



# Digital Systems

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## 1.1 Introduction to MIS



# Welcome!

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Spring 2021

The logo consists of a yellow square containing the text "FOX" in white and "MIS" in red, both in a bold, sans-serif font.

**FOX**  
**MIS**

# Introduction to Instructor

- ❖ Marie-Christine Martin
- ❖ E-mail: [mcmartin@temple.edu](mailto:mcmartin@temple.edu)
- ❖ Office: Speakman 209J (zoom)
- ❖ Office Hours:  
By appointment



# Introduction to Instructor (cont.)

## Education

- ❖ BS Industrial Engineering
- ❖ MBA, Finance

## Pre-Temple

- ❖ IBM (Canada, USA & Singapore)
- ❖ HP Global
- ❖ Oracle, USA
- ❖ Self Employed Consultant

## Adjunct Faculty

- ❖ Temple University, MIS

## Full-Time Faculty Temple University

- ❖ Undergraduate - MIS
- ❖ Graduate - FOX Business School MBA & MiM
- ❖ Director of MIS Masters Programs





# Course Support: Information Technology Assistants (ITAs)

- **Rose Listman**

[rose.listman@temple.edu](mailto:rose.listman@temple.edu)

**Office Hours: by appointment,  
send Rose an email to schedule**



***“Tell me and I forget.  
Teach me and I remember.  
Involve me and I learn.”***

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- Benjamin Franklin

# Managing Expectations

- **This class is unique!**
- **We will work through challenges together...plan on it!**
- **You will find the class engaging and fun!**
- **You will acquire knowledge and skills that you will use in future classes and your career!!!**

# Course Highlights

- **Systems Analysis**
- **Process Mapping (Modeling with swim lanes & entity relationship diagrams)**
- **Digital Product Management**
- **Information Systems CRM & ERP, Data Analytics & SCM**
- **Platforms & Digital Business models, including API's**
- **Cyber security and the Enterprise plus AI**
- **Programming including: JavaScript, HTML & CSS**

# Course Objectives

- **Explore the systems which organizations use to create their digital products**
- **Explore the platforms which these digital systems are built upon**
- **Explore the API ecosystems by which systems extend their reach and capability.**
- **Discuss cyber security including risks & responses surrounding digital products**
- **Introduction to the creation of software**
- **Learning the basics of programming in JavaScript**

# Graded Components

Component	Percentage
In-Class Activities & Worksheets (approximately 10)	10%
Learn IT! and Max Lab Assignments no late assignments accepted – <b>no exceptions!</b>	30%
Exam #1 (60 minutes)	20%
Exam #2 (60 minutes)	20%
Exam #3 (60 minutes)	20%

\*In-Class activities (ICA) must be submitted while in class (you are able to miss two ICA without penalty).

# Readings & Videos – Part 1

- No required texts the first half of the semester!



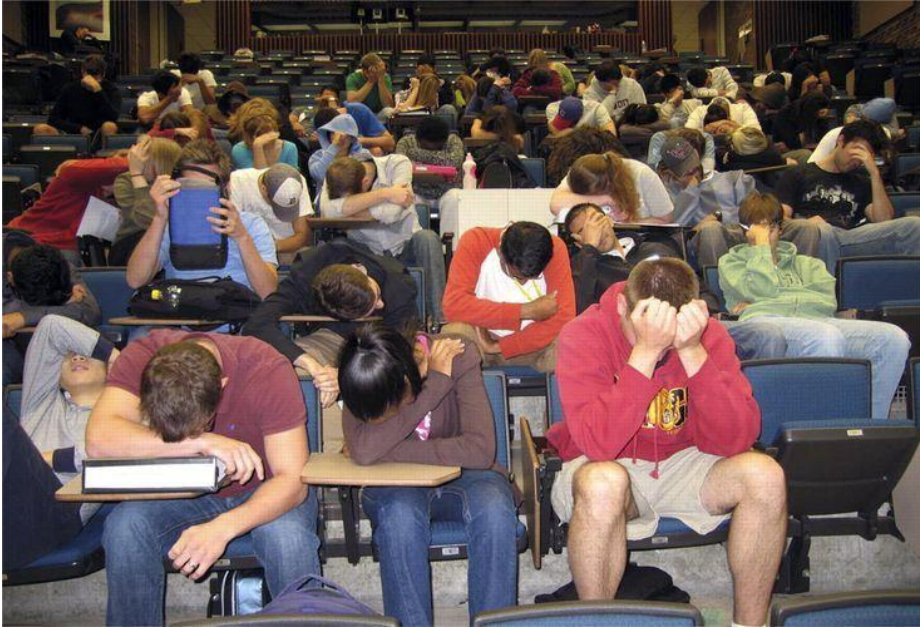
- Engaging collection
- Current content
- Available for Free!!!

# Readings & Videos – Part 2

- **JavaScript**
  - Create simple JavaScript programs
  - Prompt users for input
  - Utilize loops
  - Process Information



