MILESTONE EVALUATION SHEET

MILESTONE NO.

1 & 2

DATE: April 30, 2018	**COURSE NO.: 2831**
	INSTRUCTOR: Glen Elliott

TEAM NO. OR NAME	TEAM MEMBERS
4	Andrew Hewitson
	Tina Lu
	Maria Rodriguez

Student comments: 1) For this assignment we all work together as a team. We chatted and had several discussions about this project over the past two weeks using Hangouts application.
2) Everyone worked fairly the same amount of hours and contributed to the project.
3) Unfortunately, one of the members of our group had to withdraw the course. However, we all managed to get the work done quickly and efficiently.

Instructor comments:

Score:

-1 Information Systems

one: 604-555-1212

x: 604-555-1213

REQUEST FOR INFORMATION SYSTEM SERVICES

DATE OF REQUEST	SERVICE REQUESTED FOR DEPARTMENT(S)
04/21/2018	Human Resources

SUBMITTED BY (key user contact)		EXECUTIVE SPONSOR (funding authority)	
Name	**Dotty Jones**	**Name**	**Jack Mills**
Title	**Employee Relations Manager**	**Title**	**VP Human Resource**
Office	**Office 210 - Orlando, Florida**	**Office**	**Orlando, Florida**
Phone	**555-838-1040**	**Phone**	**555-8384456**

TYPE OF SERVICE REQUESTED:

☐ Information Strategy Planning ☐ Existing Application Enhancement

☐ Business Process Analysis and Redesign ☐ Existing Application Maintenance (problem fix)

☒ New Application Development ☐ Not Sure

☐ Other (please specify

_____

BRIEF STATEMENT OF PROBLEM, OPPORTUNITY, OR DIRECTIVE (attach additional documentation as necessary)

A-1 IS has experienced a 15 percent increase in employees over the past two years, and long-range projections show that trend continuing for the next three years. Current practices now have employee information changes being processed by an extensive manual effort in which Human Resource administrators fill out forms and input the data. This manual effort often results in a time lag of several days between the time the employee submits the forms and the update of the information in the computer. This delay has caused several problems, including unacceptable lag time in implementing payroll deduction changes and company mailings (including paychecks) being sent to the wrong address. Another problem of the present system is the employee directory, which is printed every six months. It seems to be out-of-date as soon as it arrives with missing information on new employees, and incorrect information on employees who have changed addresses or been transferred.

BRIEF STATEMENT OF EXPECTED SOLUTION

The development of the Employee Self-Service System (ESSS), a system that will house the repository of employee master data. This system would provide the capability for each employee to maintain his or her own information regarding address and telephone numbers, emergency contact information, payroll deduction options, and savings bond purchases. The printed employee directory will be replaced by an intranet-based online directory that will be

driven by the ESSS database and always up-to-date. It should be a centralized system across all five IS sites to support business practices that are common if not identical across the site..

ACTION (ISS Office Use Only)

☐ **Feasibility assessment approved Assigned to _Kira Webster_____**

☐ **Feasibility assessment waived Approved Budget $ __225,000_____**
Start Date _Apr 29, 2018___ Deadline _Oct 29, 2018 ___

☐ **Request delayed Backlogged until date: _____**

☐ **Request rejected Reason: _____**

Authorized Signatures:

_____ _____Jack Mills_____

Project Executive Sponsor

TEAM #4 PROBLEM STATEMENT MATRIX

PROJECT:	**H.R. Database Improvements**	**PROJECT MANAGER:**	**Kira Webster**
CREATED BY:	**Maria, Tina, Andrew**	**LAST UPDATED BY:**	**Andrew Hewitson**
DATE CREATED:	**04/19/2018**	**DATE LAST UPDATED:**	**04/26/18**

