**3.1 Chief Information Officer (CIO)**

Issues:

* CIO: The first problem is assigning people to specific tasks with enough experience and managing the budget. Since then, There are problems appear in each department. In Customer Service department, customer are not able to connect with Customer Representative due to limited from the website. In IT department, they also have an issue with security that let the hacker stole customer’s database. Account Receivable Manager also unable to handle problem related with stocking. Marketing manager is unable to establish a proper marketing plan.

**3.2 Accounts Receivable Manager**

Issues:

* The manager claims that it is difficult to keep track of customers that still need to make payments that are due, as the only way to do so is for the customer representatives to search vigorously through their customer list constantly. Another problem is that the reports being produced are very difficult to read as the formatting is awfully inconvenient. Furthermore, the reports that list customers under a customer representative only list their names in alphabetical order, whereas is should be ordered of how much a customer owes so they could easily be contacted immediately. There is also no way for a customer to make a payment online that has been overdue, which would help to reduce the collection of some funds that are owed. Also, it is extremely difficult to keep experienced accounts receivable employees within the company, so a program should be put in place to quickly provide the necessary training to employees with less experience. Being the Accounts Receivable Manager, you are also extremely concerned with security within the corporation.

**3.3 Customer Representative Manager**

Issues:

* Firstly, numerous users have been complaining that the system runs extremely slow from mid-morning to mid-afternoon. They need at least 5 milliseconds of response time to complete their work efficiently, but the slowdown causes response times to jump as high as 30 milliseconds. Secondly, customer information that can be stored is very limited. A vast majority of customers use email, but there is no slot to enter this kind of information, only their phone number and fax is available. Also, there is a lack of history on customers’ previous transactions, as only the most recent transaction is recorded and saved. This history is important in assisting customers with any concerns they may have. Another issue is that the majority of customer service representatives are lacking experience, so it would be helpful to create a system that could teach employees with less experience more effective communications techniques. The company’s website also lacks a FAQ section which could easily help customers find solutions to commonly asked questions. Finally, the Customer Representative Manager is very concerned about user privacy, but being a very busy person makes it difficult to implement solutions to address all of these problems.

**3.4 Marketing Manager**

Issues:

* The marketing group does not have a software that would help for potential marketing and promotion efforts, which would help our group to summarize and navigate buying trends. Also analyze customer buying behaviour. The company’s website doesn’t have competitive features such as online desk capabilities. There isn’t any system that would help us track our customers. Our group needs to be learning from experienced marketers in order to improve our market quality. Lastly we don’t have social media systems to advertise and attract more customers.

**3.5 Systems Analyst**

Issues:

* The analyst claims the system runs extremely slow from 10-12 am and 2-4pm due to high server usage at these times. Although, at other times during the day the system is able to run perfectly fine. Another fact is that the number of computers and their processing power has an effect on the system’s overall performance, but upgrading to more powerful computers would cost $3349 as opposed to $1929. Also, numerous system analysts are busy with other projects and the only employees able to assist with these problems are inexperienced in certain department areas.

**Synchronized Problems**

The main issues that seem to be common among We Sell Stuff Inc. are as follows:

* The system runs very slowly during peak hours in which resources are consistently used within the company. This makes it very difficult to gather information at an efficient pace and often results in much time being wasted.
* The company’s website does not have enough features/information available to the customer, such as no FAQ section in addition to a lack of online customer service.
* The database does not contain accurate records of both employees and customers as additional information would be extremely helpful in determining/solving problems within the company such as customer buying trends which could promote certain products within the market, and previous customer transactions that had taken place over the course of the company’s lifespan.
* A large number of employees (in all departments) lack proper experience to effectively complete necessary tasks. There are also not enough experienced employees remaining, so there should be a system in place to teach the staff about effective techniques and strategies to dealing with certain problems.
* There is a lack of security measures that are in place within the company. This causes confidential information to be leaked and could be used in malicious ways.

**Current Information System:**

* We Sell Stuff Inc., (WSS) is a company specialise for selling product that made from the company and some products from third party company. They have a website for customer to choose stuff they want online. Throughout the system, customers can choose from thousands of product available and get it ship directly to their house, just like Amazon or eBay. The system will require basic information such as name, D.O.B, address information. While the customer select the product, the system will try to learn the customer behaviour like what kind of product they search for the most, or what categories of product that customer usually interest at. The system then keep that unique interest list for the customers and every time that customer shop on the website, those favour products will appear on top of the list instead of other products that customers may not interest at.
* The only problem we have on our software is unable to establish a communication between customers and the customer service department. Due to that, whenever a customer have questions about the product or want to return something, these process take while to finished.