

# Title page

Name	Student ID
Yasin Celik	99112486
Gianni Pessotto	13199219
Daniel Boustani	13207509

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# Abstract

Abstract (about 100 words)

The rise in cloud computing despite its issues, has benefits that far outweigh these issues. It is an eventuality that cloud computing will be the future of technology and so to adopt it now or in the near future would have significant benefits, such as the ability to easily upgrade to newer cloud applications and acquire early adopter bonuses. Applying cloud computing to the order management in this scenario will illustrate how and why such an adoption to cloud computing not only provides bonuses in the future, but also the benefits of adopting it today especially for a large business.

## Introduction

### Background

A brief background of the organization that is requesting Force.com PaaS implementation

The organisation requesting this Force.com PaaS implementation, is that of Order Management. Order Management is one of the most crucial areas in any business as the business cannot proceed or progress without the ability to manage orders, whether it be from customers or from suppliers. By requesting and fulfilling a Paas Force.com application, Order Management can seamlessly and autonomously ensure the correct products are allocated to the correct areas in both receiving and delivering, ensuring their role is fulfilled to the letter.

### Use-cases

What are the specific use-cases for using the Force.com PaaS in the above organization

### Use case 1: Ordering

Story- As a Client, I want to order products for my business.

Goal- Order stock to sell

Main Flow-

1. Client logs in to the new system.
2. Client searches/selects products to order
3. Client specifies how much stock is necessary
4. The OMS system allocates from base stock produced
5. The system adds to current store stock what has been requested

Exceptions- System crashes or fails to start due to incorrect implantation (Buggy application)

### Use Case 2: System Check

Story- As the CIO/CEO/Tech support, I want to see the system run successfully

Goal- Ensure proper system functionality

Main Flow-

1. CIO/CEO/Tech support logs in to the system
2. Selects screen showing records
3. Observes records, compares with written records

Exceptions- System crashes or fails to start due to incorrect implantation (Buggy application)

### Use Case 3: Stock Check

Story- As part of the Order Management team, I want to ensure stock count is correct

Goal- Ensure stock count is correct

Main Flow-

1. Team member logs in to the system
2. Selects screen to observe what stock has reached the store, what stock is on the way and what is currently at that store
3. Compares to written or manual stock count

