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ORCID 0009-0008-6625-9337

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INTRODUCTION

Chris and Clive have decided to keep up with the requirements of their company, to comply with the requirements of work and to keep up with the modern times by moving to a full-time business. All the shareholders have agreed to introduce advanced technology and move to a higher step to keep up with the requirements of modern times and work. We will be in this document critically analyse current existed CC MUSIC operation and information management and demonstrate an understanding of the strategic importance of information management. Evaluate the fundamental principles of information systems and the significance of a socio-technical approach to their use in CC MUSIC critically. Select and apply appropriate problem-solving and improvement approaches for information systems in CC MUSIC

BRING BPM TO CC MUSIC

CURRENT EXISTED SITUATION

- Spending a lot of time and paperwork in handling day to day tasks and activities.
- Technology that is having computer and MS-Office and Internet access limited to E-mail only.
- Not considering any of ICT requirements such as CRM, ERP, E-Business, webpages, e-business, social media and trained technical staff who will handle.
- Management still doesn't know where to start and who should contact to execute targeted service.
- Lack of ICT vision.

GORRY AND SCOTT-MORTON GRID

	Operational	Management	Strategic
Structured	• Managing all aspects of the band • Manual arrangement for work order	• Financial Planning • Pricing	• Budgeting • Restructuring the company
Less structured	• Arrange Event TV, Radio Program and Studio work • Receive orders by phone	• Customer Complaint	• New product and Service line
Unstructured	• Web Base Order Tracking	Web Based ERP & CRM	Web-Based Corporate Intelligence

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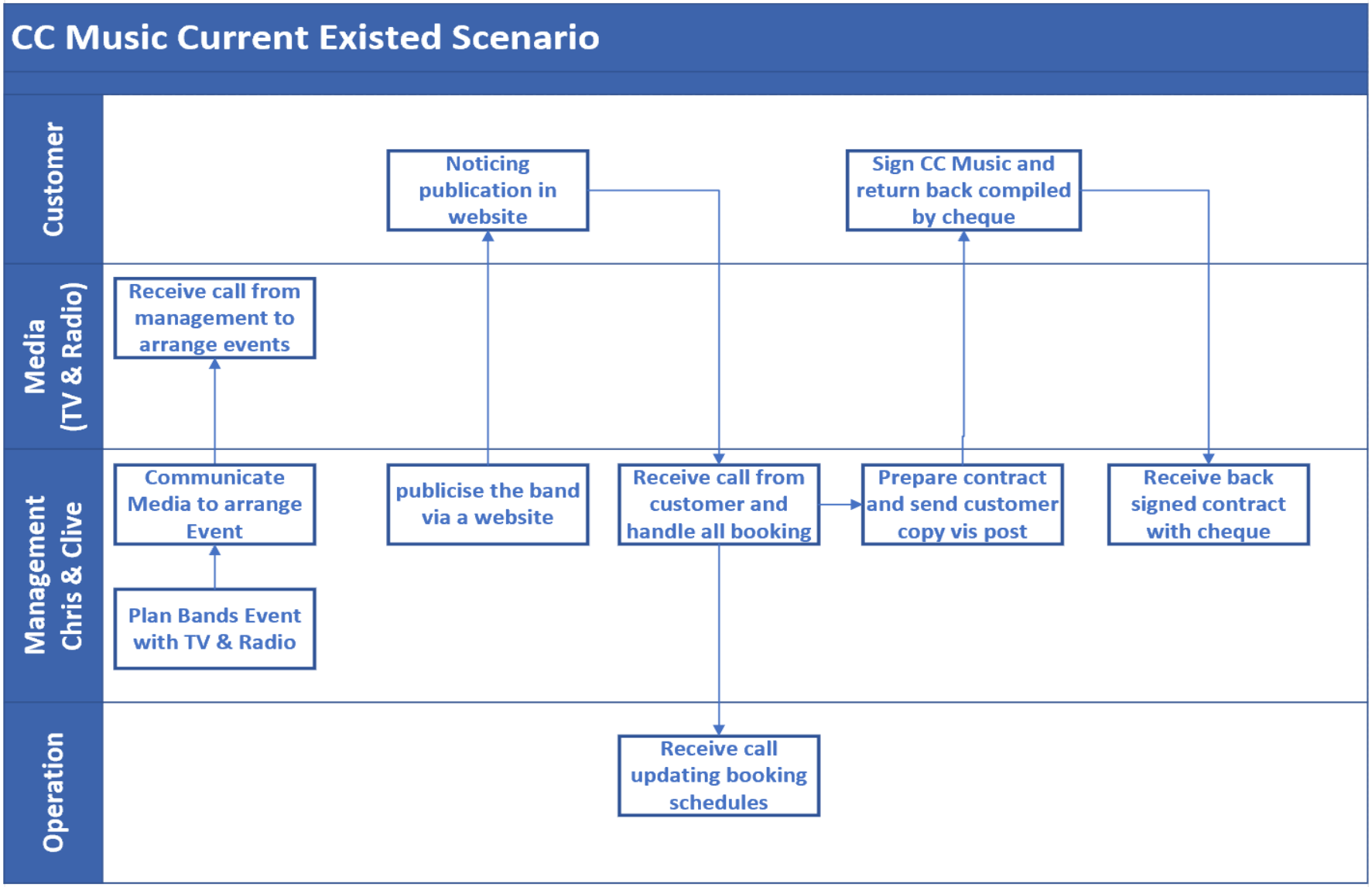
CURRENT EXISTED SCENARIO



