

In view of the short time available before the PFA courses, I've changed the original subject to the one below.

Task 2

RENOPART specializes in renovating houses and apartments for private customers. It carries out plumbing, electrical, carpentry and decoration work, and supplies the materials needed to carry out the work. RENOPART wants to upgrade its information system to better cope with growing demand. We carried out a study of the existing system, which revealed the following processes:

Process 1: Supplier management

When RENOPART receives a request for work that cannot be carried out due to a lack of available employees, it seeks out and assigns an independent worker to carry out the work.

The company will pay the self-employed workers the amount of the invoices received, less a fixed percentage that it

will be retained for management and marketing expenses.

A RENOPART administrative agent registers self-employed workers for the service. Once registered for the service, the worker contacts RENOPART to communicate his rates (hourly rate for each type of service he can provide: plumbing, electricity, carpentry, etc.) and his future availability.

Process 2: Requests and quotations

Anyone interested in the services offered by RENOPART can request a quote for the following services work she wants to do on her home. Requests are made by filling in a form on the web.

RENOPART's technical department consults each quotation request and contacts the customer to arrange for an expert to visit the customer's home to draw up the quotation. On returning to the company, the expert gives his estimate to the technical department, which enters it into the system. The technical department employee then selects a worker capable of carrying out the entire service, and available within a few weeks. The calculated quote is edited by the technical department and sent to the customer.

When a customer accepts the quotation, he returns the signed quotation to RENOPART, together with a deposit corresponding to 25% of the quotation amount. The technical service employee then indicates in the system that the quotation has been accepted. The system generates an order, and assigns it to the schedule of the selected worker.

Process 3: Monitoring service quality

To ensure the quality of the services provided by the independent workers, the marketing department would like to send a satisfaction form to each customer, after each intervention. The marketing department enters the assessments given by the customers: a mark between 0 (dissatisfied customer) and 10 (total satisfaction) is given by the customer for each of the following criteria: quality of work, cleanliness, compliance with schedules and deadlines, overall satisfaction with the service.

So, when the system proposes a worker for a job, the best-rated workers must be proposed first.

Questions :

1. Identify the IS functions of the processes described above. (4 pts)
2. Identify the business entities and any management rules. (4 pts)
3. Draw up an IS functional map based on the above elements. (8 pts)
4. For each process, identify its activities and match them to the functional blocks (neighborhoods and blocks) that support them (4 pts).

All the best

