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## Problems and Exercises

1. Read the following description and then make a list of expected business benefits that the company might derive from a new system:  

Especially for You Jewelers is a small jewelry company in a college town. Over the last couple of years, it has experienced a tremendous increase in its business. However, its financial performance hasn't kept pace with its growth. The current system, which is partly manual and partly automated, doesn't track accounts receivables sufficiently, and the company is finding it difficult to determine why the receivables are so high. It runs frequent specials to attract customers, but it has no idea whether these are profitable or if the benefit—if there is one—comes from associated sales. Especially for You wants to increase repeat sales to its existing customers, thus it needs to develop a customer database. It also wants to install a new direct sales and accounting system to help solve
4. Develop a work breakdown structure (WBS) based on the following narrative. It should cover all aspects of the move—from the beginning of the project (now) to the end, when all employees are moved into their new offices. Format your solution in tabular form with the following column headings: Task ID No, Task Description, Estimated Effort, Predecessor Task ID. For your solution, follow these guidelines:
  - Include dependencies.
  - Include effort (work) estimates.
  - Have 30 to 40 detailed tasks.
  - Cover a period of at least two months to a maximum of six months.

You are an employee of a small company that has outgrown its facility. It is a Web development and hosting company, so you have technical network administrators, developers, and a couple

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2. Read this narrative and then make a list of system capabilities for the company:  

The new direct sales and accounting system for Especially for You Jewelers will be an important element in the growth and success of the jewelry company. The direct sales portion needs to track every sale and be able to link to the inventory system for cost data to provide a daily profit and loss report. The customer database needs to be able to produce purchase histories to assist management in preparing special mailings and special sales to existing customers. Detailed credit balances and Aged accounts for each customer would help solve the problem with the high balance of accounts receivables. Special notice letters and credit history reports would help management reduce accounts receivable.
3. Develop a System Vision Document for Especially for You Jewelers based on the work you did for Problem 1 and Problem 2.

has outgrown its facility. It is a Web development and hosting company, so you have technical network administrators, developers, and a couple people handling marketing and sales. There are 10 employees.

The president of your company has purchased a nearby single-story building, and the company is going to move into it. The building will need some internal modifications to make it suitable. The president has asked you to take charge of the move. Your assignment is to (1) get the building ready, (2) arrange for the move, and (3) carry out the move.

The building is nearly finished, so the job shouldn't be too difficult (no construction is necessary—just some refurbishing). The building has several offices as well as a larger area that needs to be set up with cubicles.

You and the president are walking through the building, and she tells you what she wants:

"Let's use the offices as they are," she says. "We will need a reception desk for visiting customers. The office in the back corner should be okay for our computer servers. Let's put the salespeople in these offices along the east wall. We are short a