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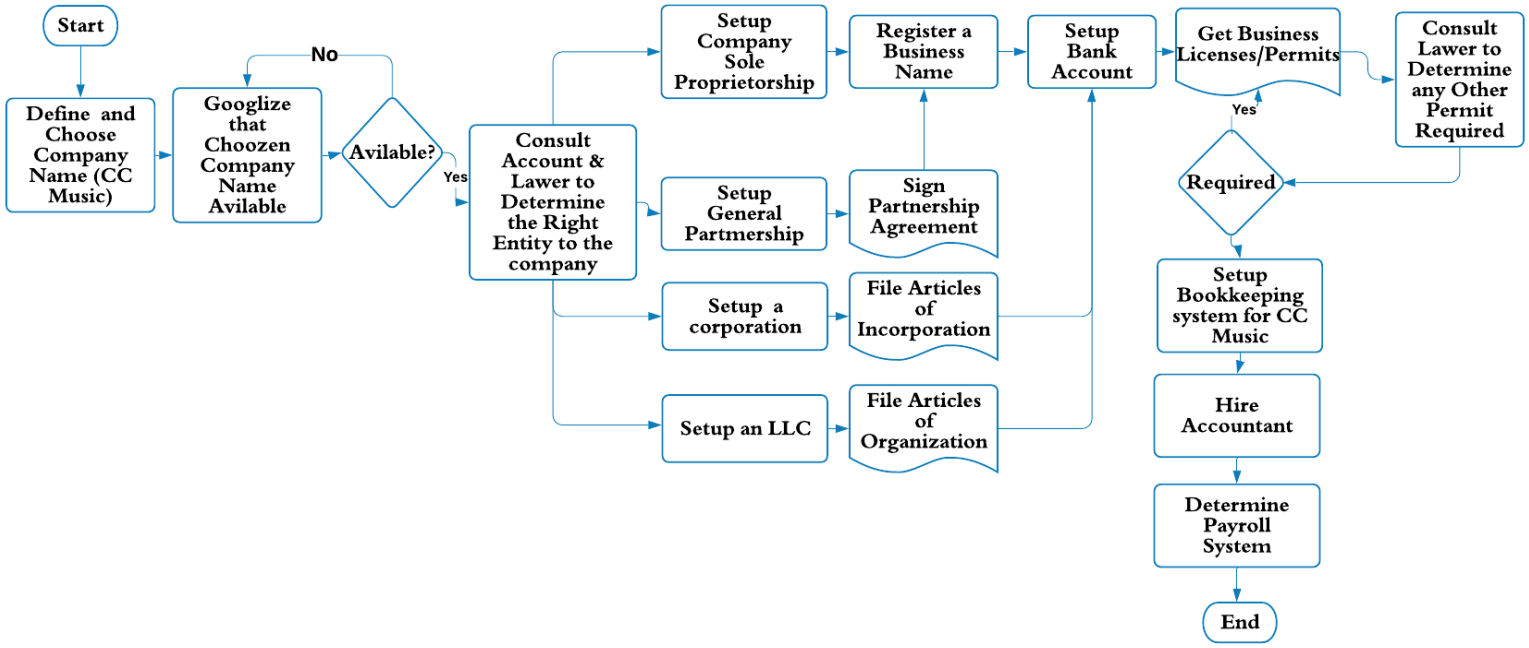
PROPOSAL AND RECOMMENDATION FOR CC MUSIC:

- Register CC Music business in European Electronic Business Support Network (e-BSN), E-Government, E-Procurement and E-business portals

TELECOMMUNICATION AND INTERNET

- Connect company with lowest access price for both internet and licensed software (considering service after sales especially technical support 24/7)

LEGAL AFFAIRS TO BE CONSIDERED IN THE ESTABLISHMENT AND REGISTRATION OF THE COMPANY



ERP - APPLICATION SERVICE PROVIDER (ASP), ON-DEMAND SOFTWARE (ODS) AND SOFTWARE AS A SERVICE (SAAS)

All are alternatives suitable solution to CC Music as SMEs company to avoid direct ERP cost; this will save a lot of unnecessary expenditure such as purchase IT server, Purchasing software license. Avoid the complexity of upgrading software as the responsibility will come over ASP shoulders.

Providing Computer Base Service through the network, Guaranty physical and electronic security in addition to 24/7 technical support, have access to targeted applications using HTTP to several users as per requested and agreed with management and service provider.

ERP BENEFITS

- Integration in information flow, covering all business process and aspects and linking all of that with company finance and general ledger.
- Enhance company productivity by maintaining master data records for everything which will enhance and increase productivity.
- Reduce and control operation cost from stop leaking.
- Significant flexibility in data management to comply with market and business needs. By maintaining automatic authentication will reach long term planning, an increase in sales revenue.
- Ensure availability of required data/figures giving management ability to improve their decisions by comparing sales and revenue and forecast sales

CLOUD CRM SYSTEM FOR CC MUSIC

One of the significant best solutions. CC Music need to avoid the investment cost in IT servers, computers, establishing data centres, software license, annual software upgrade, yearly maintenance cost, redundant IT staff. Etc.

The Opportunity to reduce the load-ability over internet capacity, which's giving space to utilise internet speed with other activity within CC Music.