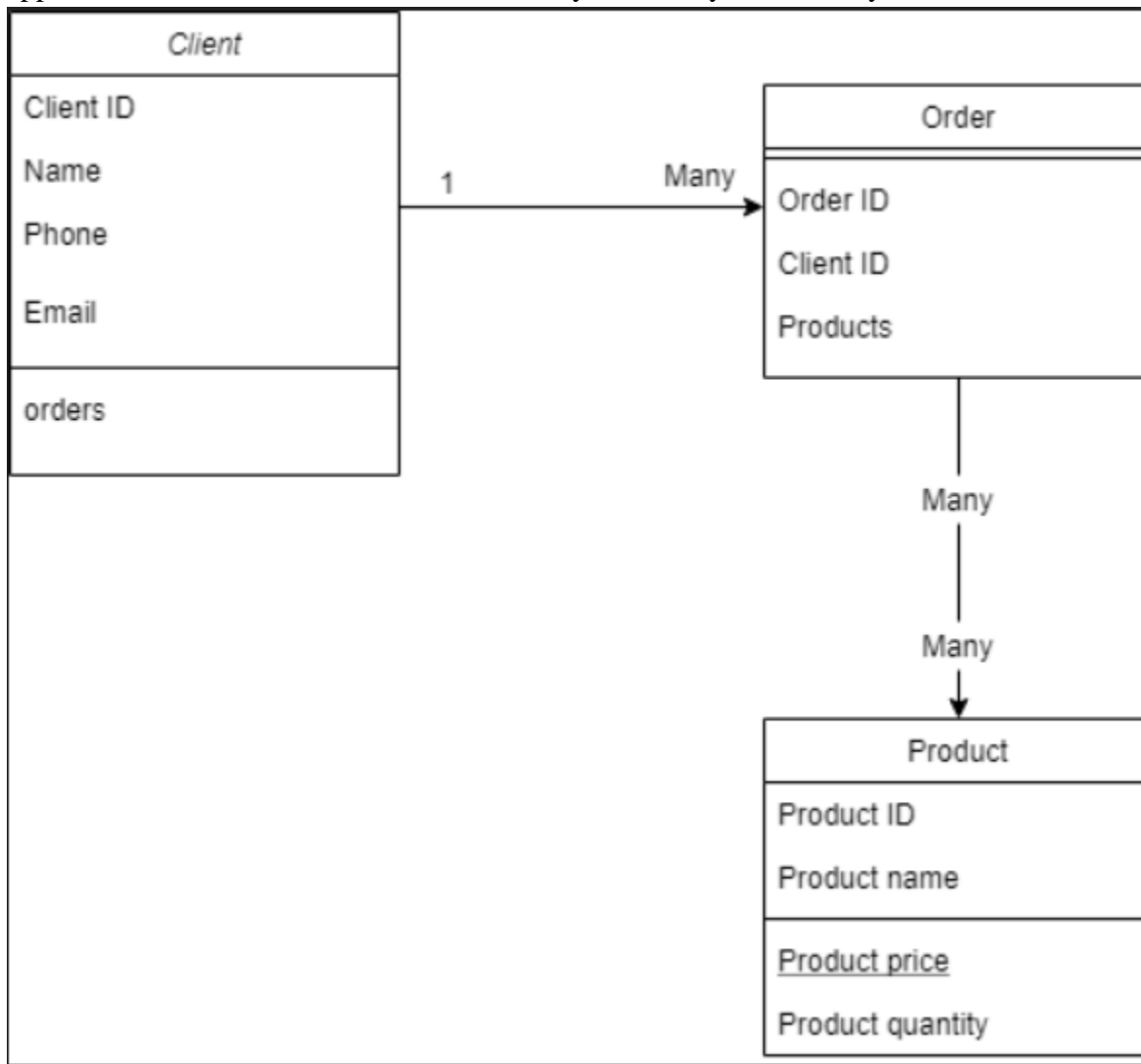
Exceptions- System crashes or fails to start due to incorrect implantation (Buggy application)

# System modelling

## Data model

Present the Data Model for the PaaS Application

The model for the data used within the PaaS system has been simplified to a client-order-product application to minimise issues and ensure easy scalability and security.



