

MIS5102 Term Project (Individual and Group Project) Process Analysis and Design for a Business Scenario

Important Dates and Deadlines

Submit team membership and topic (by email):	February 2, 2016
Individual project report due	February` 16, 2016
Group executive summary and presentation due	April 19, 2016

Overview

Your team will formulate a solution for an actual business issue related to the analysis, assessment, and improvement of a process. Each project team will take the role of an internal or external consultant tasked with providing a managerial “briefing” regarding the issue and a recommended solution.

Forming Teams

You will form your own teams. I recommend the teams have four or five people. Make sure you select people with compatible schedules so you’ll be able to work together effectively.

One member of your group should submit to me via email (David.Schuff@temple.edu) the members of your group (names and email addresses) by the deadline listed above.

Choosing a Topic

Group Topic Selection

The group project should focus on a real issue involving process analysis and improvement. Preferably, it should have practical significance based on your own work experience. It can be a problem you’d like to solve within one of your group members’ organizations or industry. It can also be a new opportunity that has not yet been addressed within those organizations. Possible scenarios include:

- **Process inefficiency** – duplication of work, unnecessary steps, counterproductive actions
- **Process ineffectiveness** – the process doesn’t accomplish what it is supposed to, or there are unintended consequences on the rest of the organization
- **Radical redesign of a process** – rethinking of the way a current process is done in order to change the way the organization operates
- **New process design** – designing a process for a new set of actions within the organization (for example, to support a new initiative)

The more the topic reflects an actual practice within a company or industry, the more likely the experience will be valuable to you and your group. However, I realize that many companies have policies against sharing details about internal operations. You might also simply be uncomfortable about identifying your own organization. So keep in mind several things:

- You can change the details and “anonymize” the companies and groups involved in order to ensure confidentiality.
- You can select a project that involves less sensitive process information.
- If there is an issue common to an industry, you can make your project about the industry and not about a specific company or organization.

Deliverables

Individual Reports

Each member of the group will create a two-page written brief. The purpose of this brief is to give each group member the opportunity to make a unique contribution to the overall project. It will also make creating the group report and presentation easier since these reports will contain much of the background research and analysis.

The individual reports should be short – no longer than **two single-spaced pages**. Two pages is the **absolute limit** (not including references) – submissions longer than this will not be accepted. The format can be an outline, as long as the contribution of the report is clear.

Each group member’s individual brief will separately address the following items:

1. Provide the context for the issue. What is the process you are addressing? Why is it important?
2. What are the “best practices” within the industry? What are others doing?
3. Evaluate those best practices. Where is there room for improvement?

Each individual paper will be used by the group to inform the group’s final report and recommendations (see the next section).

Group Executive Summary and Presentation

The group will be responsible for consolidating the individual reports into the final product. The presentation and executive summary should deliver an integrated, coherent message. If the individual reports are done well, you should be able to take most content directly from them to create both components.

The group’s task is to brief a knowledgeable management team, enabling them to make decisions based on your assessment. Assume that your audience is a team of senior-level managers (CxOs), but not necessarily in the Information Technology function.

While your executive summary can contain some level of technical detail, it should be written and presented in business English and should focus on the issue, potential solutions, and an actionable recommendation. You should address the following issues (although at different levels of detail depending on the topic you choose):

1. Describe the problem or issue and the current state of operations. If an existing business process is involved, describe that process.
2. Why is it important to the business? How does it involve process analysis and design? What are the opportunities for improvement or transformation?
3. What are the “best practices” within the industry? What are others doing?
4. Recommend a solution upon which management can act. Describe the new process (or changes to the existing process), and the underlying rationale. How does your proposed solution consistent with (or differ from) those best practices?

Your recommendation should be more than just reiterating the first three points – this should be a clear, cohesive solution as to what the target organization should do.

The recommendation is the most important part of your presentation and your report, and should reflect a thoughtful analysis of the issue.

Also, keep in mind we will be learning about many tools and techniques during the course that will be useful in analyzing processes and formulating new solutions. When appropriate, you should use those tools in your analysis.

Each team will submit a word-processed executive summary and a PowerPoint presentation. Both will be submitted via email. The final report should be concise and coherent, but it is not a formal research paper. It should be no longer than **one single-spaced page**. One page is the **absolute limit** (not including references) – submissions longer than this will not be accepted. Consider the written group as a high-level summary of your work to complement your presentation.

There is no “slide length” requirement for the PowerPoint presentation, but your presentation should run **no longer** than 12 minutes, with 5 minutes at the end for a brief question and answer session!

That isn't a lot of time - think about the main ideas you want to convey to persuade your audience. You can also provide supporting slides in your presentation that you may not show, but provides additional analysis or detail (but even this should be done carefully).

*Grading Breakdown***Individual Report: 5% of final course grade**

The individual reports should address the three questions listed on page 2 with sufficient depth to provide insight and contribute to the group report. Both content and presentation will be considered.

Group Executive Summary: 5% of final course grade

The group report should address the four questions on page 3 of this document. Because you have very limited space, you should focus on the problem statement and your proposed solution. Both content and presentation will be considered.

Presentation and PowerPoint Slide Deck: 10% of the final course grade

You will be evaluated on the quality and presentation of your answers to the discussion points on page 3 of this document. The presentation should be the best “pitch” of your plan, relaying to a management audience the statement of the problem, the key issues, and your recommendations. There should be enough detail to enable management to make a decision based on your recommendations. Both content and presentation will be considered.

Sources of Information

You must cite all of your sources in the body of the paper as well as a bibliography at the end of the paper. Follow standard guidelines for citing articles, such as APA. The Temple Writing Center has a nice guide here:

<http://guides.temple.edu/content.php?pid=26506&sid=2074591>

The language in your paper and presentation should be **your own words**. Do not simply copy and paste pieces from articles (even if cited) to form your paper and presentation. Although, when properly cited, this is not necessarily plagiarism, just putting together words from other sources will signal a lack of understanding and effort on the part of the project team.