CRM BENEFITS

- Saving time and money to the stakeholders, supporting increasing sales, customer retention and enhance sales strategy by Centralise and Store all customers data in the repository with the possibility of accessing to all stakeholders.
- Quickly access deals and revenue historical data for the last five years to build decision for the coming period.
- Organising & providing all necessary data which will support in tracking, forecasting, planning, follow-up and analysing.
- Identify the gap where deals are lost or not complete with the full details and reasons behind this.
- Organise sales team resources and timing and measuring the performance and efficiency.
- Support in customer retention, marketing campaign and integration with all other systems/applications/activities.
- Customer Feedback collecting, plan a campaign that will prevent customers from leaving, reward and loyalty campaign.

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- Two ways valuable communication tool, especially in collecting feedback from a customer or answer a quick question to the customer.
- Better customer understanding especially Facebook and Instagram, can collect relevant required data about customers and their interest.
- Allow progressing on competitors by knowing all their activities and campaign on social media.

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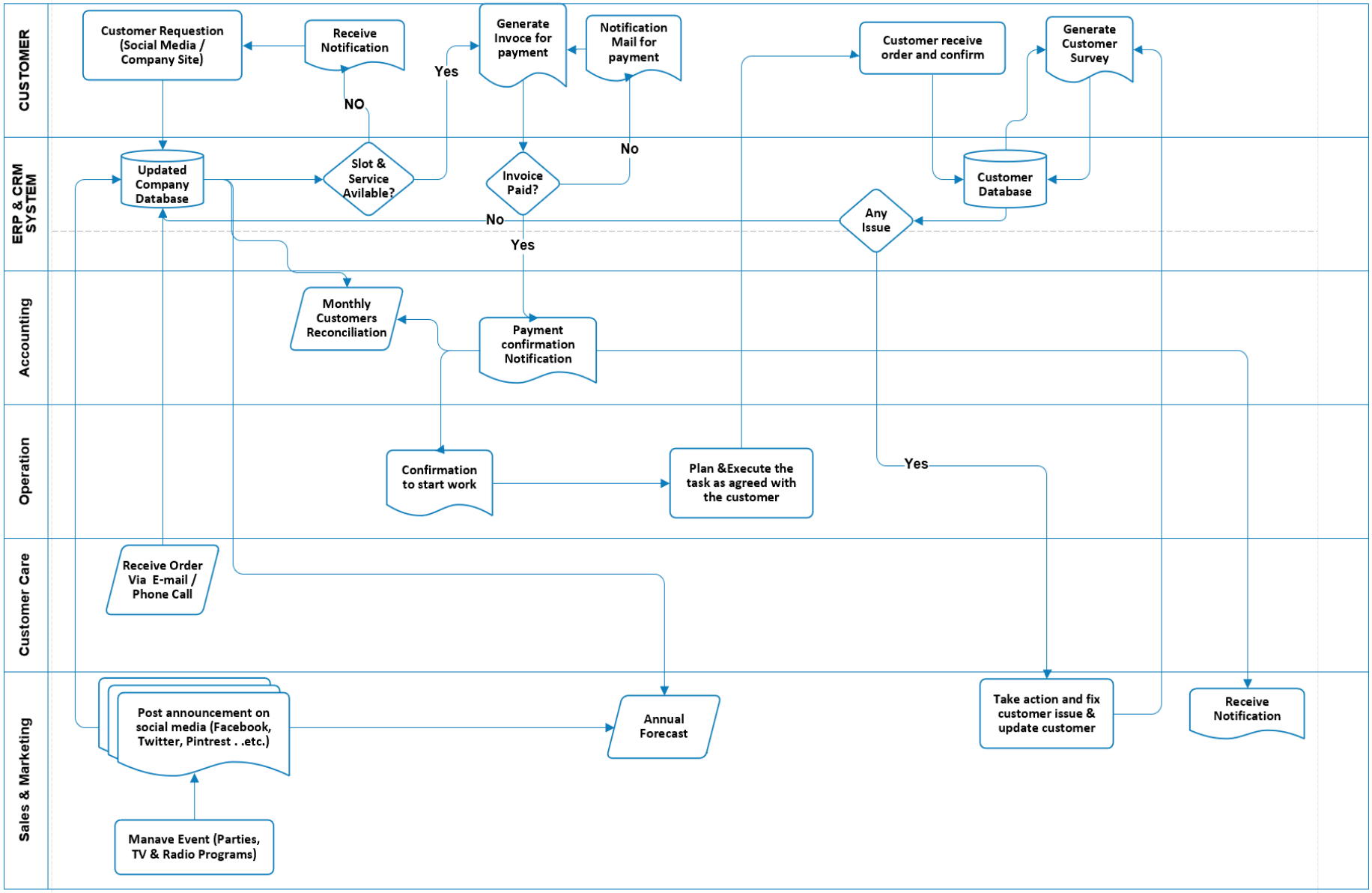
1. Flowchart of Proposed Scenario



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Strategic SWOT Analysis for Existed CC Music.

Strengths

- Firm background, experience and formerly musicians, in addition to having a solid knowledge of playing in bands, deal with all the affairs of the group related to studios, concerts and radio & television programs
- Harmony between management and staff as both Worked with Northern Soul Bands for many years and managed all aspects of the band

Weaknesses

- No backup in case of absence of supervision.
- The non-existence of E-Business, ERP & CRM considering ICT extends up to Mail and MS-Office.
- Internet access limited to E-mail only, ignoring webpages, e-business, and social media.
- Lack of management vision and readiness to develop ICT solutions
- Missing direction to start and who should contact to execute targeted service.

