

# System analysis

Technology, Information Technology



Use the background information to create a business profile for New Century, and indicate areas where more information will be needed. The profile should include an organization chart of the office staff. You can create the chart using Microsoft Word or a similar program, or you can draw it by hand. In Word 2010, click the Insert tab on the Ribbon, then Smart Art, then Organization Chart.

Name of the company:

New Century Wellness Group is a company established in 2004 in California, USA. The company deals in provision of services related to preventive medicine and fitness.

Mission statement:

The mission of the company is to provide clinical services dealing in preventive medicine and fitness in association with traditional medical care.

Functions:

The company is open to every patient around the country and is specialized in providing health care services with much concentration on preventive medicine and fitness.

Organization:

All the leadership and decision-making responsibilities are bestowed upon the board of directors.

Products:

The major products from its operation are preventive medicine, fitness programs and traditional medical care.

Services:

The company aids various employers around the country in providing

insurance coverage for employee wellness by accepting insurance plans from licensed health insurance providers.

Customers:

Major customers that the company deals with include employers of big companies and private patients of preventive medicine and fitness.

Competitors:

The company faces competition from other health care providers. However, the competition is relatively weak because of the company have differentiated its products.

Constraints:

The company operates on a unique and differentiated product in the healthcare industry, which makes it of a particular constraint. The higher prices of the raw materials needed in the production process acts as a constraint in this case.

Future direction

The company is looking forward to spread its presence around the country. It has plans of establishing new medical center to that effect.

Figure 1 showing Organizational chart of the company

2-Identify 6 business processes and explain primary responsibility for each process. Describe what data is required and what information is generated by each process. Maybe helpful to do this as a Word table with column headings for business process, person responsible, and data.

Business process

Person responsible

## Data

### Management process

This involves measurement of entire business activities and the associated production processes.

Makes use of financial statement, legal data and management data.

### Primary process

This involves all the end-to-end organization processes usually under the control of management

Relies on data from sales, transactions, employment and other related transactions

### Secondary process

Usually overseen by the manager and acts as an enforcement to the primary processes

Makes use of accounting data, supply chain and management data

### Decision making process

The process coordinates all the activities in the primary and secondary processes. The owners are responsible for this

Utilizes data from the market, financial statement and future analysis.

### Communication process

Involves harmonizing relationship of employees to customers and the organization to other organizations on the basis of proper communication

Evaluates feedback from the employees and the customers

### Business support process

The process entails support of all business processes carried out within the firm

Makes use of output from the production process in supporting the activities.

3-Recommendation for transaction processing system, business support system, or user productivity system with explanation. Recommendation for ERP system with explanation. Transaction processing system

For this system, the main recommendation relies on the best way of increasing its reliability and availability. In order to increase reliability, the company should adopt security for the system to ensure all the processes are secure and efficient (Shelly et al, p. 10). Further, security also proves important since it gives assurance on the availability; hence, the proactivity of the whole system in the numerous transactions taking place.

Business support system

Since the support system is responsible for the proper coordination of business activities, the business should adopt accountability and accuracy. The two are important to ensure that all the required resources are channeled appropriately to all the departments.

Productivity system

The main recommendation for this system is the need for the company to be conscious of efficiency and reliability by adopting effective materials and resources for each activity.

ERP system

The company needs to put in place expertise who are responsible for updating the system with any significant information. The ERP system stores large business information regarding all the five organization's activities. The information stored is used to keep track of business operations in relations to

the trends in the market (Shelly et al, p. 10). Intuitively, for the company to get quality results it will need to update the system with any relevance change witnessed over a trading period.

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#### Work cited

Shelly, Gary B, and Harry J. Rosenblatt. Systems Analysis and Design. Boston: Course Technology Cengage Learning, 2012. Print.