# Lecture vs. Activities



Source: <https://www.theodysseyonline.com/11-things-college-lecture-hall>

- **2 Hours of zzzzzzzzz's**



- **1 Hour Discussion**
- **1 Hours of Activity**

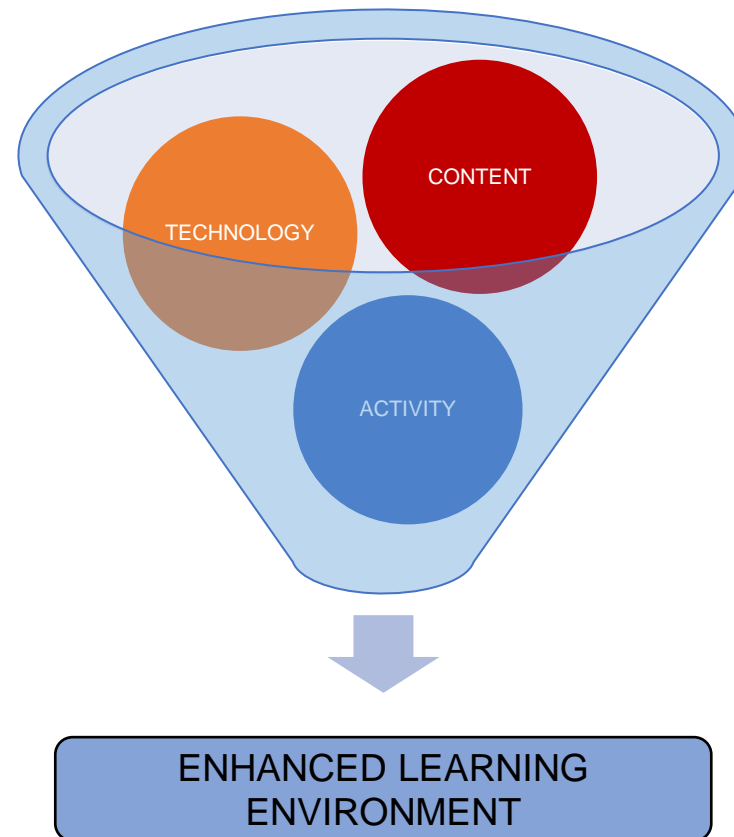
# Active Learning Components

TECHNOLOGY

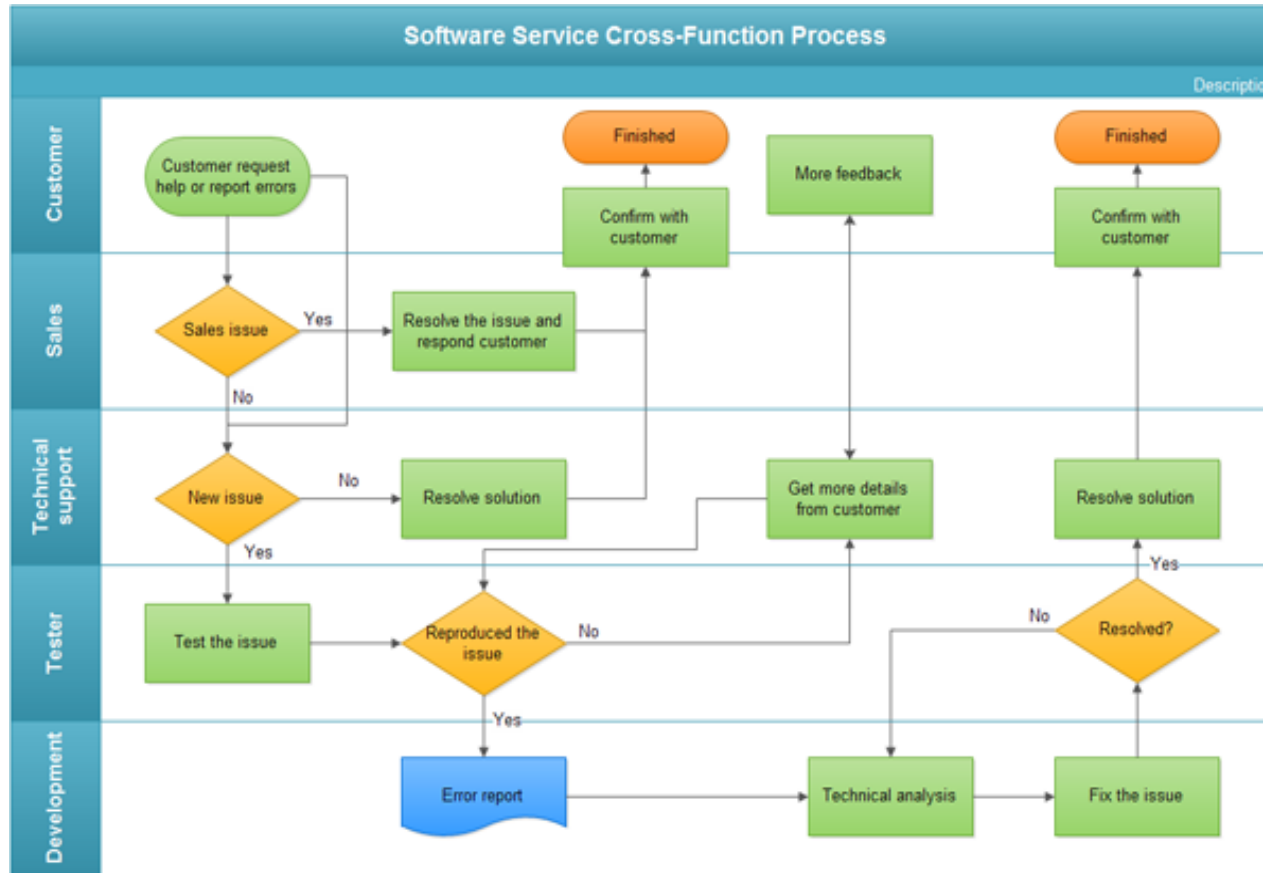
CONTENT

ACTIVITY

# The Active Learning Funnel



# The In-class Activity



- **Process Diagrams**
  - Swim lane diagram
- **Real life scenarios**
- **Knowledge Application**
- **Problem Solve**
- **Synthesize Solutions**

# The In-class Activity – Canvas

**Quiz Instructions**

After completing this activity you will be able to:

- State a key fact about this course, its instructor, and its subject
- List basic questions that can be applied to nearly any situation

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**Question 1** 0 pts

Step 1: Prepare three questions (individually)

1. A question about this course
2. A question about the instructor
3. A question about Information Systems (IS)

HTML Editor

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0 words

- **Reinforce assigned materials**
  - Readings
  - Videos
  - Lecture
- **Exam Preparation**

## Not Just Another Intro Class!

- Accounting
- Business Management
- Entrepreneurship & Innovation Management
- Financial Planning
- International Business Administration
- Marketing
- Risk, Insurance & Healthcare Management
- Supply Chain Management
- Actuarial Science
- Economics
- Finance
- Human Resources Management
- Legal Studies in Business
- Management Information Systems
- Real Estate
- Statistical Science and Data Analytics



ASSOCIATION FOR  
INFORMATION SYSTEMS

# Information Systems Job Index

*Careers in Information Systems*



Fox School of Business  
TEMPLE UNIVERSITY®



Read the full report at [isjobindex.com](https://isjobindex.com)

Based on 1420 recent graduates from 43 universities across the U.S.