Opportunities

- Take a much more professional approach which will reflect Substantially can commit more time to network and promotions
- Represent several other bands and promote other artists.
- Endorse marketing business process maintaining records for business accounts, updated calendar and communication between themselves

Threats

- Unprepared to handle the growing up in business and volume
- Conditioning, integration, and dealing with the European Union.
- Dealing with customers and competitors, handling both requirements, feedback, satisfaction and competition inside social media

Recommendation

- Designing a business plan to move the company from the primitive stage to the automated stage based on the information technology
- Create a generation of awareness workers who will take the required training to handle the required workload.
- Search for the suitable ERP & CRM considering business needs and future growth plan.
- Create a backup from each position by train all staff to be a decision maker and taker

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SOFTWARE COMPARISON TABLE

ADVANTAGE OF OSS:

FLEXIBILITY:

- Modify it by utilising any programmer
- Doesn't need a specific programmer to deal with it.

LOWER COST

- license fee not required (critical reasons for small business)

AVAILABILITY OF EXTERNAL SUPPORT

- Have an active online community and external technical support

REDUCES "VENDOR LOCK-IN"

- Not depending on the vendor.
- Have full services and security upgrading from vendor himself

RELIABILITY AND QUALITY

- Better than proprietary software and mature than it

CRM OSS Product	monday.com	amoCRM	Salesflare	SuiteCRM
Calendar/Reminder System	Support	Support	Support	Support
Email Marketing	Support	Support	Support	Support
Internal Chat Integration	Support	Support	Support	**Not Support**
Lead Scoring	Support	Support	Support	Support
Marketing Automation Integration	Support	Support	Support	Support
Task Management	Support	Support	Support	Support
Territory Management	Support	Support	**Not Support**	**Not Support**
Deployment	Installed, Cloud/Web-Base and Mobile	Installed, Cloud/Web-Base and Mobile	Installed, Cloud/Web-Base and Mobile	**Installed, Cloud/Web-Base only**

CRM OSS recommend **monday.com** will support entire business from, however, will not be sufficient for future growth, complying with market requirements, ROI, long term investment. Considering globally recognised professional systems (ERP & CRM) company can choose **ORACLE Cloud** will cover both sides as ERP & CRM rather than others for the following reasons

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ERP Overview	SAP	Microsoft Dynamics	Infor	Oracle Cloud
Business Sector				
Distribution	Support	Support	Support	Support
Retail	Support	Support	**Not Support**	Support
Services	Support	Support	**Not Support**	Support
Cloud	Support	Support	Support	Support
Installed On Premise	Support	**Not Support**	Support	Support
Mobile Capability				
WEB App.	Support	Support	Support	Support
Andriod & IOS Support	Support	Support	Support	Support
Additional Product Info				
Customizable	Support	Support	Support	Support
Multi Languages & Currency	Support	Support	Support	Support
Customer Suitability				
Enterprise 1000 Employee	Support	**Not Support**	Support	Support
Medium Size (251: 1000)	Support	Support	Support	Support
Small Business (1: 250)	**Not Support**	Support	Support	Support
ERP & Software Features				
Billing	Support	Support	Support	Support
Business Intelegenc & Analysis	Support	Support	Support	Support
Costing	Support	Support	Support	Support
CRM	Support	**Not Support**	Support	Support
Customer Service	Support	**Not Support**	Support	Support
Product Design	Support	**Not Support**	**Not Support**	Support
Financials & Accounting	Support	Support	Support	Support
HR	**Not Support**	Support	**Not Support**	Support
Inventory Management	Support	Support	Support	Support
Order Management	Support	Support	Support	Support
Planning & Scheduling	Support	Support	Support	Support

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Project Management	Support	Support	Support	Support
Purchasing	Support	Support	Support	Support
Quality Control	Support	Support	Support	Support
Sales	Support	Support	Support	Support
Shipping & Distribution	Support	**Not Support**	Support	Support
Supply Chain Management	Support	Support	Support	Support
Warehouse Management	Support	Support	Support	Support
Assets Management	Support	Support	Support	Support
Document Management	Support	Support	Support	Support

Hence, Investment in **ORACLE cloud** is expensive than **monday.com**, however the ROI, data traceability, security and covering future growth plan guiding us to **ORACLE cloud**

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OVERVIEW OF THE CURRENT SITUATION FOR CC MUSIC

INTRODUCTION

Chris and Cliff have decided to set up a musical agent, where they have become the focus of many teams in northwest England. Chris and Cliff have managed all aspects of the band (studio, event, concert, television and radio). They deploy the band via a website, handle all arrangements for booking by telephone, receive contracts and verify payments by mail. The other six members of the group are merely attending and playing without interfering in complex administrative matters.

Chris and Cliff have a long time of working as music agents because they will be responsible for: marketing through social media, keeping business accounts, providing an updated calendar of events, tracking contacts between them, customers wishing to book domains,

Therefore, it becomes imperative to take a more professional approach in managing and to deal with the company

MAIN SECTION

CURRENT EXISTED SITUATION

We don’t have this much of process as everything depends on paperwork and manual operation. The basics that require quick intervention can be limited to controlling the company's business process. Considering that spending a lot of time and paperwork in handling day to day tasks and activities. A technology that is having computer and MS-Office and Internet access limited to E-mail only, not considering any of ICT requirement such as CRM, ERP, E-Business, webpages, e-business, social media. Etc. Scarcity of presence trained technical staff who will handle, consult and lead the case. From the other hand, management still doesn’t know where to start and who should contact to execute targeted service in addition to the lake of Information and Communication Technology vision.

