• Understand the differences between Information Systems & Information Technology (readings)

• Review the advantages & disadvantages of working for a start-up vs. working for a large firm

• Review the skills requirements and benefits for working in IT- (Career Trends in IT)

• Review the primary identity components of your “Digital Identity” project

• Definition & differences between Business Analyst & Systems Analyst

• Know the primary symbols (shapes) used in swim lane diagrams and ERD’s and what they mean

• Benefits and primary reasons in using swim lane diagrams & ERD’s

• Review how ERD’s work in creating relationships used by databases to process work (review readings on ERD)

• Understand fundamental system architecture used by almost all systems (input-process-output)

• Benefits and advantages of using the conceptual diagram approach to system design

• ERD & Swim Lane Diagrams: Will be challenged to use common sense to think through the logical ‘steps’ in a business process. This involves both external and internal processes (e.g. processing a customer order vs. internal purchase requisition)

Note: Re-read articles! If you haven’t already done so....build your own study guide of the readings!
Business Process Review – Typical Terms

Example 1
Order to Cash (sales order processing): involves customer, sales department, warehouse, accounting.

- Customer places order with the company (Process begins)
- Sales Dept processes order: creates Sales Order
- Accounting reviews sales order & customer: credit limit, verifies customer ID and details. Approves/Denies Order.
- Warehouse fulfills order: “Pick, Pack, and Ship”. Ships material/product to customer. Generates “Bill of Material/Bill of Lading” which shows everything that was shipped to customer.
- Accounting sends Invoice to customer
- Customer pays invoice; money received and logged by accounting.
- Sales Order Closed. (End of process)

Example 2
Purchase to Pay (purchasing material, products, supplies) involves employee, accounting, purchasing, warehouse, supplier.

- Employee submits a Requisition (form asking for permission to buy something)
- Requisition reviewed: (If OK, sent to purchasing; If declined, returned to employee and end of process.)
- Purchasing creates Purchase Order, sends to supplier.
- Supplier processes order, “picks, packs and ships” material to company.
- Supplier invoices company.
- Company Warehouse receives material, generates a Receipt of Goods (confirmation that company got everything it ordered and that everything is correct.)
- Accounting receives invoice from supplier, and does a 3-Way Match. (Compares purchase order, invoice, and receipt of goods to confirm that everything is correct.)
- Accounting approves invoice for payment. When invoice is paid, purchase order closed. (End of Process.)

- ERD’s are used inside of swim lane diagrams- just describes the steps needed to be taken (typically entities), and a series of decisions (diamonds); entities usually have numerous attributes associated with them (e.g. entity invoice has numerous attributes: customer ID, item, quantity, cost, PO Number)
Sample Swim Lane Diagram: Order to Cash – Business Analyst

Order to Cash (Legacy Systems Low-Level)

* Credit maintained by Accounting in accounting information system and reported to Sales every Monday morning.
** Inventory maintained by Warehouse in inventory management system and reported to Sales at end of day.