## User profiles

Present the Custom User Profile/s with descriptions of each profile

Expand All   Collapse All		All Profiles ▼ Edit   Delete   Create New View																																																																	
<div> <div>Lightning Experience Transition Assistant</div> <div>Move to the new, more productive Salesforce.</div> <div>Get Started</div> </div> <div>Salesforce Mobile Quick Start</div> <div>Home</div> <div>Administer</div> <div>Release Updates</div> <div>Manage Users</div> <div>Users</div> <div>Mass Email Users</div> <div>Roles</div> <div>Permission Sets</div> <div>Permission Set Groups</div> <div>User Management Settings</div> <div>Profiles</div>		<div>New Profile</div> <table> <thead> <tr> <th>Action</th><th>Profile Name</th><th>User License</th><th>Custom</th></tr> </thead> <tbody> <tr><td><input type="checkbox"/></td><td>Clone Chatter External User</td><td>Chatter External</td><td><input type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Clone Chatter Free User</td><td>Chatter Free</td><td><input type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Clone Chatter Moderator User</td><td>Chatter Free</td><td><input type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Del   Clone Client</td><td>Salesforce</td><td><input checked="" type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Clone Contract Manager</td><td>Salesforce</td><td><input type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Clone External Identity User</td><td>External Identity</td><td><input type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Clone Force.com - App Subscription User</td><td>Force.com - App Subscription</td><td><input type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Clone Identity User</td><td>Identity</td><td><input type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Clone Marketing User</td><td>Salesforce</td><td><input type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Clone Minimum Access - Salesforce</td><td>Salesforce</td><td><input type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Clone Read Only</td><td>Salesforce</td><td><input type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Clone Solution Manager</td><td>Salesforce</td><td><input type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Clone Standard User</td><td>Salesforce</td><td><input type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Del   Clone System Admin</td><td>Salesforce</td><td><input checked="" type="checkbox"/></td></tr> <tr><td><input type="checkbox"/></td><td>Clone System Administrator</td><td>Salesforce</td><td><input type="checkbox"/></td></tr> </tbody> </table>		Action	Profile Name	User License	Custom	<input type="checkbox"/>	Clone Chatter External User	Chatter External	<input type="checkbox"/>	<input type="checkbox"/>	Clone Chatter Free User	Chatter Free	<input type="checkbox"/>	<input type="checkbox"/>	Clone Chatter Moderator User	Chatter Free	<input type="checkbox"/>	<input type="checkbox"/>	Del   Clone Client	Salesforce	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clone Contract Manager	Salesforce	<input type="checkbox"/>	<input type="checkbox"/>	Clone External Identity User	External Identity	<input type="checkbox"/>	<input type="checkbox"/>	Clone Force.com - App Subscription User	Force.com - App Subscription	<input type="checkbox"/>	<input type="checkbox"/>	Clone Identity User	Identity	<input type="checkbox"/>	<input type="checkbox"/>	Clone Marketing User	Salesforce	<input type="checkbox"/>	<input type="checkbox"/>	Clone Minimum Access - Salesforce	Salesforce	<input type="checkbox"/>	<input type="checkbox"/>	Clone Read Only	Salesforce	<input type="checkbox"/>	<input type="checkbox"/>	Clone Solution Manager	Salesforce	<input type="checkbox"/>	<input type="checkbox"/>	Clone Standard User	Salesforce	<input type="checkbox"/>	<input type="checkbox"/>	Del   Clone System Admin	Salesforce	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clone System Administrator	Salesforce	<input type="checkbox"/>
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Due to the nature of the system, there are a limited number of profiles that will require access to the system or certain settings. ‘Client’ is a generalised term for the organisation receiving the PaaS software. ‘System Admin’ is the person responsible for ensuring correct system functions and can also perform employee roles in the system if they are unable to do so themselves.

Client- The client being the owner of a version of the software ensures they have limited access to customising and viewing within the software. The client being the organisation means that team members from that organisation, whether they are the CIO/CEO or employees such as a store manager, ensures that they do not have full access to certain settings, for example, object settings.

salesforce

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Search...

Search

Gianni Pessotto

Setup

Help & Training

All Tabs

Start Here

Accounts

Inspections

Inspection

Recipient

Timba Surveys

Surveys

SurveyResponses

Documents

Surveys

Responses

Survey Questions

Stores

Contact Point Type Consent

Quick Find / Search...

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Lightning Experience Transition Assistant

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Users

Mass Email Users

Roles

Permission Sets

Permission Set Groups

User Management Settings

Profiles

Public Groups

Queues

Profile Client

Help for this Page

Find Settings...

Clone

Delete

Edit Properties

Profile Overview

Object Settings

All Object Settings

Object Name	Object Permissions	Total Fields	Tab Settings	Page Layouts
Accounts	Read, Create, Edit, Delete	25	Default On	Account Layout
AnswerOptions	No Access	14	--	AnswerOption Layout
App Analytics Query Requests	No Access	--	--	Not Assigned
App Launcher	--	--	Default On	--
Approval Requests	--	--	Default On	--
Asset Relationships	--	10	--	Asset Relationship Layout
Assets	Read, Create, Edit, Delete	31	Default Off	Asset Layout
Associated Locations	--	10	--	Not Assigned
Authorization Form Consents	Read, Create, Edit, Delete	9	Default On	Authorization Form Consent Layout
Authorization Form Data Uses	Read, Create, Edit, Delete	3	Default On	Authorization Form Data Use Layout
Authorization Forms	Read, Create, Edit, Delete	6	Default On	Authorization Form Layout
Authorization Form Texts	Read, Create, Edit, Delete	6	Default On	Authorization Form Text Layout
Awards	--	--	Default On	--
Board Certifications	--	--	Default On	--
Branches	No Access	12	--	Branch Layout
Campaign Members	--	29	--	Campaign Member Page Layout
Campaigns	Read	37	Default On	Campaign Layout
Care Provider Adverse Actions	--	--	Default On	--
Care Provider Facility Specialties	--	--	Default On	--

