Computer Shop System

Target-Organization Assessment

Version 1.0

Revision History

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| **Date** | **Version** | **Description** | **Author** |
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Target-Organization Assessment

# Introduction

## Purpose

The purpose of this Target-Organization Assessment is used by the Business-Process

Analyst as a basis for configuring the business modeling discipline for the Computer Shop System of Computer Shop. The Target-Organization Assessment is also used to explain to the stakeholders why there is a need to change the business process, to create motivation and a common understanding among the people in shop that are directly or indirectly affected.

## Scope

The scope of this Target-Organization Assessment is associated with the Computer Shop Management System to be deployed. The Target-Organization Assessment describes the current status of the shop. The description is in terms of current processes, tools, peoples' competencies, peoples' attitudes, customers, competitors, technical trends, problems, and improvement areas. The Development Case and Iteration Plans are directly influenced by this document.

## Definitions, Acronyms, and Abbreviations

CSS – Computer Shop System.

## References

TBD.

## Overview

The rest of the Target-Organization Assessment including business context, business ideas and strategies in the given context, internal, external factors of Starbucks organization, benchmarking, performance classifying and assessment conclusion. Business context is a brief description of the business domain in which the Computer Shop operated. The external factors and internal factors of the shop are also inspected and evaluated. The business process of the organization is then benchmarked precisely base on the analyzed factors, which lead to conclusion for various criteria of computer shop current business model.

# Business Context

TBD.

# Business Ideas and Strategies in the Project Context

The computer shop is growing in business needs more developments keep track with the customers.

Base on the discussed above, it can be seen that the main object of the computer shop business strategies is to have a computer shop system. The specified strategies rely mostly on creating a convenient computer shop system.

# External Factors

## Customers

Everyone who have a need a new computer to study or work

## Other Stakeholders

-Suppliers

-Investors

# Internal Factors

## Business Processes

There are 3 business processes:

- Request when computer is not existed

- Buy computer when computer is existed

- Import computers

## Supporting Tools

TBD.

## Competencies, Skills, and Attitudes

TBD.

# Assessment Conclusion

## Problems Areas

- Expensive Computer products

- Increased Competition

- Changing consumer lifestyle choices

## Applicable New Technologies

With the ever-growing of Computer Shop customer base, it is necessary to develop a CSS that is capable of enhancing customer’s satisfaction for the firm. The primary goal of CSS is to integrate and automate sales, marketing, and customer support; thus, nullify the mentioned obstacles. Building a hi-tech CSS help to improve business relationships with customers, specifically focusing on customer retention, and ultimately to drive sales growth.