## The 2019 IS Job Market is Steady



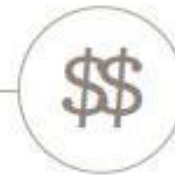
### Job Placement Rate

	At Graduation	6-Months after Graduation
Bachelor's:	70%	69%
Master's:	47%	81%



### Confidence in Job Market

Bachelor's: 64%  
Master's: 55%



### Average Salary

Bachelor's: \$65,314  
Master's: \$84,113

## IS Students are Happy About Their Future Jobs



### Satisfaction & Enthusiasm about Job Offer

Bachelor's: 83%  
Master's: 70%



### Offer from Appealing Organization

Bachelor's: 89%  
Master's: 75%

# Class Sites Review

We use Canvas for our exams, assignments and in class activities.

<https://templeu.instructure.com/courses/86866>

The rest of the information is on our MIS site:

<https://community.mis.temple.edu/mis2101sec730spring2021/>

The screenshot shows a web browser window displaying the MIS Digital Systems website. The browser's address bar shows the URL <https://community.mis.temple.edu/mis2101sec730spring2021/>. The website has a dark red header with the MIS logo and the text "Digital Systems". Below the header is a navigation menu with links: HOME, ABOUT, CANVAS / ZOOM LINK, CODING FILES, HELPDESK, VIDEO VAULT, GRADEBOOK, and DIAMOND PEER CORNER. The main content area is divided into two columns. The left column is titled "Schedule" and contains a table with columns: WEEK, DATES, TOPIC, and DUE. The table has two rows of content. The first row is for "Learning Outcomes" and "Topics and Required Reading". The second row is for "Slide Decks". The right column is titled "ANNOUNCEMENTS" and contains a "Welcome to MIS 2101" message, an "INSTRUCTOR" section for Marie C Martin, and "Email: mcmartin@temple.edu". Below the email is a "Virtual Office Hour Availability" section. The browser's taskbar at the bottom shows the Windows logo, a search bar, and several open applications.

WEEK	DATES	TOPIC	DUE
		<b>Learning Outcomes</b> Class Introduction Define MIS Describe Systems in Organizations Analyzing Organizations as Systems Modeling Processes with Swim Lanes	<b>REQUIRED</b> videos to watch <b>before our first class</b> located on the About tab of this site (here's the link).
1	10/19	<b>Topics and Required Reading</b> Acquiring Information Systems And Services Systems Architecture Systems Analysis An Introduction to Swim Lane Diagrams	<b>Practice Portfolio Quiz (canvas)</b> (due 10/25 by 11:59 PM) <b>1. Max Labs Pre-flight</b> (due 10/25 by 11:59 PM)
		<b>Slide Decks</b> MIS 2101 Section 701_week1	

**ANNOUNCEMENTS**

**Welcome to MIS 2101**  
Welcome to MIS2101 section 701 for the Fall, 2020 semester! I have the ... [More.]

**INSTRUCTOR**  
**Marie C Martin**  
Email: mcmartin@temple.edu  
**Virtual Office Hour Availability:** TTR, 1 - 2 PM, or by appointment. Please email me to schedule your virtual meeting.

# ROADMAP

START

## Week 1: Introduction & Systems Analysis

- Course Description
- Systems Thinking

## Week 1: Introduction to Process Mapping

- Systems & Processes
- Swim Lane Diagrams

Assignments due::

- Course video intro
- Max Labs Pre-Flight
- Proctorio Practice Quiz

## Week 2: Data Modeling & ERD

- Max Labs 1A/1B- due
- Max Labs 2A/2B due

## Week 2:

### Exam #1

1/29 – 1/31: Exam Availability

## Week 4 :

### Exam #2

2/12-2/14 Exam Availability

## Week 4: Cybersecurity & AI

- Protection Protocols
- Artificial Intelligence

- Lean IT #2 due
- Cyber Security due

## Week 4: Platforms & Digital Business Models

- API's
- Cloud

## Week 3: Information Systems

- ERP & CRM
- Data Analytics & SCM

- Max Labs 3a/3b due
- Lean IT #1 due

## Week 5: JavaScript Unit #1 & 2

- Hello World,
- Variables
- Operator types
- Strings

SoloLearn Coding due

## Week 6: JavaScript Unit #3&4

- Logical Operators
- Conditional Types
- Intro to Loops
- While and Do
- Coding Challenges \*3) due
- Proctorio Coding Practice due