System Admin- The System administrator is the main support for ensuring the smooth and correct implementation of the PaaS order management software. The system administrator is the equivalent of the IT support for the client’s software version, thus they have full access to all

features in the software. An example is that the System Admin has all permissions unlocked regarding object editing as seen in the below screenshot.

The screenshot shows the Salesforce System Admin interface. The left sidebar contains navigation links for Lightning Experience Transition Assistant, Salesforce Mobile Quick Start, Home, and Administer. The main content area displays the 'All Object Settings' table, which lists various objects and their permissions. The table has columns for Object Name, Object Permissions, Total Fields, Tab Settings, and Page Layouts. The System Admin user is shown with all permissions unlocked for all objects.

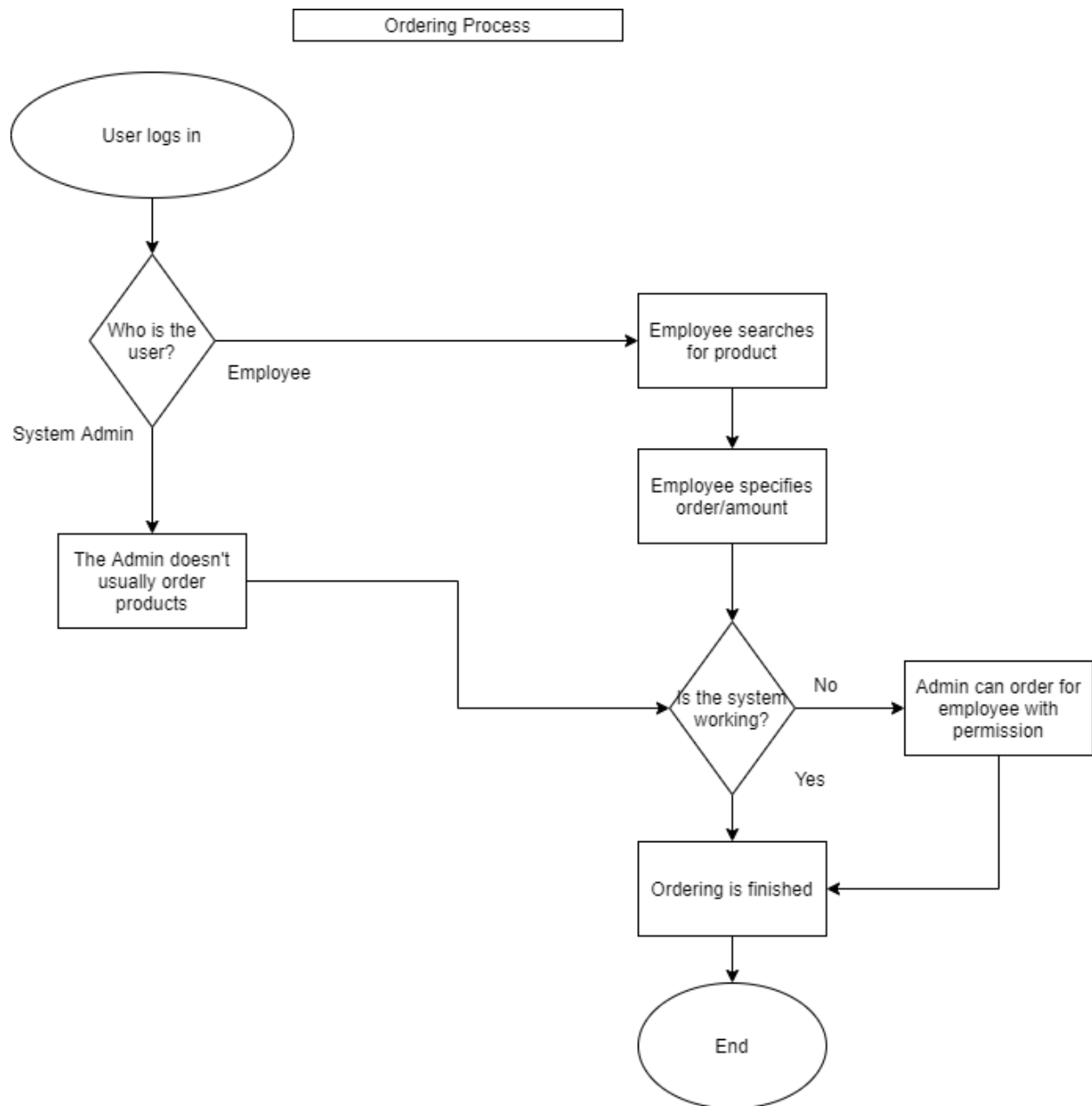
Object Name	Object Permissions	Total Fields	Tab Settings	Page Layouts
Accounts	Read, Create, Edit, Delete, View All, Modify All, View Setup, Edit Setup, Delete Setup	25	Default On	Account Layout
Answers/Questions	Read, Create, Edit, Delete, View All, Modify All, View Setup, Edit Setup, Delete Setup	14	--	AnswerOption Layout
AppAnalytics Query Requests	Read, Create, Edit, Delete, View All, Modify All, View Setup, Edit Setup, Delete Setup	--	--	Not Assigned