Brief Statements of Problem, Opportunity, or Directive	Urgency	Visibility	Annual Benefits	Priority or Rank	Proposed Solution
1. Hardcopy telephone book, published quarterly, becomes quickly out of date.	6 months	High	$20,000.	5	New Development User output reports
2. Employee information regarding address and telephone numbers, emergency contact information, payroll deduction options, and savings bond purchases.being processed by an extensive manual effort in which Human Resource administrators fill out forms and input the data.	5 months	High	$20,000	3	New Development. Employee should be able to update their info by themselves
3. Time lag of several days between the time the employee submits the forms and the update of the information in the computer. This delay has caused several problems, including unacceptable lag time in implementing payroll deduction changes and company mailings (including paychecks) being sent to the wrong address.	6 month	High	$20,000	4	New Development Automate process to speed up processing time
4. Implement an automated interface between the mainframe system and the micro system, so the employee's data does not need to be input twice.	4 Months	High	$50,000	2	New Development
5. Multiple copies of the same employee data across multiple systems. Whether it is the employee information system, payroll system, time and attendance system, or even the labor system, each application has its own database of employee data. Shouldn't	2 Months	High	$50,000	1	New Development. This will help to keep the data sync between all the applications in the company.

we have just one integrated database that all applications could access?					
6. The new Human Resource system can provide employees with online leave functions, information synchronization attendance system, automatically included in the payroll system	10 months	Medium	$40,000	7	New Development and enhanced development
7. The initiative of the employee information update function is in the employee's own. If the employee does not update or update a fake information, the statistical accuracy of the employee's information will be affected.	8 months	High	$20,000	6	New Development

PROBLEMS, OPPORTUNITIES, OBJECTIVES AND CONSTRAINTS MATRIX

Project: ESSS H.R. System Enhancement	**Project Manager: Kira Webster**
Created by: Maria, Tina, Andrew	**Last Updated by: Andrew Hewitson**
Date Created: April 20, 2018	**Date Last Updated: April 27, 2018**

CAUSE AND EFFECT ANALYSIS		**SYSTEM IMPROVEMENT OBJECTIVES**	
Problem or Opportunity	**Causes and Effects**	**System Objective**	**System Constraint**
Multiple copies of the same employee data across multiple systems.	Multiple database systems through the company. Information updated in one location does not necessarily get updated in all locations. Current database system is obsolete. Fragmentation of tasks means information must be entered in multiple places. Each application for employee information, payroll, time and attendance has its own system. As an effect, whether it is the employee information system, payroll system, time and attendance system, or even the labor system, each application has its own database of employee data.	1. Build a centralized database /server that can be accessed by all the departments in the company no matter the site they are in.	1. The interface should be consistent no matter what platform is used. 2. Interface should have a folder or tabs consisting of a certain type of information. 3. Only HR administrators and the employee's manager should be able to access the employee's information, other than the employee herself.

			4. System should contain an online company phone book. 5. Funds available for capital expenditures are limited to $225,000
Employee information regarding address and telephone numbers, emergency contact information, payroll deduction options, and savings bond purchases. being processed by an extensive manual effort in which Human Resource administrators fill out forms and input the data.	1. Information is being processed with physical paperwork. Large amount of effort and physical space to keep track of paper copies of data 2. Paperwork being processed is being handled by humans. Large potential for human error. 3. Paperwork is highly specialized. Very dependant on having highly skilled administrative employees who are specially trained. 4. Paperwork is processed manually. User queries difficult to answer quickly and correctly. Time consuming to produce reports. 5. Paperwork is processed by Humans. Sensitive information suffers from lack of privacy and security.	1. Database is accessible through simple easy to understand forms which are standardized across the whole company 2. System inputs and outputs information to database 3. Employee has ability to input new information. 4. Employee has ability to output reports 5. Database is accessible remotely	1. Current company network and database is not centralized, and information is being stored regionally. 2. Standardized computerized forms do not exist. 3. Centralized storage of information does not exist.

The initiative of the employee information update function is in the employee's own hands. If the employee does not update or updates with inaccurate information, the statistical accuracy of the employee's information will be affected.	1. There is lots of room for error when an employee self-reports their information. This puts the company at risk of having inaccurate employee files that could result in room for fraud for tax evasion and others.	1. Build a system that has an audit workflow to verify information the moment employees enter new information and that all supporting documentation of changes have been submitted by the employees.	Currently there is no standard efficient workflow in place to allow smooth onboarding of new employees. A system with audit functions and workflows might slow down relates business processes and therefore will have to be able to ensure it is setup in a user friendly and efficient way.

