

University of Nebraska Omaha
ISQA 4380 Distributed Technologies and Systems
Assignment #4 Eagle Financial Services
Process Engineering and Systems Integration Proposal

Due Date: April 25th. Be sure all documents are on your SharePoint team sites before the class presentation. There are also some interim milestones listed below:

- Milestone 1 – April 11th**
- Milestone 2 – April 18th**
- Final Deliverables – April 25th**

Objectives

- Demonstrate your ability to develop or modify new business processes for a company to solve a business problem for a company.
- Demonstrate your ability to develop an appropriate systems integration architecture and plan for the business process changes the company has agreed to implement.
- While you will be given some of the information you need to complete this assignment, a major aspect of this assignment is asking the questions of key players like the sponsor, key stakeholders that will be impacted by this project and business analysts on the project to ensure you have all the requirements for success. You will do this in class and through a discussion board.

Tasks and Deliverables

You are part of a process engineering and systems integration group. You are the architect on the group and have been asked to provide the deliverables listed below. You will be given access to a number of documents in Blackboard that help you understand the background of the business opportunity for EFS. Each team will be asked to develop an integration proposal and plans which need to include the deliverables listed below.

Deliverables

The key deliverables are:

1. A paper which includes all components listed below. Some of these are only a paragraph, some are diagrams. Be sure to correctly site all sources in this paper.
2. A PowerPoint presentation which goes over each deliverable.
3. A podcast or you can add your audio to your PowerPoint Slides.
4. Any supporting documents such as a Visio diagram or spreadsheet, etc...

Topic	Description	Project Milestone
Project Basics	Project title and the sponsor of the project within the company. What are the business drivers for doing this project.	Milestone 1
Current (IS) Technology and Processes	What are the current processes and how might they be impacted by the technology?	Milestone 1
Success Measures	What measures are key to success of the project? Will customer satisfaction increase, revenues increase? Revenue per headcount ratio improve?	Milestone 1
To Be Processes to solve their business problem	Provide new process flows for key business processes for the company to improve service and/or reduce costs or inefficiencies	Milestone 1
Technical Overview	Describe the new technology or service from a technical perspective – does it use a browser interface, is it client server? Does it run on a server, what kind Windows, Linux? Explain how the call center will change. Be sure to include their new role in both inbound and outbound system. Also explain how sales will happen using CTI and the new web application	Milestone 2
Technology and supporting components needed	Provide an explanation of any business systems /technology needed for this project	Milestone 2
Overall Project /Release Plan	Create a release plan for the project. You may also use of more traditional project plan if you prefer.	Milestone 3 – Night of Presentation
Change Management Plan	Provide a change management plan you would employ throughout the project to ensure the success of the project so that you manage the resistance to change.	Milestone 3 – Night of Presentation
Communications Plan	Outline the communications you would use throughout the project as a part of the overall change management plan.	Milestone 3 – Night of Presentation

Turning in Deliverables

Please turn in the following items:

Rather than waiting until the end of the class for this, you will be asked to provide various interim deliverables throughout the class based on the dates provided for the milestones.

Place all documents in your SharePoint Site you used for assignment 2. – in the document library. Create folders called Milestone 1, Milestone 2 and Milestone 3 document library.

Your writing should be professional looking. No hand written papers, please. Please write using complete, grammatically correct sentences and paragraphs. Be clear and concise in your writing. Volume alone does not score points.

Final deliverables will be a paper proposal and a PowerPoint which you will submit in Blackboard. Post the audio presentation on your Vulcan website and

send me a link to this audio presentation. The reason we do not want audio in Blackboard or SharePoint is that the file is too large.

Grading

You will receive a single grade for the overall presentation and written proposal as well as your audio presentation of this proposal.

Criteria	Points
Quality of Content	135
Quality of Writing	20
Quality of Presentation	25
TOTAL	180