App Launcher	--	--	Default On	--
Approval Requests	--	--	Default On	--
Asset Relationships	--	10	--	Asset Relationship Layout
Assets	Read, Create, Edit, Delete, View All, Modify All, View Setup, Edit Setup, Delete Setup	31	Tab Hidden	Asset Layout
Associated Locations	--	10	--	Not Assigned
Authorization Form Consents	Read, Create, Edit, Delete, View All, Modify All, View Setup, Edit Setup, Delete Setup	9	Default On	Authorization Form Consent Layout
Authorization Form Data Uses	Read, Create, Edit, Delete, View All, Modify All, View Setup, Edit Setup, Delete Setup	3	Default On	Authorization Form Data Use Layout
Authorization Forms	Read, Create, Edit, Delete, View All, Modify All, View Setup, Edit Setup, Delete Setup	6	Default On	Authorization Form Layout
Authorization Form Texts	Read, Create, Edit, Delete, View All, Modify All, View Setup, Edit Setup, Delete Setup	6	Default On	Authorization Form Text Layout
Awards	--	--	Tab Hidden	--
Board Certifications	--	--	Tab Hidden	--
Branches	Read, Create, Edit, Delete, View All, Modify All, View Setup, Edit Setup, Delete Setup	12	--	Branch Layout
Campaign Members	--	29	--	Campaign Member Page Layout
Campaigns	Read, Create, Edit, Delete, View All, Modify All, View Setup, Edit Setup, Delete Setup	37	Default On	Campaign Layout
Care Provider Adverse Actions	--	--	Tab Hidden	--
Care Provider Facility Specialties	--	--	Tab Hidden	--

