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==How can organizations improve processes?

OMIS model

1 objectives

- Classify objectives as effectiveness or efficiency
- Make objectives explicit
- Obtain agreement about objectives
- Ensure that objectives are not vague or inappropriate

2 Measure

Ensure that measures are

1Reasonable 2Accurate 3Consistent

3 IS

- Improve efficiency or effectiveness of activities
- Provide linkages across activities
- Improve control of the process

==How can SOA improve processes

/SOA: Services-Oriented Architecture

- Middleware facilitates communication and data sharing
- Design approach for activities bases on

1service 2 encapsulation 3 standards

/Service

- repeatable task that a business needs to perform

/Encapsulation

- Hides data within containers so that services can communicate

/Standards

- Standardized formats for data exchange

==EAI(enterprise application integration) does the following:

- Connects infor silos via a new layer of software
- enables existing applications to communicate and share data
- provides integrated data
- leverages existing systems, leaving departmental information systems as is, but providing an integration layer over the top
- enable a gradual move to ERP

==ERP

- integrates data and supports processes across departmental areas
- uses a single database
- is a single information system
- accounting/HR/sales/operations

==benefits of ERP

- Implements processes that are industry best practices
- Data sharing occurs in real time
- Management can be more insightful and provide better oversight
- The information silo problem is solved
- reduce inventory/reduce costs/reduce returns/reduce end-of-year closing time/volume of cross-selling/

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=challenge---implementation decision/people issue (resist changes)/

=what problems with the procurement process before SAP.

Warehouse problems(growth in finished goods inventory/limited space for raw materials/lack of visibility into price discounts)

Accounting pro(three-way match for payment was a challenge/correcting discrepancies were labor intensive/time delays in updating accounting data)

Purchasing pro(purchasing wasn't centralized/inexperienced users/errors in data entry/pressure for greater financial controls)

Porter's five forces(bargaining power of customers/bargaining power of suppliers/threat of new entrants/threat of substitute products or service/intensity of competitive rivalry)

Porter's value chain model primary activities(inbound logistics/operations/outbound logistics/marketing and sales/service)

Porter's value chain model support activities(Firm infrastructure/HR/technological development/procurement)

Competitive strategies(cost leadership across industry/cost leadership focus on particular segment/differentiation across industry/differentiation focused on particular industry segment)

Reason for outsourcing(easy way to gain expertise/cost reduction/reduce development risk)

Risk for outsourcing(loss of control/benefits outweigh by long-term cost/no easy exit)