## Week 7: HTML & CSS

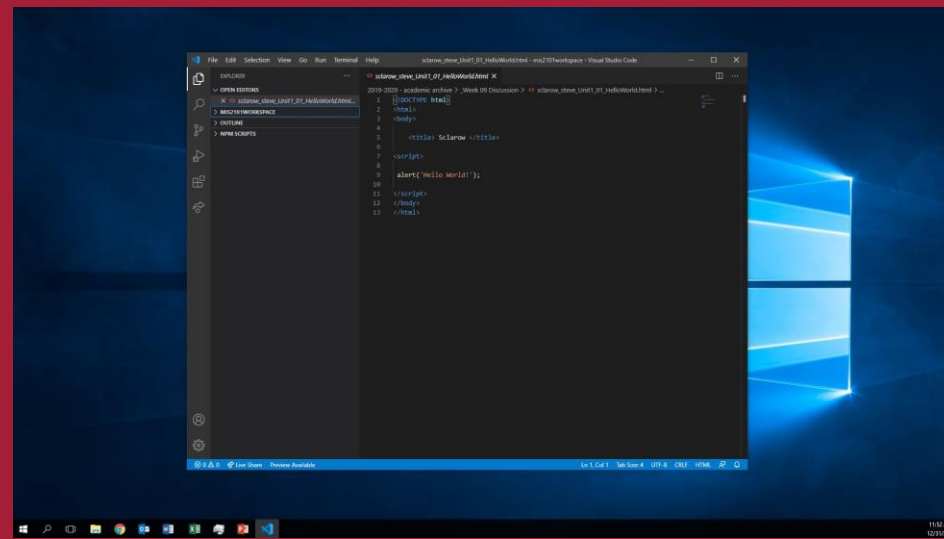
- Coding Assignment -due

## Week 7:

### Exam #3

3/5 – 3/7: Exam Availability

FINISH



# Course Overview Video

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Spring 2021

**FOX**  
**MIS**



# Digital Systems

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1.1 Intro to Information Systems in Organizations  
In-Class Activity

A yellow rectangular logo with the text 'FOX' in white and 'MIS' in red, both in a bold, sans-serif font.

**FOX**  
**MIS**

# ICA#1: Intro to Information Systems in Organizations

- **What?**
  - **Ask your instructor questions about the course and about themselves**
  - **Learn what “In-Class Activities” are all about**
- **Why?**
  - **Regardless of your major, the more you understand about information systems, the more successful you will be**
  - **This course uses activity-based learning to help students develop a deeper, more genuine understanding of topics. This is your first taste of “In-Class Activities”**

# Step #1 - Individually

- **Prepare three questions using the Canvas form**
  - **A question about the course:**
  - **A question about the instructor:**
  - **A question about Information Systems (IS)**

## Quiz Instructions

After completing this activity you will be able to:

- State a key fact about this course, its instructor, and its subject
- List basic questions that can be applied to nearly any situation



### Question 1

0 pts

Step 1: Prepare three questions (individually)

1. A question about this course
2. A question about the instructor
3. A question about Information Systems (IS)



HTML Editor

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# Step #2

- Instructor calls on students at random to ask questions



Source: <https://i1.wp.com/www.nationalreview.com/wp-content/uploads/2016/12/school-bans-students-raising-their-hands-answer-questions-2.jpg?fit=788%2C460&ssl=1>

# Step #3 –

- Formulate more questions and enter them individually into the Canvas form

- What \_\_\_\_\_?
- Where \_\_\_\_\_?
- When \_\_\_\_\_?
- Why \_\_\_\_\_?
- How \_\_\_\_\_?
- How much \_\_\_\_\_?
- What if \_\_\_\_\_?

Question 2 0 pts

Step 3: Formulate more questions (in groups of 2-3)

1. What...
2. Where...
3. When...
4. Why...
5. How...
6. How much...
7. What if...

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# Step #4

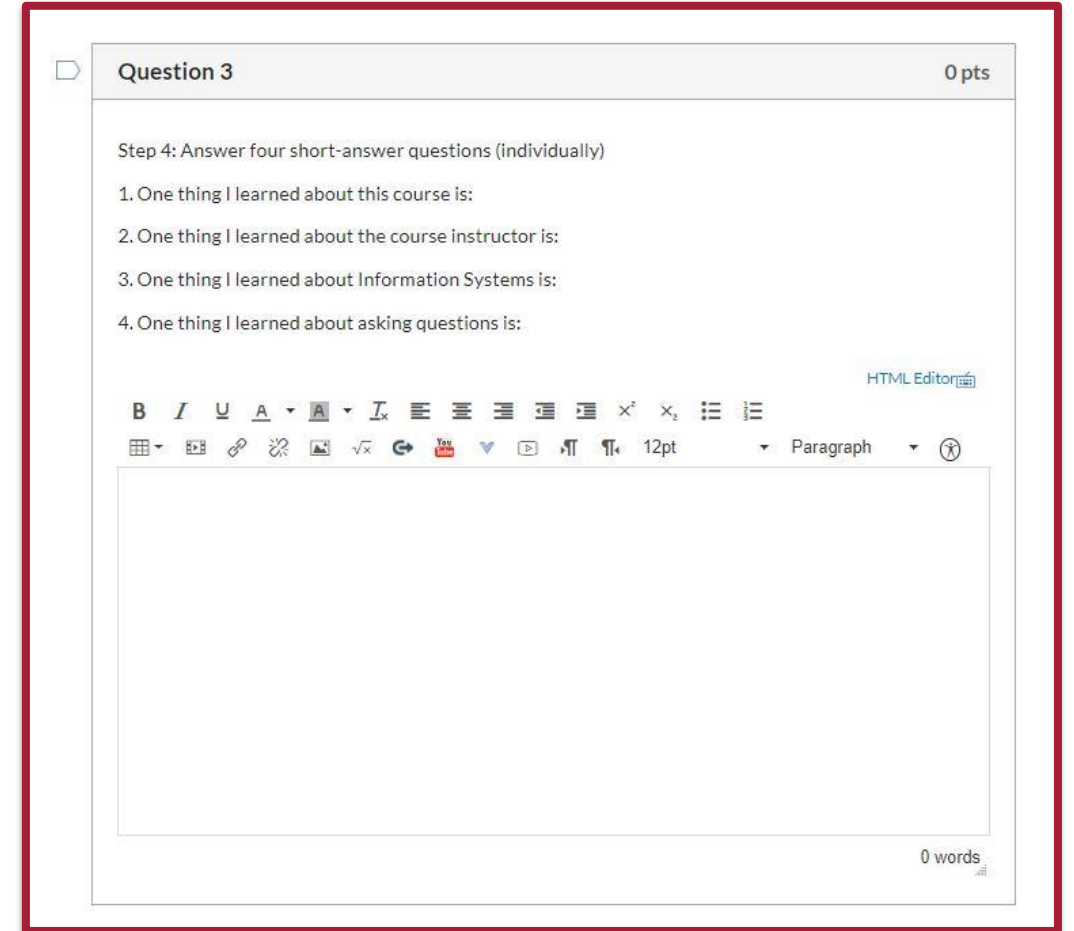
- Instructor calls on students at random to ask questions



