# Exercise 1 Purpose of an IT project

## Exercise 1.01 Reasons for investing in IT

Business Survival

* Not extremely relevant, since our project is not tied directly to the business and can easily be adapted to other businesses

Improved Efficiency

* Easier to employees to see their schedule any time any where

Competitive Advantage

* Scalable, easy to add new employees to the system, expanding business no problem
* Employees can check themselves, and won’t have to contact the central

## Exercise 1.02 how the business should be affected

Able to work more efficiently, so able to improve customer service and hence increase their value proposition.

## Exercise 1.03 KPI´s reflecting the purpose of the project

* Average tasks completed per day (should increase) – double check on profits?
* Customer satisfaction (from surveys)
* Service hours

# Exercise 2 When and how to involve stakeholders

## Exercise 2.01 Identify who will be affected by the IT system

Employees

Staff