reviewed with the users to test feasibility and reasonability.

• In the Design phase, after the product, process, or system and its infrastructure are designed. The resultant “blueprint” can be tested with the end users to ensure a proper “fit” with the current environment.

• Toward the end of the Build/Test phase, readiness is checked as the project moves through its final testing cycles. The end product is fully formed and can be clearly presented as the end-user community prepares for implementation. In this way, deficiencies in the project deliverables can be quickly addressed and retested prior to actual implementation as part of the overall testing strategy.

• In the Post-Implementation phase, after all operational adjustments are complete. Changes are assessed to determine whether they met expectations.

The readiness assessment illustrates where the operating environment is and is not prepared for pending project implementation. If performed properly, the people who will ultimately own the new system or operating environment become proponents of the change, prepared to support the implementation and, as a result, they will use the new entity more efficiently. Results of the assessment carry greater significance for those projects that require ongoing or iterative implementation phases. Where the end state is created through multiple implementation stages, lessons that are learned from the first assessment are more easily applied to these subsequent stages. While going through stages of life cycly it will highlight more effective strategies that could be implied to make systems fuction in effective manner. However, technician and developer will analyse any ongoing transitions that needs to modified accordingly.

**Service and operation Transitional reediness:**

**As to measure consistency and to make sure eliminate any potential problems during any stage is eliminated by running two systems simultaneously. Meanwhile, technician in house will be able to help employees to learn about designated area and training.**

**As the priority is to execute the new proposed options as effective as possible, it is crucial to identify that if service meets the criteria of predefined operational rediness terms. Data base needs to be developed with the existing data available**

**Stakeholder impact analysis**

Gayan’s Contributions:

19/05/18

**Business Analysis Assignment II**

**IAB204**

**Semester 1 2018**

**Team Members**

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**Executive summary**

Many industries in Australia and in other regions of the world face different challenges. These challenges limit the performance and the profits of the companies as the companies have ended up spending huge amounts of capital as they try to address the challenges. Most companies have made some progress in addressing the challenges although it’s very hard to address all the challenges. In this paper, we shall focus our attention on the challenges faced by Avoca Resources Limited (AVO) gold mining company which happen to be the same problems faced by many other companies in Australia, where we shall discuss them and propose some of the solutions which can be implemented to address the challenges. We shall draw the challenges from the first assignment which we prepared discussing the challenges of the company and use our business knowledge to propose some possible solutions which can be used to address the challenges.

**Introduction**

There are many challenges faced by businesses or organizations in their operations. For these organizations to be successful, they must come up with some solutions to address these challenges. In this paper, we shall discuss the challenges facing Avoca Resources Limited (AVO) gold mining company and the other companies in general and some of the solutions which the company can implement to solve these challenges. As we saw in the first assignment, there are many challenges which face the company, but in this paper, we shall concentrate on three major challenges and their possible solutions. These major challenges are the cost challenge, the challenge of inadequate power, and the challenge of environmental pollution and degradation.

**The solutions approach**

There are many serious challenges which face the mining sector in Australia. As we saw from the previous assignment, among the major challenges which face the mining sector in Australia include the cost challenges, the shortage of energy required by the mining industries, serious cases of environmental pollution, scarcity of water, and improper patterns of chemicals consumption. In this section, we shall analyze three major challenges in details which will help us to come up with some potential solutions which can be used to address these challenges. We shall also provide some justifications for our recommended solutions to show how effective our potential solutions can be in addressing the major challenges facing the mining sector in Australia.

To start with the cost challenges, most of the mining industries in Australia face very serious challenges in terms of costs due to the huge amounts of capital required for successful mining and processing of the minerals, most of which are located at very deep levels below the earth service. Like the other mining companies, our company of concern Avoca Resources Limited (AVO) gold mining company faces serious cost challenges due to the huge amount of capital required in the mining and the processing of gold which is one of the minerals which appear at very deep levels below the ground service. The company is forced to spend so much in purchasing the expensive machinery and human labor required for successful mining and processing of gold. This high capital requirement limits the operation of the company which makes it fail to utilize or exploit all the gold mines as required. To solve this cost challenge, the government should be willing to give the company enough funds to exploit all the gold mines as required and this will be of great benefit to the company and the country as gold is highly valuable and has a ready market. Also, the company can seek some donations or loans which it should use to exploit all the gold mines as required and enhance all the operations. After successful mining and processing of gold, the company will raise enough profits which it can use in repaying the loans.

Another major challenge which faces the mining sector in Australia is the shortage of energy. As we know, mining is one of the sectors which require very huge amounts of energy due to the many machinery and processes involved in the mining and the processing of minerals. Many Australian industries including Avoca Resources Limited (AVO) face a serious challenge of shortage of energy. Australia is one of the most industrialized countries in the world and the available energy can’t be sufficient to satisfy all the energy demands of all the industries, and so the industries have to ration the available energy which limits their operations. This is a major challenge to our mining company which limits its operation and thus its profits. To solve this problem, the company can establish one or several power plants which can help it to get the huge amounts of energy it requires for its full operations.

