University of Nebraska Omaha

**ISQA 4380 Distributed Technologies and Systems**

**Assignment 3 Cloud Based Workflow Application Integration**

## **Due Date: April 4th by Noon**

### Objectives

* Understand the potential benefits and risks of developing application in a cloud based environment.
* Build a simple workflow centric application using Force.com to experience what it is like to create simple business application in the cloud.
* Integrate the Force.com application with email delivery and potentially other systems.

### Tasks

You will develop a simple workflow application based on the tutorial provided by Force.com. This will allow you to experience a Cloud based Application Development Environment.

1. Sign up for the Force.com at:

<https://www.salesforce.com/form/signup/freeforce-platform.jsp?d=70130000000EoAM&internal=true>

2. Successfully complete tutorials 1, 2, 3 and 4 from the document called: **Force.com Workbook.** It is located under assignment 3 in Blackboard. Be sure to create screen prints and email messages from your application to provide evidence that you have successfully completed the Cloud Based Workflow Application. Take the screen prints and emails and create a word document that describes what your application does. By the way, you don’t need to create just a application. Create one that you might for useful in your business.

3. In the word document described above also answer the following questions:

1. Compare server based development in your company with technology like .NET (C#, Visual Basic), Java and PHP development with Cloud based tools like Force.com. Explain the advantages and disadvantages of each kind of development?

2. What are risks of Cloud Based computing? Would your company or organization do this? Are they already doing this?

3. Explain how companies upgrade software (perhaps at your company). Compare this to upgrades of software in the Cloud computing. Would this be considered a positive or negative feature of Cloud computing in your company or organization? Why?

4. Why are companies interested in Cloud based applications verses those they host in house. Who are good candidates for cloud based applications.

5. Do a little research on Force.com and see if they support integration technologies. What forms of services do they support? How do they integrate with other systems in a company in both batch and real time?

4. You will watch a short YouTube sales video explaining how the Sales Force Service offering works. The video is at:

<http://www.youtube.com/watch?v=aJqEQcb5G0g>

Answer these questions:

* 1. Do you use Google to solve problems you are having using technology or other product questions? What other web based sources of information do you use. Why do this verses calling customer service?
  2. Do companies you have worked for or work for today provide answers to service questions over the web? Is it searchable by Google?
  3. Do you use facebook or Twitter to crowd-source the answer to questions? Why or why not? Do you use other approaches to crowd sourcing a question?
  4. Is the approach to self service applicable to all segments of society? Where would this be most valuable and where would it be of limited value?

4. OPTIONAL: Create integration with your Force.com application and your PHP site or with Microsoft Office Products like Excel for reporting. You can earn up to 10 points of extra credit for integration with a Force.com application. Be sure to explain what you did and give me screen shots of your integration in the word document referenced above.

## **Grading**

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| --- | --- |
| **Criteria** | **Points** |
| Successfully demonstrate your application | 50 |
| Answers to questions on cloud based workflow applications | 40 |
| TOTAL | 90 |