Possible List of Requirements

#	Requirement	Classification
1	The system should allow employees to update their own information, including addresses, phone numbers, emergency contact information, beneficiary information, paycheck deductions, office location, office phone number, and office email address.	Functional
2	The system must be easy to use, intuitive, with a graphical user interface. The new system should provide a website home page to login in online.	Functional
3	Employee information system should be online and integrated with the E-mail system.	Functional
4	The system should grant access only to the managers for printing ad-hoc reports in a secure manner.	Non-Functional
5	System should have a function to provide an employee with the ability to sign up and manage their deductions from their desk.	Non-Functional
6	The new HR system need to provide the employee information modify(create, read, update, delete) function to HR department, They are responsible to create the new employee's information.	Functional
7	The HR department can update all the information of employee, include the employee's login password, but employee can only view and update their own information.	Non-Functional
8	The new system should have Report function, to generate some employee information related reports. Include the ad-hoc reports. The report should follow the legacy format(which we provide), and provide the query function as we required, offer the real-time data.	Functional
9	The Report function should also provide a print formal monthly, quarterly report function.	Functional
10	Different Reports should be set with different admin rights to control which employees have ability to query, download or print.	Non-Functional
11	Employees administrative access and functions are determined by their login information.	Non-Functional
12	The new system creates a new database which should be designed based on the data integration of the legacy mainframe system, legacy payroll and time and attendance systems.	Functional
13	System should be able to manage employee probation periods, contract data/contract time spans and employee notice periods,	Non-Functional
14	Create job descriptions and publish them to a careers page and share with recruiters as well as to multiple online hiring sites	Non-Functional
15	Easily track sick leave and vacation time.	Non-Functional
16	Automated reminders for performance reviews, training, anniversaries and company events (especially automated reminders for Company Events involving United Way).	Non-Functional

Advanced Options:

Feasibility Study

Scope:

Phase 1 of the plan consisted of reengineering all systems related to Human Resources, which included employee information, time and attendance, and payroll. Task 1 of this phase is the development of the Employee Self-Service System (ESSS), a system that will house the repository of employee master data. This system would provide the capability for each employee to maintain his or her own information regarding address and telephone numbers, emergency contact information, payroll deduction options, and savings bond purchases.

Technical Feasibility:

- Currently a network of computer exist that employees use with a average of one computer per employee. Many of these computers are older and in need of upgrading but that can be done on an as needed basis.
- Every location currently has a server. Most locations need updating but ideally these decentralized servers should be replaced with one centralized server for the whole company. Potentially some of this equipment could be recycled into the new system.
- Currently all the offices have a LAN network, so all employees would have access through this LAN to the new system
- All the offices currently connect to Orlando with a VPN which is a good basis for a new secure network where every office connects to a secure central server in Orlando
- All offices have laserjet printers, so they can print their own reports

Operational Feasibility:

- Employee information should be stored in one centralized database which is accessible by all employees and managers in a secure way. Currently the information is being stored in multiple locations across the company. The first step would be to implement a central storage solution for all information which at this point does not exist.
- Employees and managers should have access to this database to update information, run reports, keep track of time and attendance and payroll and to assist employees with donating to charity or handling rrsp contributions. Currently no central software solution gives all these abilities to an employee using the system. A new software solution would need to be either bought third party or developed inhouse. Employees would need to be trained on the new system