## Workflow diagrams

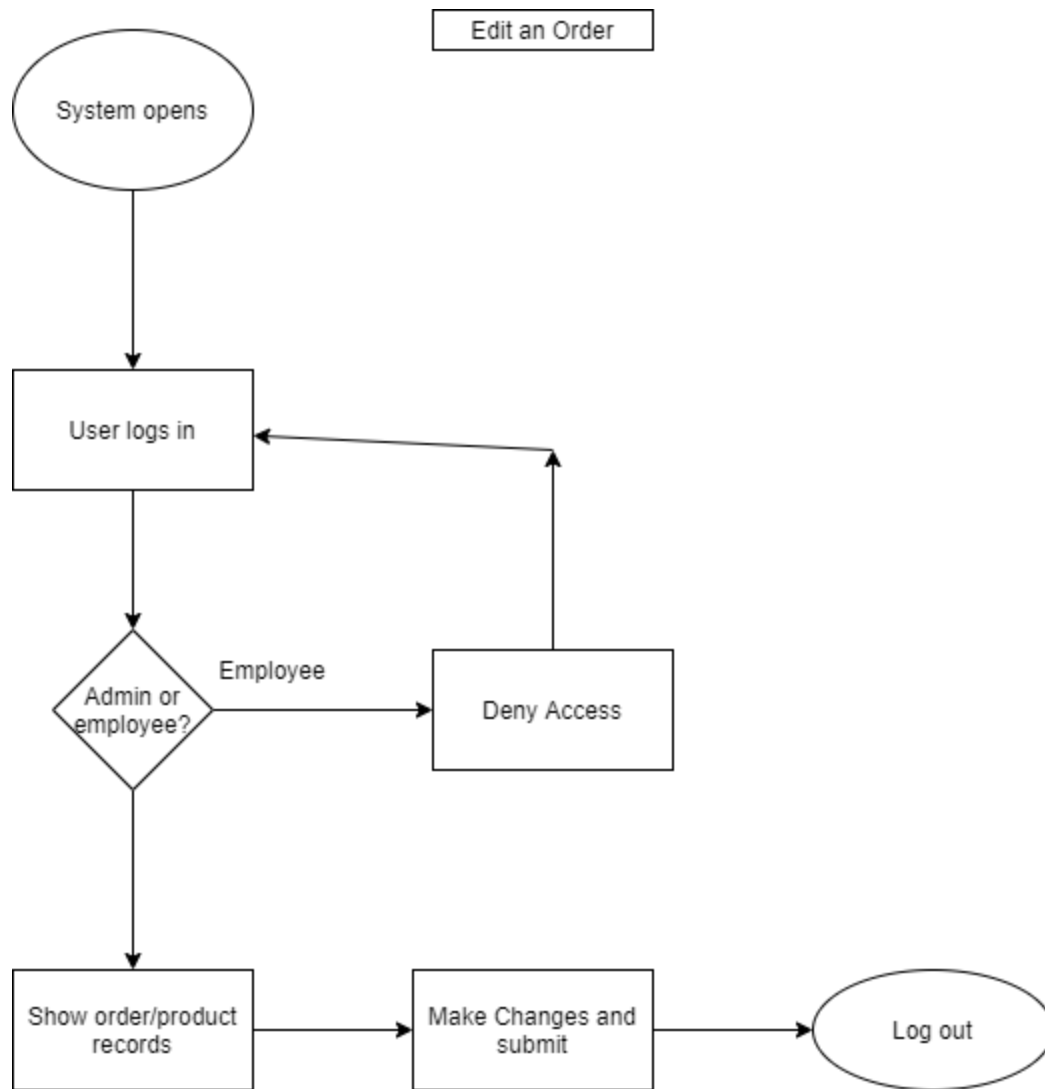
Present the Workflow diagrams

The first diagram is a simple one showing how employees order products using the PaaS software.

The second diagram is the process of how orders are edited or changes are made by someone in the organisation.