Source: <https://www.google.com/url?sa=i&source=imgres&cd=&cad=rja&uact=8&ved=2ahUKEwiVibKgrvjjAhVvS98KHdl9D4sQjRx6BAGBEAQ&url=https%3A%2F%2Finsight.futurestudents.csu.edu.au%2Ftag%2Fregional-university%2F&psig=AOvVaw1vpMqBORPhyvyOouH05SF-&ust=1565528495762447>

# Step #5 - Individually

- **Answer four short-answer questions and enter your answers in Canvas**
  1. One thing I learned about this course is:
  2. One thing I learned about the instructor is:
  3. One thing I learned about Information Systems (IS) is:
  4. One thing I learned about asking questions is:



The screenshot shows a Canvas LMS question interface. At the top, it says 'Question 3' and '0 pts'. Below this, the instruction reads: 'Step 4: Answer four short-answer questions (individually)'. The four questions listed are: 1. One thing I learned about this course is: 2. One thing I learned about the course instructor is: 3. One thing I learned about Information Systems is: 4. One thing I learned about asking questions is: Below the questions is a rich text editor with a toolbar containing various formatting options like bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, image, video, and code. The editor is currently empty. At the bottom right of the editor, it says '0 words'.

## Step #6 - Individually

- **Rate this activity using Canvas**
- **From 1 (completely disagree) to 5 (completely agree)...**

**Question 4** 0 pts

---

Rate this activity from 1 (completely disagree) to 5 (completely agree)...

- This is an engaging activity
- I learned a lot completing this activity
- This activity should be used again in future semesters

**Question 5** 0 pts

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Anything else you want the instructor to know?

HTML Editor

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 ▾ Paragraph ▾   [User Icon]



# Digital Systems

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## 1.2 What are Systems?

**FOX**  
**MIS**

# Business Systems Innovation Labs

## Pre-lab Pre-flight Checklist



### "Distinctive, Impressive BizTech Student Blog" (Backstory)

SJSU Business Systems student Max sets out to blog her class, stumbles into a startup adventure, and invites you to follow along.

Prep: What do you need to start?

To get the most out of this pre-lab, you need a healthy curiosity, a sense of humor and a little imagination. Focus, read for understanding, and put yourself in Max's shoes so you don't just read it—you *experience it*.

# Max Labs

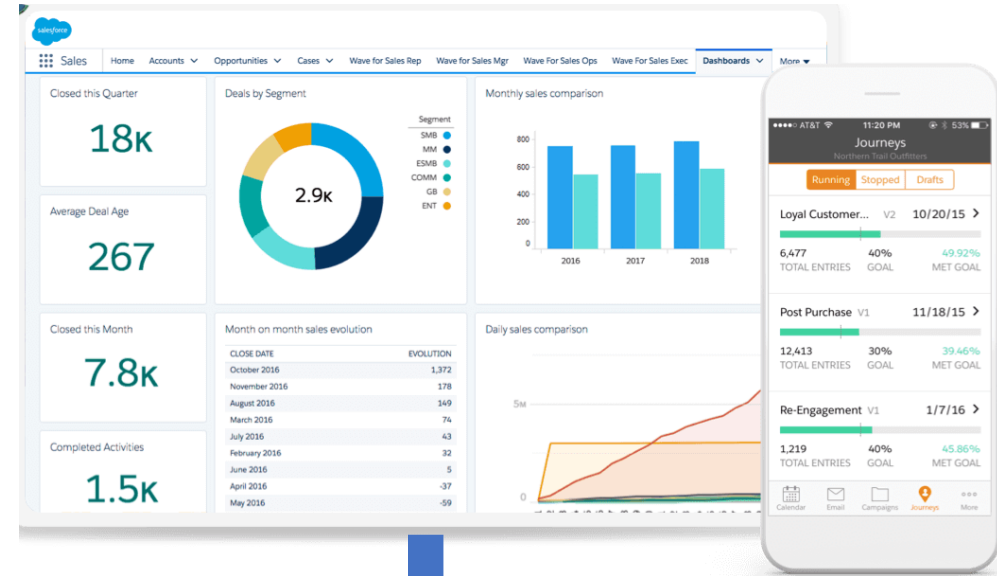
## DUE BY EOD SUNDAY!

**FOX**  
**MIS**

# What is MIS?

Using Information Technology to solve business problems.

- MIS is not Computer Science
- It's about business where we train people to do what?
- Use technology to solve day-to-day business problems`



Sources: [https://c1.sfdcstatic.com/content/dam/web/en\\_us/www/images/products/what-is-salesforce/whatis-jumbo-astro-product.png](https://c1.sfdcstatic.com/content/dam/web/en_us/www/images/products/what-is-salesforce/whatis-jumbo-astro-product.png)

[https://www.kindpng.com/picc/m/568-5683178\\_real-cash-stack-100-dollar-bill-hd-png.png](https://www.kindpng.com/picc/m/568-5683178_real-cash-stack-100-dollar-bill-hd-png.png)

# World View – A collection of “Systems”

**Systems = people + process + technology**

- Manipulation of information = value
- Managed by MIS professionals
- Systems surround us 24/7
- Application Program Interface (API's)



Source: <https://www.aecom.com/ca/management-information-systems-mis/>

# Understanding Systems

## Buying textbooks on Amazon

- What is part of that system?
- Log-in (multiple steps)
- Search
- Shopping Cart
- Purchase (Multiple steps)
- And much more.....