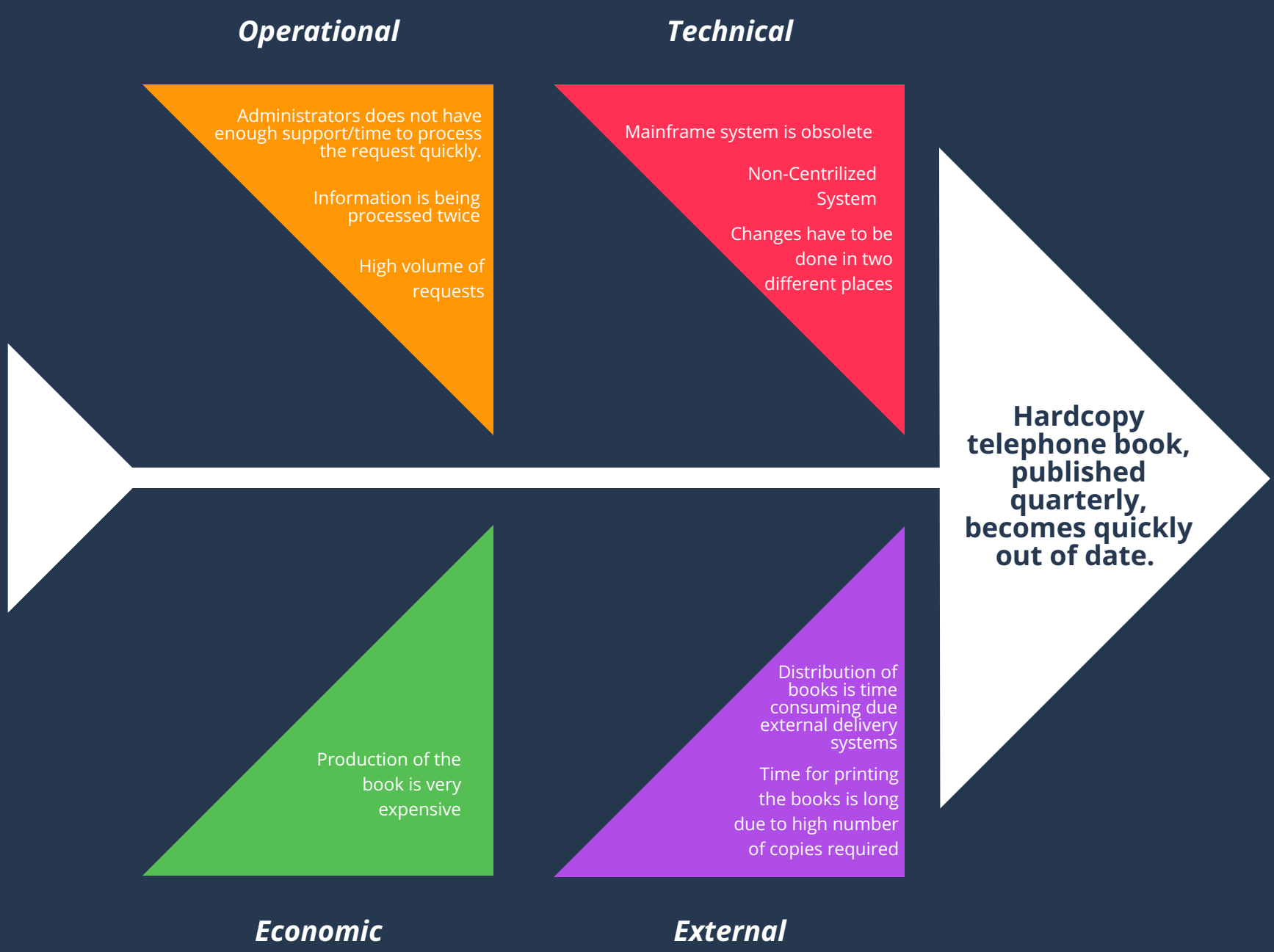
Economic Feasibility:

- The current system costs $300,000 per year to maintain. It is very labour intensive to the administration staff. There is currently $225,000 budget to upgrading the system which the management feels are more than enough to build a solution. This should be enough to get the company through phase 1 which will require some of the biggest expenses like hardware, software and network upgrades. Money left over from the $225,000 if available can be used for re-training key staff.

- Potentially some of the staff that are currently employed to handle the manual data entry and clerical duties will be freed up to do other things within the company and in some cases will no longer be needed. As the company is growing quickly many will be able to be relocated to other positions within the company which will save money over hiring new prospects.
- Long term the new system will cost a fraction of the cost of the old system to maintain. Although some positions will be higher paid the overall number of employees needed to maintain the system will be greatly reduced. It is reasonable to say that the $225,000 investment may recoup it's cost within 5 years with savings to the company of $55,000 per year.

Schedule Feasibility:

- Management is hoping to have the new system up and running in 6 months. This time frame may be a bit ambitious. It is reasonable to say that the key elements of the new system will be up and running in that time frame, but it will likely take an additional 6-12 months after that to implement all of the new features which management hopes to see in the new system. Once the initial transfer of data has happened though incremental rollout of updates can be handled on a monthly basis until all elements are in place.


Operational
Technical
Administrators does not have enough support/time to process the request quickly.
Information is being processed twice
High volume of requests
Mainframe system is obsolete
Non-Centrilized System
Changes have to be done in two different places
Hardcopy telephone book, published quarterly, becomes quickly out of date.
Production of the book is very expensive
Distribution of books is time consuming due external delivery systems
Time for printing the books is long due to high number of copies required
Economic
External