

John P. Healy  
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BSA 400  
Susan Buki

### Assessment of an Enterprise-Level Business System

The following is a list to be used in gathering information about a corporation in order to start the analyzing in the analyzing requirements of the System Development Life Cycle (SDLC). One method of information gathering for analyzing is a simple survey to all of the employs. The one draw back to a survey is you must first be very careful about the question you ask. The second part of the survey part is how many people in the corporation will fill the survey out and send it back. Another method of information gathering for analyzing is interviews with people, groups of people, or departments. The big draw back to this method is time, some people may not want to talk in groups, and then some people my only want to talk in groups. The third method of information gathering for analyzing and the best and simplest is going around a corporation, getting print screens of the process, and looking at the standard operating procedures (SOP) for all of the process the corporation has. This method is one of the better methods because you will not have to worry about people telling one thing and the SOP says to do it a different way. When you look at the SOPs you will find the approved method of doing business of the corporation. The forth method of information gathering for analyzing is going around a corporation and watching people and making notes on how business is done on a dally basses. In reality there is no one method more correct then any other method in gathering the required information. The true method of information gathering for analyzing is more then likely a blending of the four methods; survey, interview, gathering SOPs, and watching how business is done. The one big question to consider is what method is more correct for the type of information one is trying to gather and what type of output does the leaders of the corporation requiring one to have.

There are several methods one can use to do business process mapping and the big question is what should be used in order to get the correct answer one needs for this analysis activity. The two methods one can use are called a flow chart and a Hieratical process flow diagram (figure 2). There is no one method better then the other method it all depends on what one is trying to accomplish. If one is looking for a simple layout of a process flow then a flow chat is the better method to choose. If one is doing an origination process flow then a Hieratical process flow diagram would be more correct and simpler for people to follow. The best method I believe is a combination of the two. First do a Hieratical process flow diagram to capture the overall process and then for a more detailed diagram of the definite process one can use a flow chart. For an example a Hieratical process flow diagram (figure 1) would be used to show what happens when a person walks into a store to by something and a flow chart would be the process at the cash register (figure 2).

Figure 1

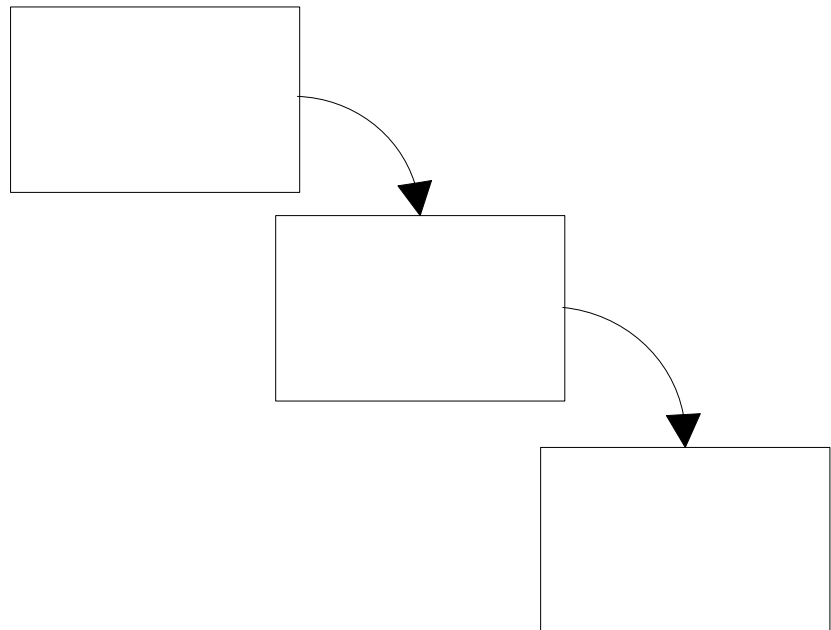
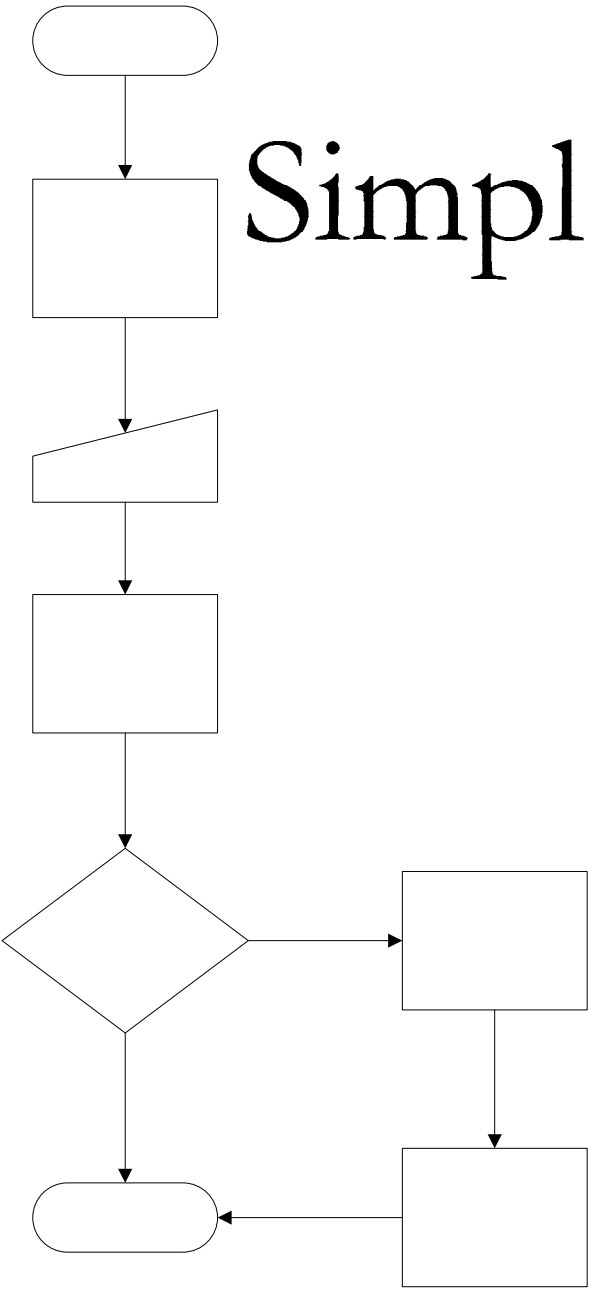