The other major challenge which faces the company is the challenge of environmental pollution and degradation. Like the other mining companies, Avoca Resources Limited (AVO) Company creates a serious challenge of environmental degradation which results from extracting of gold and leaving the mines exposed escalating the cases of erosion and these mines may also hold some stagnant water which increases the cases of water-borne diseases. The company also dumps its wastes and emits some toxic fumes which pollute the environment and this poses a serious threat to the health of the people living near the company. To address this challenge, the Australian government should set up well-defined rules and policies against reckless pollution of the environment by all the industries. Severe penalties should be charged to the industries found polluting the environment recklessly. The companies should also be responsible when dealing with their wastes, and this will play a great role in reducing the cases of environmental pollution and degradation.

We have already discussed three of the highest ranked or the most serious challenges facing our mining company and the other companies in general and the possible solutions which can help to solve the challenges. These proposed solutions are very justifiable since they have been employed in some other developed and developing countries and have been proved to be very effective in solving these major challenges which face the mining industries in different regions of the world. Therefore, in collaboration with the Australian government, the companies should employ these solutions to address those major challenges which have posed great threats to the overall performance and success of the company.

**The solutions assessment**

The three proposed solutions to be used in addressing the main challenges faced by our mining are within the scope of the company. The solution of soliciting enough funds to run the company successfully is achievable as the company can seek for many alternative sources of funds which are available in the world. We have some international organizations such as the World Bank and other private investors which can lend the company some loans to boost its operations provided the company will pay later. The solution to solve the of inadequate energy challenge is still within the scope of the company as the company can liaise with the government, non-governmental organizations, and other investors or donors to establish private power plants which will be used to supply all the energy required to run the company successfully. The solution to address the environmental degradation and pollution challenge can also be achieved by the company through employing responsible workers and training them and encouraging them to avoid disposing of their wastes recklessly as reckless disposal of wastes pollutes the environment and is very dangerous to the health of the people. Generally, we can say that all the three proposed solutions are within the reachable limits or scope of the company and so the company in collaboration with the government, the non-governmental organizations which can be local or international organizations, investors, among other well-wishers can work together to address these challenges, and this will help to improve the overall performance of the company.

Implementation of these solutions will be associated with some costs, risks, and benefits to the company where the benefits are expected to be more than the costs and the risks, and so the company should implement them. To start with the costs, the company will have to incur huge costs which will be required in purchasing the materials required in the implementation process, paying for the labor which will be required, training the personnel to implement the solutions, paying for the interests of the borrowed loans, among many other uses. The implementation of the solutions will also be associated with many risks some of which include the likelihood of the collapsing of the implementation process, the financial risks where the company may end up spending very huge capital and end up unsuccessful, among other risks. Despite incurring the mentioned costs and risks, after successful implementation of the solutions the company is expected to enjoy many benefits which include higher profits and returns which will result from full-time operations after getting enough energy required for its operations, highly reduced cases of pollutions which will result from successful implementation of the pollution-reduction solution, earning the Australian government more revenue, among other benefits. One of the major reasons why companies are established is to earn as much profits as possible. Implementing these solutions will be in-line with this objective as the profits of the company will be highly boosted. Therefore, the company should implement these solutions to harness the many benefits which outdo the risks and the costs to be incurred.

The goals and the objectives of this project were to identify the main challenges which face Avoca Resources Limited (AVO) mining company and the other companies in general and offer some solutions which can be implemented to address these challenges fully. Each of the three solutions discussed, which are soliciting enough funds to solve the cost challenge, establishing some private power plants to solve the inadequate energy challenge, and coming up with strong policies and rules against environmental pollution and degradation by the companies, goes in line with the goals and objectives of the project which required us to identify the main challenges which face the companies and propose some viable solutions which can be used by the companies to address the challenges for their own benefits.

The organization has always been ready to implement the solutions although the limited resources or finances of the company limits the full implementation of all the solutions. However, with the available resources, the company has made some progress in addressing some challenges such as the pollution challenges where it has tried to control the disposal of its wastes to reduce the cases of pollution and degradation of the environment. The company also liaises with the government and some other organizations to get some funds which it’s trying to use to address some of the main challenges it faces, although the available funds are never enough to solve all the challenges. The efforts made by the company shows that the company is always ready and willing to solve its challenges although the available limited funds pose a great threat to the full implementation of all the solutions which can help to solve almost all the challenges faced by the company.

For successful implementation of the solutions, the company will have to undergo some transitions which will help it to solve the challenges. Firstly, the company will have to adjust some of its operations, the operations which generate a lot of waste products which pollute the environment should be changed and adjusted for them to reduce the production of wastes. Alternatively, the company should come up with some strategies to manage or treat these wastes before releasing them to the environment. Another important transition which the company should undergo for successful implementation of the solutions is on the management teams of the organization. The company should make sure all the departmental leaders (managers) of the company are results-oriented serious leaders and those who fail to show enough commitment and seriousness on their work should be replaced with more serious leaders who will help to solve the challenges facing the company. The same transition should be replicated on all the workers of the company where all the joking workers should be replaced with other serious workers who are ready to deliver the best and work to see all the necessary solutions which will make the company successful are implemented. There are many other necessary transitions which the company will undergo for it to implement all the necessary solutions successfully.

**Conclusion**

From the discussion, we can say that there are many challenges which face Avoca Resources Limited (AVO) mining company and the other companies in Australia. For the companies to be successful in their operations, they should identify all their challenges and come up with some solutions which they should implement to address these challenges, and by so doing, their performance will be highly improved which will make them earn more profits and thus expand and grow more.

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**Appendix**

(Please indicate the team conduct and team roles/dynamics/issues/ and other relevant group information if applicable)