The screenshot shows an Amazon search results page. The search bar at the top contains the text "javascript absolute beginner's guide / kirupa chinnathambi". The page displays several search results, including books and sponsored items. The first result is "JavaScript Absolute Beginner's Guide" by Kirupa Chinnathambi, published on Jul 18, 2016. It has a 4.5-star rating and is available in paperback for \$19.06 (originally \$29.99) and Kindle for \$14.39 (originally \$23.99). Other results include "JavaScript: The Definitive Guide: Activate Your Web Pages (Definitive Guides)" and "Secrets of the JavaScript Ninja". The left sidebar shows navigation options like "Department", "Books", "Avg. Customer Review", "Computer User Books", "Accessibility Features", and "Condition".

# Understanding Systems (cont.)

## Buying lunch

- What is part of that system?
  - Take the order
  - Hand order to cook
  - Prep to-go bag
  - Order cooked (multiple steps)
  - And much more....



# Understanding Systems (cont.)

## Describe the Process of Ordering

- What keeps info accurate?
  - Data
- Who is involved?
  - Customer ♦ Store ♦ Warehouse Mgr. ♦ Admin ♦ UPS driver...
- How much effort?
  - None...it's automated!
  - Technology !!!

Report incorrect product information.

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Add all three to List

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**“information system –  
*an integrated set of components for  
collecting, storing, and processing data  
and for providing information, knowledge,  
and digital products.*”**

---

- Encyclopedia Britannica

# A collection of technologies

## Including:

- **Hardware**
- **Software**
- **Policies**
- **Education tools**
- **API's**
- **Etc...**



Source: <https://www.kisspng.com/png-laptop-computer-hardware-computer-repair-technicia-1180595/preview.html>

# API's Case Study: UBER

## Requesting a ride?

- Describe what happens...
  - What are these systems?
  - How do they work?



Source: <https://www.okta.com/security-blog/2019/05/how-uber-takes-advantage-of-the-api-economy/>

# Four Core Steps of Designing UX (user experience)

- Problem Definition
- Documenting Business Processes
- Process Decomposition
- Data Modeling



Source: <http://www.petraware.com/consulting/>

# Software Development Lifecycle (SDLC) methodologies

- Waterfall
- Agile
- Lean
- Scrum
- DevOps



Image: <http://www.xanadutec.com/software-as-a-service.html>

**“Once a Product Manager / Technologist understands the *business problem*, they can architect a solution.”**

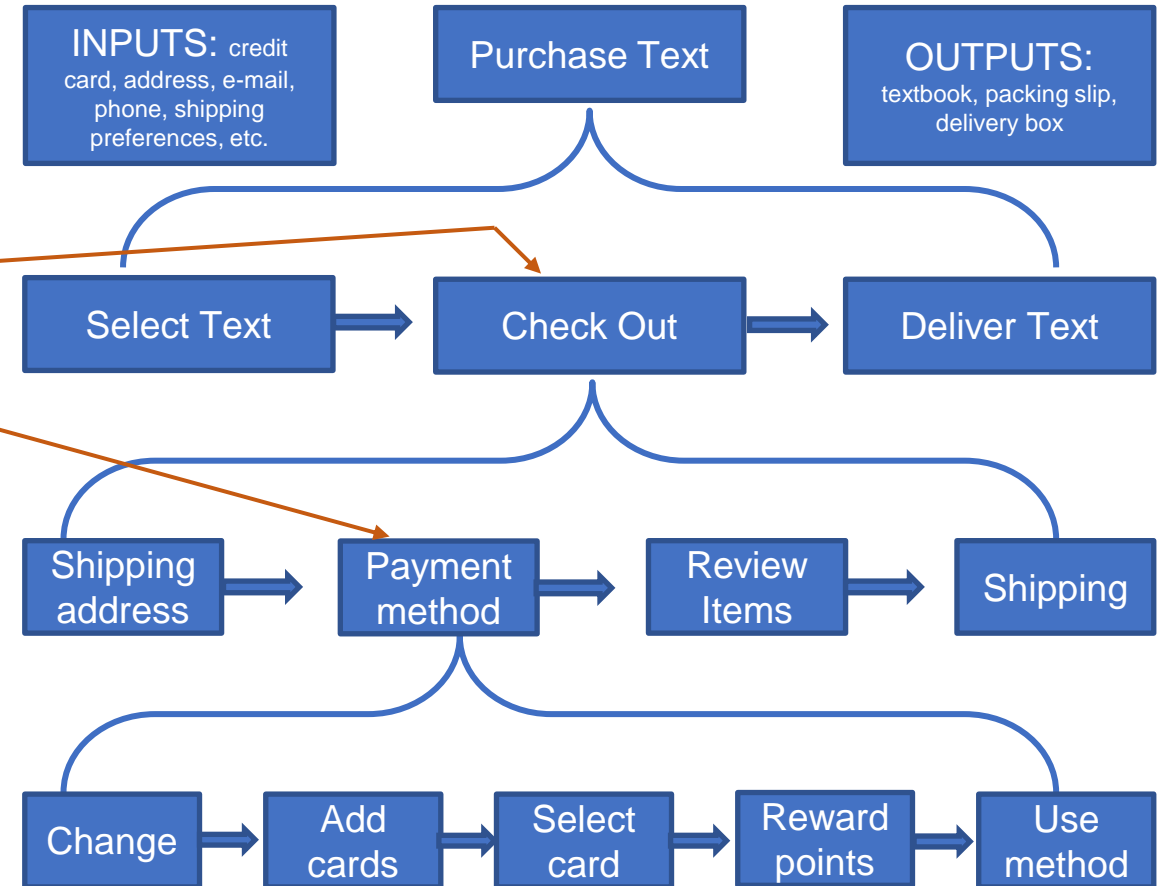
- Mart Doyle

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**What is “Systems analysis?”: Problem solving technique that “decomposes” a system into its component pieces for the purpose of studying how well these parts work & interact to accomplish their purpose**

