**Midterm Exam**

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**CIS410**

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1) There is a big relationship between IT architecture and organizational structure. IT architecture will defined the tools that the company need to process data, communicate and produce high quality if products and services. The organizational structure is the environment and strategy of the company how they work, communicate, do activities. The IT architecture and the organizational structure together can make a good decision-making and profitable company.

In the IRS case, Collocation Office Function (CFO), which it is manual work that used a lot paper where sometime it is more than one inch thick that goes around the organization from unit to unit before the case get close. CFO has six units for low amount of dollars, if the case has high amount of dollar have to transfer to revenue office, which they have more experienced personnel. The employees have difficulty with communication because each one is working on different case, and they do not have easy access to the taxpayers' accounts. IRS transfer to used Automated Collection System (ACS), which it a site that use computers to manages all the taxpayer cases, phone call to help employees to get access to the cases and understand them with no time. The employees do not have to move around the organization for searching they have everything in the ACS system. Every employee has one case to work on from the start to the end.

IRS’ IT architecture and organization structure before the system, it had a few positive and a lot negative things. The IRS culture was everyone has a freedom to do whatever. The IRS had issues with the sending and collection of information. The IT architecture before ACS system did not work well with divisional organizational structure. For example, when an employee wants to get a taxpayers' address first he/she has to look though all the paper in the account if he/she do not find it. He/she has to will send the case to different unit to find out the address which it a lot of paper, which its increase their inventory and it will take a long time to get one case done. The employees work in COF are old people how have one way to get their job done. It was successful and profitably but unstructured.

IT architecture and organization structure, after system ACS. There were a big changed in the culture. The ACS system helps a lot to reduce those negative things. ACS system has all the information in one place and accessible to everyone. IRS fired the old employees and hired new employees because they needed employees who knew the system well and could train for better result in the long run. IRS reduced the number of employees, and inventory because they are use computers instead of papers for entering the data. The new employees and can talk to supervisor so they cannot waste another employee time. IRS became productive and structured.

Burlington Northern is divisional organization. It had three headquarters. IT architecture was good in the Minnesota headquarter but it was all right in the other headquarters because it was not in the IT department was not in the main headquarter. BN did not pay enough attention to improve the chances with better technology. For example, the train does not have advance technology. When BN tried the new system they did not take it seriously because the demo was far away from the main headquarter where the money is. BN has motivation culture they give the employees bonuses and they have top down approach.

2) The two lines are Meet the new boss; same as the old boss. I disagree with those lines because I think the president has effect of the decisions. For example, Bush and Obama, Bush was looking for war and Obama was looking for peace. I am international student; I see the president made different in the foreign policy. However, I do not have a lot of knowledge about the domestic policy. Therefore, I think the new boss is not the same as the old boss. Yes, I know they do not have a lot of power but if president's ideas convince the congress, the ideas most likely will apply.

In context of control systems architecture in business, I disagree with that, because if the old boss has low performance than the standards the new boss will have an opportunity of changing the control hoping for better result. In business they company have goal and all the bosses use control to get the same goal (make profit) but not all the control give us the same result. For example, if the old boss using people control his goal is his employees work hard so the company makes money but the new boss use result control and he rewards his employees if the company make money for their good performance. If the performance lowers than standards, it means they have a problem and they have to change the control but if, the performance higher than standards will be a good opportunity. Employees hate changes because they have to change for the same result (goal).

In context of culture of the federal government, I agree with the two lines because no matter what you do the people will not like what you do. I think the federal government does not always have result control because it is nonprofit organization. So the new boss have to do the same way as the old boss because the employees have been doing the same thing for a long time, so change the control would change the result. For example, president election, it is people control and action control. People control who will be the president and the congress control what the president can do. In this case we have result control, if the president do well he may get another 4 years as reward. No matter who is the president the congress have the power of most of decisions.

3) The bachelor's degree program in the CIS major at University of Louisville uses control system to unsure the quality of the students. The control systems are measure, criteria and processes use to evaluate the system. There are three controls, people control, which it is managing select students with appropriate skills, for the position. Action control, which it is managing how students will do things to archive CIS major's goals. Last and not less result control, which it is managing students performance with expected performance.

A) People control system is application process to enroll to the college of business. There are certain materials you must match to be enrolling in CIS major

First, GPA and ACT score those are measuring the student skills of learning. The criteria of there is a minimum GPA for example for CIS major is 2.8, if the student do not match with that the GPA he/she cannot be in the CIS major but if it match the student will processes of getting career.

Second, criminal record those measuring the student trust worth because the CIS department does not want a thieves or murder to be in the building to guarantee their student safety. The criteria for that is the student do not have any criminal record. The process is if the student bad criminal records he/she cannot be in the CIS major but if the student do not have criminal record can enroll.

Third, pre-requirement classes for example, math classes. Those measuring the student knowledge, because CIS major has a lot of programming and mathematics problem in the program. The criteria is the student will have to finished them before taking any class has the pre-requirement. The process is if the student does not take or pass the classes, he/she cannot take the CIS classes but if they pass, the students can take the classes.

B) Action control system is managing the students do their job to reach the CIS major's goal.

First action control is homework, homework is measuring how the students study and pay attention in class, which it is, increase the understanding of the subjects. The criteria is professor set point for each question. The process is the student will study to answer the question that is in the homework.

Second, internship is measuring how the students were doing in the courses and prepare them to the real world. The criteria is it has to be CIS major related and the student has to work certain hours to pass. The process is the students have to look for a job that he/she interesting on and work if they perform as the expected they pass if not they fall.

Third, perception is measuring the students activity and how well do they prepare for the class. The criteria are different for professor to professor some of them required attend and share their options, give quizzes. The process is if the students perform as the professor asks they will get point for that if they do not they will not get any points.

C) Result control system is comparing the performance levels of the expected and of the actual work completed. When the results do not meet our expectation then we punish the students to ensure the performance meets the standard.

First, grade is measuring the students performing in the class to see how overall they are doing. The criteria for CIS major are the student has to get on average 60% on the exams and 70% on the class grade. The process is making sure the student have full understanding of the material. Which, if the student did not get 60% or above on the exam and 70% or above in the class grade, the student will fail the class. However, if the student get 60% or above on the exam and 70% or above in the class grade, the student will pass the class.

Second, graduation is measuring the student's career. The higher GPA student has the better. The criteria for CIS major are the student has to finish and pass 120 credit hours and internship with at less 2.8 GPA. The process is preparing the student for better chances in future.

Third, CIS420 is measuring the student performance on team working and web designing. The criteria for this class, all the students have to work in a group and present the project in the end of the course. The process is preparing the students for IT job environment, how to contact with the clients and, how to evaluate your peers.