

# Answer question

[Technology](#), [Information Technology](#)



Number: Lecturer: Question Answer: This was initially a software implementation contract between the San Diego, CA and Axon consultancy service provider.

#### Question 2

Answer: San Diego CA had faced a lot of problems in its management over the years that are particularly associated with financial management and human resource management. As a result the city management saw it necessary to have a system to help manage the city affairs. Consequently the initiative to contract a consultant to implement the Enterprise resource Planning system was initiated. This saw the San Diego CA enter into a contract with Axon solutions Inc. To implement the Enterprise Resource Planning system.

#### Question 3 and 4

Answer : The initial cost of the project was estimated at \$37 million to acquire the software and to pay for the implementation process of the system. The company had already disbursed \$11 million for the implementation process before terminating the contract with Axon solutions Inc. Additionally, the company experienced delays in the implementation of the IT. The SAP contract did not exceed \$14. 2 million the contract used a fixed price and a phased approach as compared to the previous contract.

#### Question 5

Answer: Due to the implementation, several business problems have been witnessed by the client. First is has resulted in increased financial spending. It has caused disruptions in the daily business processes that the system was intended to improve. Additionally, it has resulted in employee dissatisfaction

and stigmatization in some instances. Most importantly, the implementation has resulted in slow accomplishment of business processes in the organization.

#### Question 6

Answer: The organization benefited from the system since most of its activities are now automated and effectively synchronized. The organization can effectively implement its rules and regulations more effectively with the new system.

The major problem in the project is the inadequacy in identifying the problem and defining the scope of the project in order to accurately determine the requirements for implementation.

#### Question 7

Answer: The problem occurred in several phases of the development cycle the eventually affected the subsequent phases until the implementation phase. However the main origin of the problem was from the preliminary analysis and the system requirements analysis and specification phases. In these two phases, the entire system is analysed and the requirements specifications are done. It is at this stage that the system scope and the costs incurred are determined and a schedule for implementation is borne. If errors and problems are not identified at this stage, then the same problems will cascade down all the phases to implementation.

#### Work cited

Michael, Krigsman. " San Diego fires Axon over ERP implementation problems." 25 February 2009. zdnet. com. 30 April 2014 .