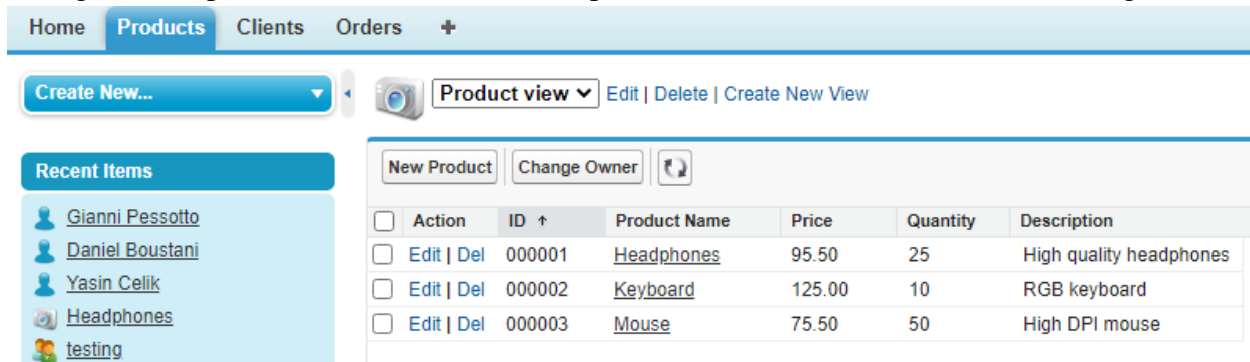


# Prototype system screens

## Prototype System Screens and Description

### Administrator view- Products

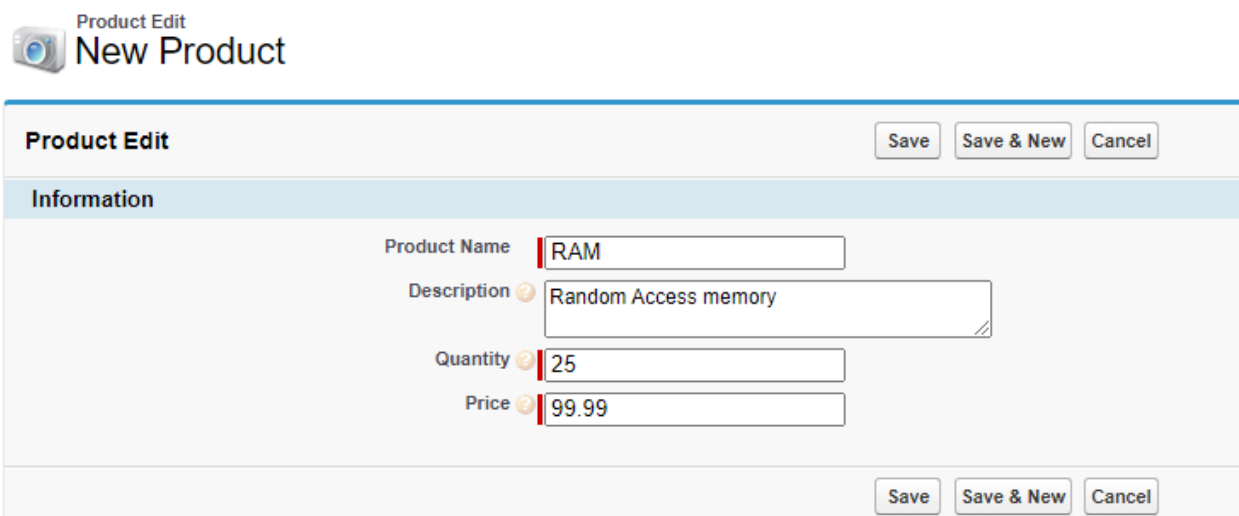
The admin can examine all current and out of stock products. They can also modify products depending on the organisation's needs. As an admin, you can also add new products by just hitting the new products button. Which will open a new window which will look like figure 2.



(fig. 1)

### Administrator - Creating a new product

Through this screen we can create new products with a finite quantity so the client can purchase through their console.




(fig. 2)

## Administrator view - Viewing Clients

As you can see the admin can see all users and their details to Add, Update and delete when necessary. The client can only see his own profile.

