

## Apply your Knowledge

This section contains four mini-cases. Each case describes a situation, explains your role, and requires you to apply what you learned in the chapter.

### 1. Rachel's Day Off Swimwear

Rachel's Day Off Swimwear is a successful chain of high end swimsuit boutiques. In the last six months, the firm added several new lines and opened a dozen new stores. The downside is that the company has outgrown its accounting software. The original accounting system was a package from Peachtree Software, which ran on a stand-alone PC and later on a network. Now, the firm is ready to install a new accounting package that can support current and future operations. You have been asked to implement the new system, which is called Sage 50.

#### *Tasks*

1. Who should receive training on the new software, and what topics should the training cover?
2. Go online and investigate the Sage 50 product to learn whether it can import and upload existing data.
3. What changeover strategy would you suggest for the new accounting system? Explain your answer.
4. When should a post-implementation evaluation be conducted? Explain your answer.

### 2. Flying Fish Trucking

Flying Fish specializes in shipping fresh seafood up and down the coast. To improve service, the company wants to develop an in-house application called S3 (Super Shipping System). When S3 is operational, shippers and consignees will be able to track their shipments in real time, from departure point to destination.

#### *Tasks*

1. What types of documentation are needed for this application?
2. During application development, the IT staff will develop a structure chart. What steps should they follow?
3. What suggestions do you have for help screens and online tutorials?
4. What types of testing should be performed? What types of test data should be used?

### 3. Sydney's Logistics

Sydney's Logistics is a growing business that specializes in providing business services that many small firms do not have the expertise, the space or the resources to handle on their own. These services include warehouse receiving and storage, intermodal systems, and ISO-certified packaging, among others. Sydney's recently redesigned its computer system to reduce costs and achieve faster, more accurate information about its operations. At this point, the new system is ready for implementation. Two systems analysts will plan a modular design, and several and several programmers will code the modules.

#### *Tasks*

1. What issues should the systems analysts and programmers discuss before they proceed?
2. As a systems analyst on this project, how would you describe your primary responsibilities, and how could you contribute to the quality of the finished product?
3. As a programmer, how would you describe your primary responsibilities, and how could you contribute to the quality of the finished product?
4. Will the use of structure charts be beneficial during this stage of development? Discuss the advantages of structure charts compared with flowcharts and pseudocode.

### 4. Victorian Creations

Victorian Creations specializes in the reproduction of furniture from the Victorian era. Recently the company updated its payroll software as an in-house development project. Users and IT staff members have completed comprehensive training sessions. The system has been operational for about six weeks, and no major problems have occurred. You are responsible for the post-implementation evaluation.

#### *Tasks*

1. What are some techniques you might use to obtain an accurate evaluation?
2. What are some specific questions you would include in a questionnaire? Who should receive the questionnaire?
3. Are there general guidelines that apply to the timing of a post-implementation evaluation? What are they?
4. Is this the best time to schedule a post-implementation evaluation? Why or why not? Are there other options? What are they?