OUR EXPECTATION.

Automation by maintaining ICT will not improve the current existed situation unless we have a robust, dependable and effective process especially in the field/activity of Customer Relationship, social media marketing, keeping business accounts, providing an updated calendar of events, effective communication, Ordering, Managing Call Center, booking bands, Procurement and receive contracts, cheque collection and Managing Signed groups

PROBLEMS ROOT CAUSE (STRATEGIC ANALYSIS)

Strengths

Management has a productive environment, harmony and strong background in managing the required business to CC Music band and business requirement

Weaknesses

No backup in case of Chris and Clive absence.

Reduced availability in both IT experience, background and infrastructure.

No ideal leadership has the required vision to take ownership of improvement

Opportunities

Maintain the professional approach complying with market needs which will reflect business growth in all Europe as the first phase and globally as the second phase ends up with excellent reputation and customer satisfaction

Threats

Brix set wave in Europe
Competitors and changes in customer demand and requirements
Unqualified staff to deal with the targeted scenario

BUSINESS NEEDS

- **Establish modern information systems** that comply with market requirements that reflect the time, cost and customer satisfaction.
- Be sure to **create legal ways for the company** to meet the requirements of the market and the EU include register CC Music in European Electronic Business Support Network (e-BSN), E-Government E-Procurement and E-Business and E-business portals
- Find and **implement suitable programs/software ERP & CRM** to service the company's business requirements internally, externally including social media insure presenting CC Music in the best way in the market considering the following aspects
    - ✓ **Business Sectors**: Distribution, Retail and Services.
    - ✓ **Installing Options**: Cloud and Business.
    - ✓ **Mobile Capability**: WEB Application and Android & IOS Support.
    - ✓ **Additional Product Info**: Customizable, and Multi Languages & Currency.
    - ✓ **Customer Suitability**: Covering Small, Medium businesses and Enterprise.
    - ✓ **ERP Features**: Billing, Business Intelligence & Analysis, Costing, CRM, Customer Service, Product Design, Financial& Accounting, HR, Inventory Management, Order Management, Planning & Scheduling, Project Management, Purchasing, Quality Control, Sales, Shipping & Distribution, Supply Chain Management, Warehouse Management, Assets Management, and Document Management.

GO MOBILE

Because cost and time are the two essential elements that should be considered as creating or modifying a business, we should avoid wasting time or investing in things like IT servers, computers, data centre setup, software licensing, annual software upgrades, Annual and recurring information. The best option is to move to mobile and cloud technologies, especially in ERP and CRM

An opportunity to reduce download capacity for the Internet, which provides space to take advantage of Internet speed with other activities within CC Music. This choice will help stakeholders and employees to operate remotely from the same stage with the same efficiency and productivity

ERP IMPLEMENTATION COST

- Estimated cost for small business between $10,000 to $15,000 considering that actual value is the smallest part of implementation; however, the most significant part going to internal and external human resources.
- The cloud solution will reduce cost mentioned above, considering the percentage of the cost will distribute as follows:

Database management system 5% to 10% of the total cost

Infrastructure costs: 10% to 20% of the total cost

Software costs: 15% to 30% of the total cost

Human resources cost: 40% to 60% of the total cost

ERP & CRM IMPLEMENTATION PLAN

- Dedicate and assemble an ERP project management team, especially hire the professional consultant to handle the case professionally.
- Draw implementation change management plan, revise it well and delegate it to the implementation team.
- Forecast the budget required to implement the targeted system including all the necessary software, hardware and all the essential things. As per international surveys, 50% of worldwide records exceed budget with up to 25%.
- Migrate data from the current running system, sheets, software to implemented system.
- Ensure that all targeted staff to deal with the system attend the required training.
- Plan and define the go-live data
- Evaluate the project with all aspects of success or failure points to prevent any weaknesses and endorse any success.

OPTIMISATION IMPROVEMENT

In line with the global recommendations to maintain a multi-functional periodic review program every six months to further develop the newly established BPM, it would be good to monitor and improve the changes required. This will have many positive effects on the successful operation of the company and its follow-up

CONCLUSIONS AND RECOMMENDATIONS

Strategic analysis of the existed entire scenario to CC Music end up with the mandatory of implementing the suitable ERP and CRM. That will reflect with 40% increased ROI within a year from 100% implementation date, implementing effective processes in targeted daily activities followed by BPM acknowledged worldwide that benefits would reflect on different sides such as reducing waste and boosting the bottom line.

We recommend to an The implementation of a technological revolution that moves the company from the traditional manual step and erases the technical ignorance which depends on the maximum extent of technology to use ERP & CRM considering creating managerial backup and well trained staff to operate the systems regardless of the cost, however, need to find the most influential planning to this step to achieve targeted future growth, business requirement and customer satisfaction