New Client


Change Owner



<input type="checkbox"/>	Action	ID ↑	Client Name	Email	Mobile Number
<input type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Del</a>	000001	<a href="#">Yasin Celik</a>	<a href="mailto:yasincelik@email.com">yasincelik@email.com</a>	0434567890
<input type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Del</a>	000002	<a href="#">Elon Musk</a>	<a href="mailto:elonmusk@email.com">elonmusk@email.com</a>	0434567830
<input type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Del</a>	000011	<a href="#">Admin</a>	<a href="mailto:yasinmuratcelik@gmail.com">yasinmuratcelik@gmail.com</a>	0452585968
<input type="checkbox"/>	<a href="#">Edit</a>   <a href="#">Del</a>	000012	<a href="#">testing</a>	<a href="mailto:heroturko121@gmail.com">heroturko121@gmail.com</a>	0412345678

## Administrator view - Client details and orders

Admins can check clients current orders by clicking any client. They can also edit and delete the order



Client

**Elon Musk**

[« Back to List: Clients](#)

**Client Detail**

[Edit](#) [Delete](#) [Clone](#) [Sharing](#)

Client Name

Elon Musk

ID

000002

Email

[elonmusk@email.com](mailto:elonmusk@email.com)


Mobile Number

0434567830

Created By

[Yasin Celik](#), 15/5/2021, 10:55 am

[Edit](#) [Delete](#) [Clone](#) [Sharing](#)



**Orders**

[New Order](#)

Action	OrderID
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">00001</a>
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">00002</a>
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">00003</a>
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">00005</a>

## Administrator view - Adding new client

The admin can add many clients. A client can also create an account so can order. They cannot access other clients.

## Client Edit New Client

**Client Edit**Save Save & New Cancel

Information

Client Name

Bob

Email

Bobthebuilder@gmail.com

Mobile Number

041231231

Save Save & New Cancel

### Administrator view - Creating new order

As an admin we can create orders for clients. We can create any order for any client. As a client we can create orders for only ourselves.

**Order Edit**Save Save & New Cancel

Information

Client ID

Date

 [ 20/5/2021 ]

products

Available

Headphones  
Keyboard  
Mouse

Chosen

Save Save & New Cancel

### Client views - products

The client can only view products. They are limited from editing.

ID ↑	Product Name	Price	Quantity	Description
000001	<a href="#">Headphones</a>	95.50	25	High quality headphones
000002	<a href="#">Keyboard</a>	125.00	10	RGB keyboard
000003	<a href="#">Mouse</a>	75.50	50	High DPI mouse

### Client view - client details

Clients can see their own accounts and create new accounts. They can also edit their own accounts.

<input type="checkbox"/>	Action	ID ↑	Client Name	Email	Mobile Number
<input type="checkbox"/>	<a href="#">Edit</a>	000010	<a href="#">Customer</a>	<a href="#">customer@email.com</a>	0412345678

### Client view - client orders

Clients can only see their own orders. And can create many orders

Recent Orders	New
OrderID	
<a href="#">00007</a>	
<a href="#">00004</a>	

### Group member participation

Name	Participation
Gianni Pessotto	100%
Yasin Celik	100%
Daniel Boustani	100%

## Conclusion

Conclude the report with your experience(s) with PaaS-based software development

Future further implementation of this PaaS application, and other areas within the organization where PaaS implementations could be done (along with rationale)

Platform as a Software has been excellent to work with. As a platform, the software allows for numerous options of customizability and hosting, especially as a platform for cloud based applications. The PaaS method of hosting cloud applications is quite flexible and allows for additions to be made as its a platform. However, it requires experience to effectively know and change settings to meet the requirements that are wanted. Thus, the process can be extremely complicated.

In this case, the PaaS software has great suitability. Order management is itself a platform and would be viable to extend this PaaS software to other areas of the organisation. Contract management is a similar scenario in terms of process and abilities, thus extending this application to that area would be straightforward. An additional benefit is that implementing it after Order management would incur reduced costs due to the reusability of the process as well as the assets/setting used that created the order management PaaS. Contract management is a similar scenario as it requires three sections of data alike to Order management. It has the organisation, the contract details itself and who the contract is offered to or received from. Once Contract management has been established, it is once again, a very similar process as HR management has contract information inside it with the organisation's employees. Therefore, the application would be the same. The rest of the application concerning HR management would reside with personal details and the updating of them every so often, thus it would not be difficult to add this in after Order and Contract management.