# Process Decomposition

- **Single entity**
- **Subsystem**



**“Systems Architecture is a response to the conceptual and practical difficulties of the description and the design of complex systems.”**

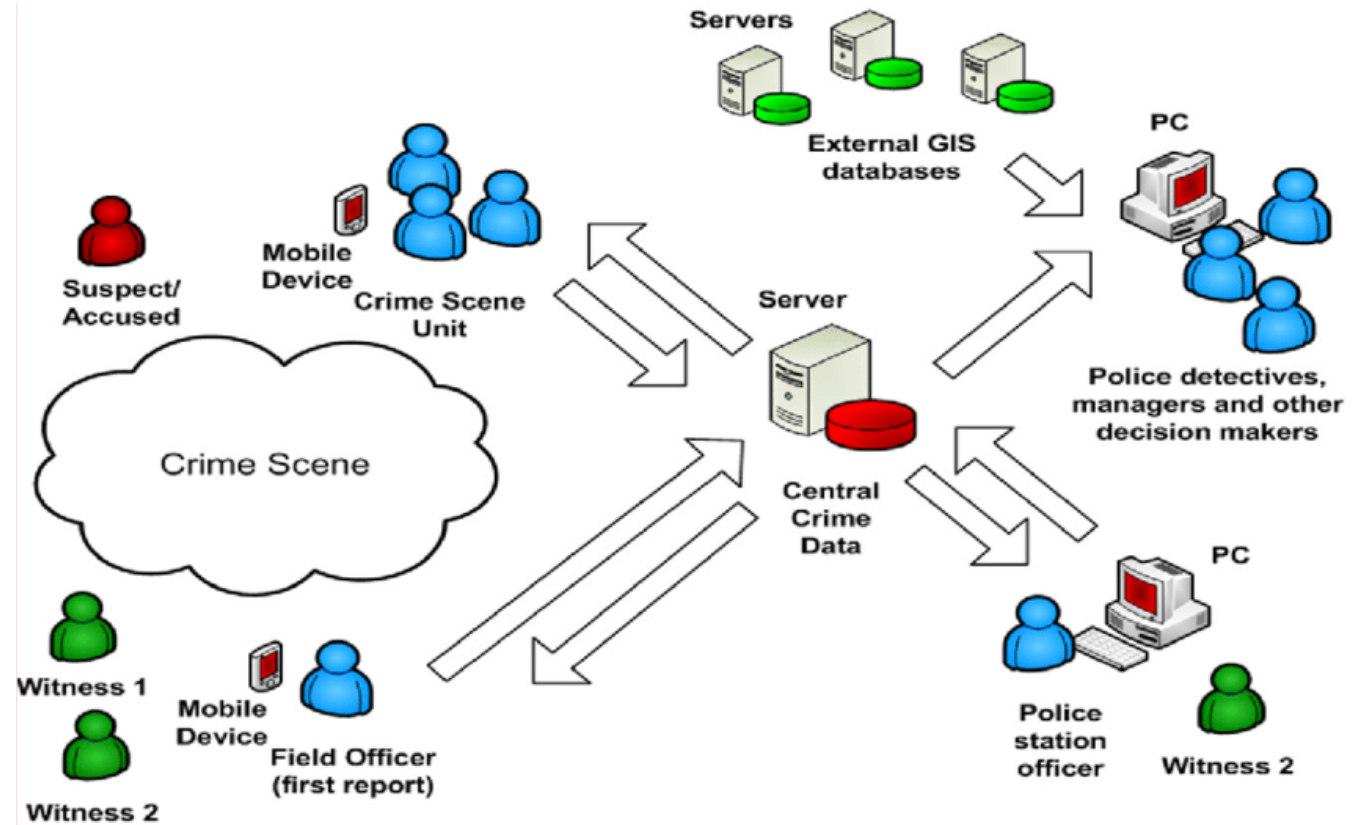
- Boris Golden

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**What is “Systems Architecture?”: Representation of the system & all of its parts/components**