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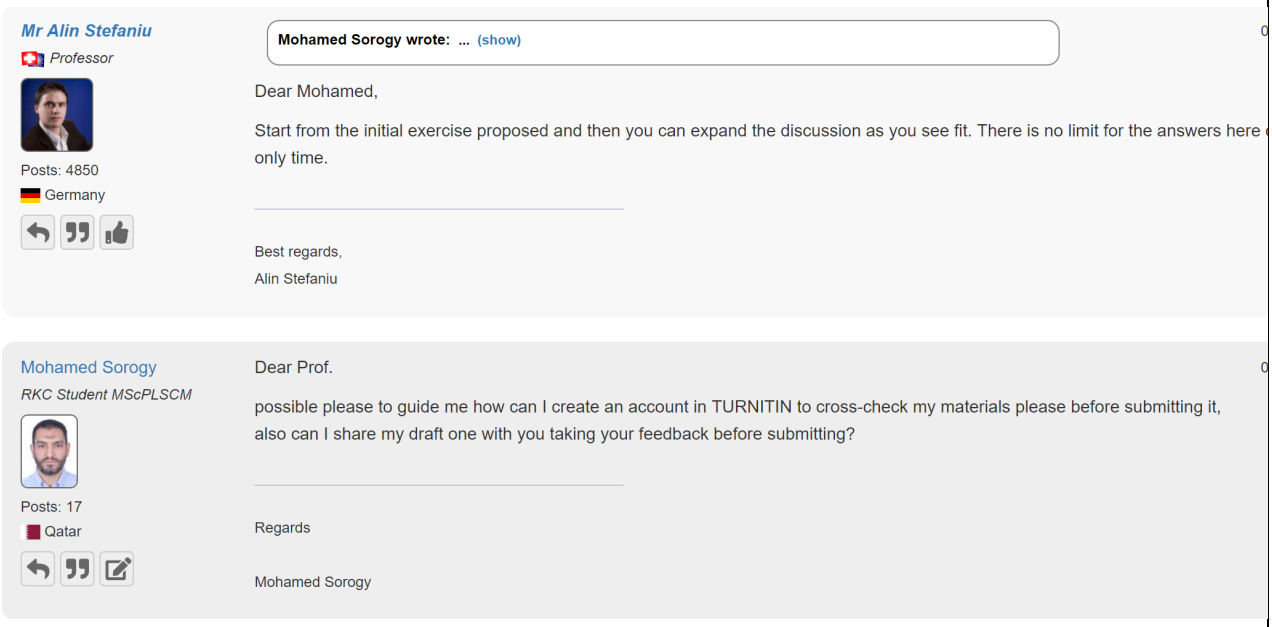
REFLECTION ON CONTRIBUTION TO THE ONLINE DISCUSSION

Description

I am studying the first module "Operations and Information Management". I must participate in discussion and dialogue with other students and teachers so that I can improve the required knowledge to answer the assignments of each module. Because I could not keep up with my more experienced colleagues in the study methods, I asked the teacher to discuss with him in a private e-mail, but he refused and said all discussions should be on the portal, which is embarrassing for me.



Feelings

I felt frustrated at the time that I was thinking of going to Masters. I was embarrassed because I could not keep up with my colleagues, but I was depressed by the teacher for his answer. I also realised later that it was quite natural to feel gloomy and narrow, as I was not used to speaking on portals.

Evaluation

At that time, I felt uncomfortable and talked to an old colleague who had passed through those circumstances before and explained to me that everyone is scared at first and may stumble during the early stages of the study.

Analysis

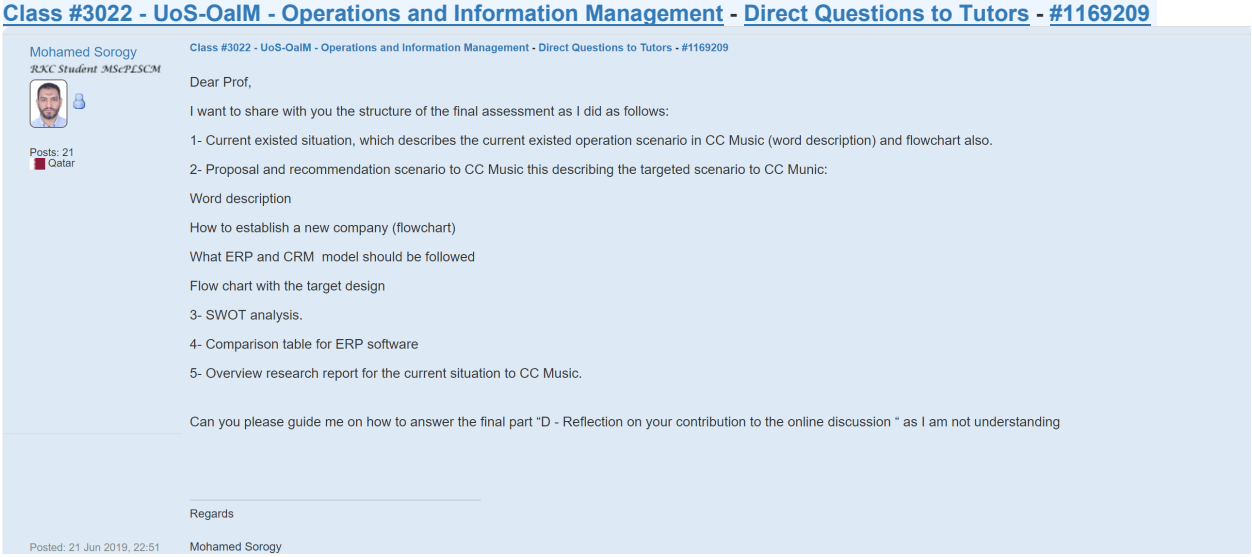
The situation worsened because of my lack of understanding of the teacher's reaction. I had to confront the situation and talk with the teacher. I understand that the policy of work and the teaching methods necessitate doing so, and I have to follow the pattern of study. On the other hand, the teacher had to explain to me the situation more than that, and he explained to me that this is the system that should be followed.
Conclusion
I should have been more flexible, broad-mind, and talk to the teacher of the classroom, express my views, speak positively and be more proactive so that I can understand the situation. The main thing I learned from the incident is that because I did not talk socially with my colleagues and teachers, the misunderstanding resulted and I should have made an effort to do so.
Action Plan
In the future, I will make sure to build a relationship on a smooth social basis with my colleagues and teacher and to speak bravely and not embarrassingly or take positions with sensitivity,

After that I overcame the problem that I had and continued posting on the portal professionally, communicating with the teacher and colleagues, explained to me all the vague and incomprehensible points learning from the fruitful communication getting the right ideas and clear all to answer my assignments.

