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CTIS 345
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Individual Assignment 1

For P.E.2-1 I have chosen the paying of my credit card bill as the process I intend to outline. This process *should* be straightforward and simple, with only three actors.

- a. In order to pay my bill, I first have to login to the banking website. After login, I'm able to select the card account, then utilize the dropdown menu to enter the payment process. From there, I as the customer have to enter the amount, date to be paid, and from which account the payment will come out of. Once entered, I must click confirm as a final check to ensure that the details are correct. I'm then taken to a confirmation page from there with details of the transaction, as well as a final transaction ID.
- b. From my perspective, there are three actors consisting of myself (the customer), the login system, and the system which processes the payments.
- c. There are multiple decisions to be made when paying the bill as outlined in *section a* above. Most notably, the account that the payment will be made from, as there are several accounts for me to choose from.
- d. I do not believe there are any parallel actions for this process as one cannot occur without the other occurring beforehand.
- e. See diagram

The process within P.E 2-8 follows Copies R Us (CRU) and appears to be a local business attempting to compete with large chains.

- a. The processes that I was able to retrieve from the text are as follows:

1. Ticket creation / execution process - multiple actors
2. Payment process for Individual Customers
3. Payment process for Business Customers

- b. Key Actors

1b. Ticket creation / execution process:

1. Customer
2. Service Representative
3. Service Technician

2b. Payment process for Individual / Business Customers:

1. Customer
2. POS
3. Customer Service Rep

3b. Getting an MVC card:

1. Customer
2. Customer Service Rep

- c. See Diagram

d. At first glance, there definitely needs to be a website. That is a must in today's business environment. A website would allow customers to do all of their shopping, in a more convenient manner.

The store can of course be maintained as an option, especially with fully equipped conference rooms. Additionally, some sort of customer retention and interaction service would be highly beneficial, including emails being sent on a regular basis encouraging customer return. These would of course require additional IT infrastructure, potentially cloud based systems, and further integrating IT within the business. Utilizing the cloud would allow appropriate and accurate scalability without breaking the bank, further allowing the small business to continue to compete with large chains.