figure 2



# Simple POS

Start

Get Ord

Enter ord

Tell custo  
amount of p

There are several tools one can use in business process mapping but only a few of them are acceptable for documenting analysis. One of the best tools one would have to use is a block diagram tool like Microsoft Visio. What this tool allows onto do is block out process in a visual way that is simple for people to understand. It is simple for people to understand a process when it is in a visual format then when the process is typed out into a paragraph format. Another tool that is very helpful in doing this type of data analysis is Microsoft word. With word one will be able to put the whole report into a format that is simple for the corporation to understand. Even though you will have visual aids in the report one still needs to write a report and connect all of the visual charts together in a fashion that makes sense.

One way for an analyst to know if he has a complete understanding of the requirements is when the analyst brings the system analyst report to the corporation board for approval. If the corporation understands the report as the analyst has laid it out then the analyst has an understanding of the requirements and is able to communicate those requirements to others. Another method to see if the analyst has an understanding of the requirements is to call a meeting with the heads of each department and explain to each department head what goes on in his department. If the analyst is not correct the department heads will let the analyst know he is incorrect and the department heads will point out to the analyst where he is wrong and what needs to be fixed.

There are some tools an analyst can use to prove or disprove the requirements. A simple flow chart is one tool. With a flow chart an analyst can simulate dummy data on a piece of paper and hand walk through the selected process. This method is an old but reliable method to see if a process is correct or incorrect. There is some software on the open market whose job is to do the same thing but for an analyst it may be not worth the trouble to buying a new piece of software in

order to confirm requirements needed for a process. There is a learning curve involved with this type of product and if an analyst does not already have the software and the training to correctly use the software a lot of unneeded time could be lost on trying to make the software work for the user.

The best method for an analyst to accomplish an assessment of an enterprise-level business system for a corporation is a blending of several tools and methods in gathering information and documenting current business process. In order for the analyst to gather information the person will have to do a survey, have interviews and collect the SOPs for each department in the corporation. Then the analyst will have to use a combination of flow charts and hierarchical process flow diagrams in order to get a visual handle on the process each department does. Then the analyst will have to bring back to the department heads what he believes the current process are and then let the department heads give him feedback on where the analyst is correct and incorrect. Then the analyst will have to put everything into one big report in order to present to the corporation board for approval and ideas on how to fix the current problems and how to go about implementing an enterprise-level business system for the corporation.