	80+	70-79	60-69	50-59	40-49	0-40
Quality of contributions	Made several useful contributions and one or more outstanding contribution.	Made several good contributions.	Made a few good contributions	Made a few valid contributions	Made 1 or 2 postings, of poor quality	Did not contribute.
Attribution of references	Clear referencing of well-chosen and highly relevant sources	Clear referencing of all sources, some relevant.	Clear referencing of all sources.	Sources generally referenced.	Used ideas/ words of others without attribution.	Cut and paste or absent contributions.
Evidence of collaboration/ facilitation skills	Skill is shown in weaving contributions into the discussions, and	Skill is shown in weaving contributions into	Some evidence of links to the contributi	Basic recognition of contributions of others.	Little or no recognition of the contributions of others.	None

	following up on contributions of others.	discussion or following up on contributions of others	ons of others.			
Reflection on online contributions (in reflective summary)	Deep reflection is shown, with clear and substantial evidence from online discussion	Good reflection, with clear evidence from online discussion	Reflection and evidence offered, limitations in one of these	Reflection and evidence offered, limitations in both of these	Superficial reflection, very limited evidence	Very little or no reflection/evidence.

Class #3022 - UoS-OalM - Operations and Information Management - Direct Questions to Tutors - #1169209



Mohamed Sorogy
RKC Student MScPLSCM
Posts: 21
Qatar

Class #3022 - UoS-OalM - Operations and Information Management - Direct Questions to Tutors - #1169209

Dear Prof,

I want to share with you the structure of the final assessment as I did as follows:

1- Current existed situation, which describes the current existed operation scenario in CC Music (word description) and flowchart also.

2- Proposal and recommendation scenario to CC Music this describing the targeted scenario to CC Munic:

Word description

How to establish a new company (flowchart)

What ERP and CRM model should be followed

Flow chart with the target design

3- SWOT analysis.

4- Comparison table for ERP software

5- Overview research report for the current situation to CC Music.

Can you please guide me on how to answer the final part "D - Reflection on your contribution to the online discussion " as I am not understanding

Regards

Posted: 21 Jun 2019, 22:51

Mohamed Sorogy

Class #3022 - UoS-OalM - Operations and Information Management - Important information about the final assessment - #1172499

Mohamed Sorogy
RKC Student MScPLSCM
Posts: 22
Qatar

Hello Every one,

30 Jun 2019, 14:55

Usefull links for ERP and CRM

https://www.erpfocus.com/erp-product-comparison.html

https://selecthub.com/erp-software/

Regards

Mohamed Sorogy

Class #3022 - UoS-OalM - Operations and Information Management - Direct Questions to Tutors - #1178215

Mohamed Sorogy
RKC Student MScPLSCM
Posts: 23
Qatar

Class #3022 - UoS-OalM - Operations and Information Management - Direct Questions to Tutors - #1178215

Dear All,

please consider the following correction of websites for OSS:

monday.com

https://monday.com/lp/c/crm/purple-vi...

amoCRM

https://lp.amocrm.com/supercharge-you...

SuiteCRM **https://www.dtbc.eu/en/try-suitecrm-f...https://www.dtbc.eu/en/try-suitecrm-f...https://www.dtbc.eu/en/try-suitecrm-f...**

For a wide range of CRM comparison can go through :

https://www.capterra.com/sem-compare/...

For a wide range ERP Comparison can go through:

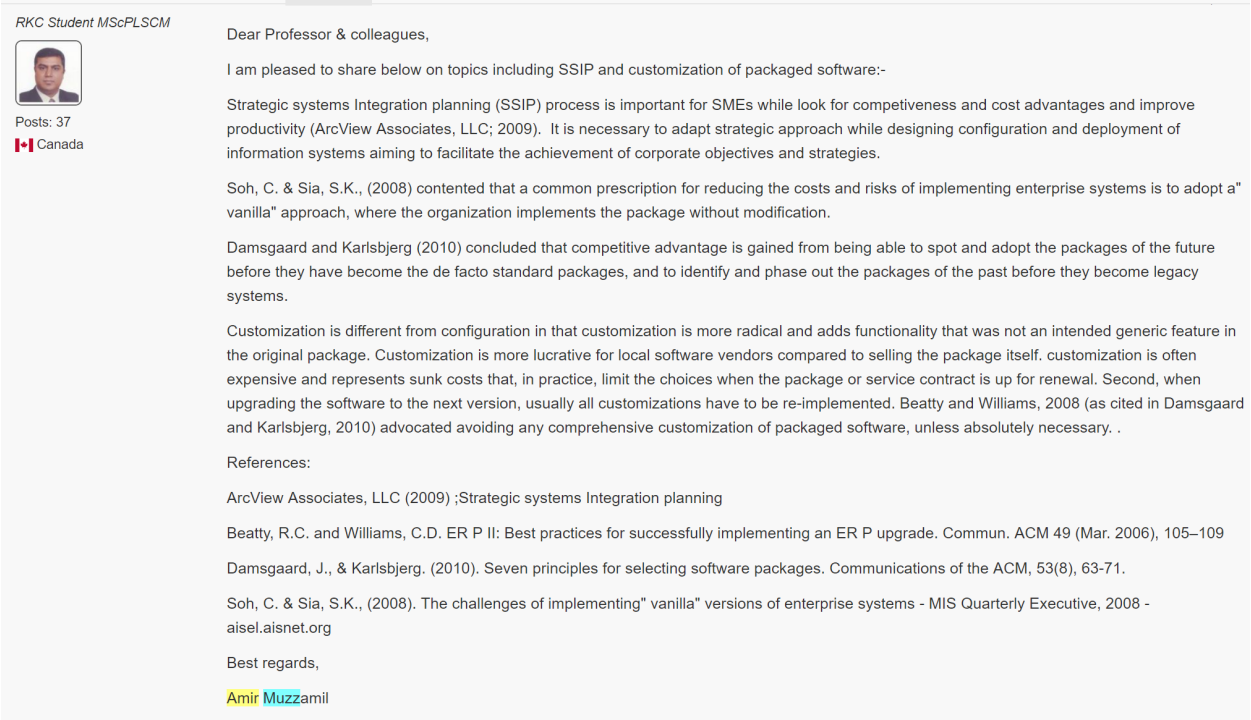
https://www.getapp.com/operations-man...

Regards

Posted: 10 Jul 2019, 14:30

Mohamed Sorogy

Class #3022 - UoS-OalM - Operations and Information Management - Unit 6 Activity - #1176892



RKC Student MScPLSCM
Posts: 37
Canada

Dear Professor & colleagues,

I am pleased to share below on topics including SSIP and customization of packaged software:-

Strategic systems Integration planning (SSIP) process is important for SMEs while look for competiveness and cost advantages and improve productivity (ArcView Associates, LLC; 2009). It is necessary to adapt strategic approach while designing configuration and deployment of information systems aiming to facilitate the achievement of corporate objectives and strategies.

Soh, C. & Sia, S.K., (2008) contented that a common prescription for reducing the costs and risks of implementing enterprise systems is to adopt a" vanilla" approach, where the organization implements the package without modification.

Damsgaard and Karlsbjerg (2010) concluded that competitive advantage is gained from being able to spot and adopt the packages of the future before they have become the de facto standard packages, and to identify and phase out the packages of the past before they become legacy systems.

Customization is different from configuration in that customization is more radical and adds functionality that was not an intended generic feature in the original package. Customization is more lucrative for local software vendors compared to selling the package itself. customization is often expensive and represents sunk costs that, in practice, limit the choices when the package or service contract is up for renewal. Second, when upgrading the software to the next version, usually all customizations have to be re-implemented. Beatty and Williams, 2008 (as cited in Damsgaard and Karlsbjerg, 2010) advocated avoiding any comprehensive customization of packaged software, unless absolutely necessary. .

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ArcView Associates, LLC (2009) ;Strategic systems Integration planning

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Damsgaard, J., & Karlsbjerg. (2010). Seven principles for selecting software packages. Communications of the ACM, 53(8), 63-71.

Soh, C. & Sia, S.K., (2008). The challenges of implementing" vanilla" versions of enterprise systems - MIS Quarterly Executive, 2008 - aisel.aisnet.org

Best regards,

Amir Muzzamil

Class #3022 - UoS-OaIM - Operations and Information Management - Assignment related research - #1174413

Amir Muzzamil
RKC Student MScPLSCM

Posts: 37
Canada

Class #3022 - UoS-OaIM - Operations and Information Management - Assignment related research - #1174413 — 04 Jul 2019, 16:38

Dear Professor and fellow colleagues!

I would like to share the attached article "10 Steps to Successful Service oriented Architecture (SOA) Implementation". The good thing it is available in Solar.

Where discussing the geographical Presence & Delivery Network for Cloud-based service providers typically have a limited number of facilities. As the host of a "private cloud" has geographically dispersed points of presence on the Internet where a customer can "touch us..SOA success is all about infrastructure and availability.

Reference: Knight, D. (2013). 10 Steps to Successful SOA Implementation. World Trade, WT 100, 26(2), 34-37.

Thank you for kind attention.

Amir Muzzamil

Class #3022 - UoS-OaIM - Operations and Information Management - Unit 4 Activity - #1173605

Amir Muzzamil
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Class #3022 - UoS-OaIM - Operations and Information Management - Unit 4 Activity - #1173605 — 02 Jul 2019, 19:51

Dear Professor,

Please find attached a simple model of an organization.

as Cited in

Information, systems and information systems: making sense of the field P Checkland, S Holwell - 1998 - Wiley Chichester

Thank you

Amir Muzzamil

Class #3022 - UoS-OaIM - Operations and Information Management - Direct Questions to Tutors - #1178230

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Posts: 24
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Class #3022 - UoS-OaIM - Operations and Information Management - Direct Questions to Tutors - #1178230

Dear Colleagues,

Sharing with you free tools for strategic analysis **SWOT**, **PEST**, **Value Chain**, **Five Forces**, and other strategic analysis diagrams with powerful online strategic analysis tools:

https://online.visual-paradigm.com/fe...

Regards

Posted: 10 Jul 2019, 14:59

Mohamed Sorogy

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