# Systems Architecture

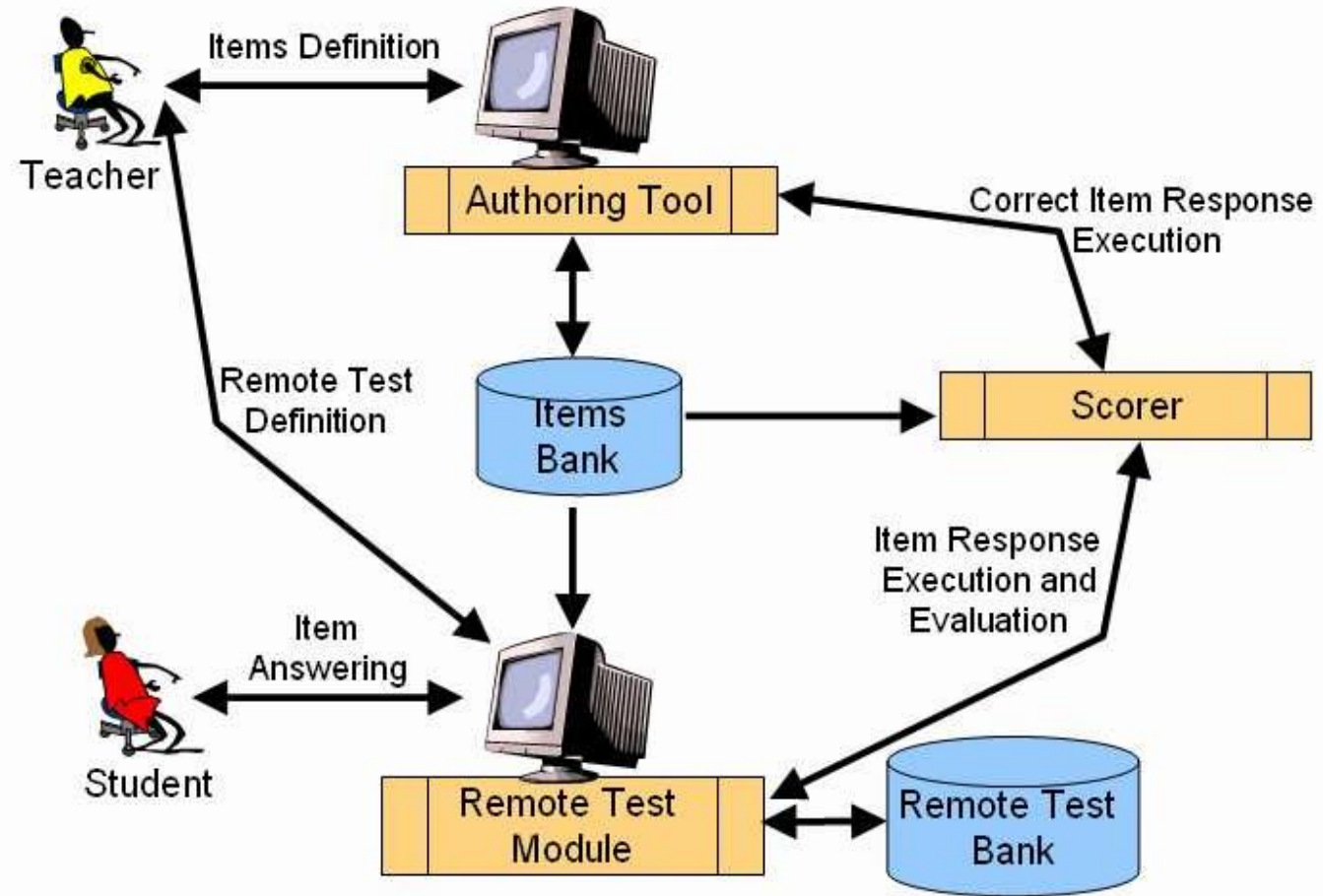
- Conceptual Diagram
- Structural components
- Identify/Solve Problems
- Existing or New
- Communication tool



Source: [https://www.researchgate.net/figure/Conceptual-System-Architecture\\_fig2\\_327987580](https://www.researchgate.net/figure/Conceptual-System-Architecture_fig2_327987580)

# Systems Architecture

- **Test question defined**
  - Authoring tool
- **Remote test created**
  - Test module
- **Student responses**
  - Test module
- **Execution & Evaluation**



Source: <http://spmarchitecture.com/systems-architecture/system-architecture-learning-environment-for-automatic-rating-64721-2/>



# Digital Systems

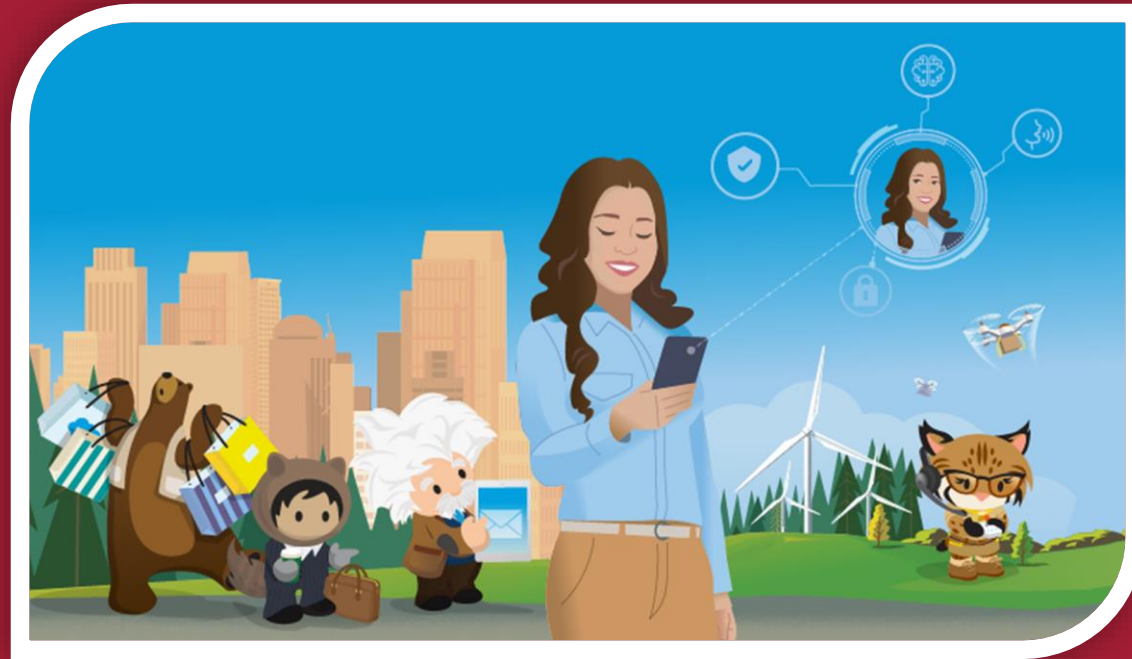
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2.1 Intro to Process Mapping & MaxLab

The logo for FOX MIS, consisting of the word 'FOX' in white, bold, sans-serif font above the word 'MIS' in white, bold, sans-serif font, both set against a solid yellow rectangular background.

**FOX**  
**MIS**

# The Max Labs Project



## Overview & Startup

# MaxLab Assignments

## Why Salesforce?

This is not Salesforce training – it is exposure to a great platform that **delivers** cloud-based ***systems products***.

- Enables & Enhances Business
- Used By Industry Fortune 100's
  - Across All Business functional Areas
- Great Resume Builder For You!

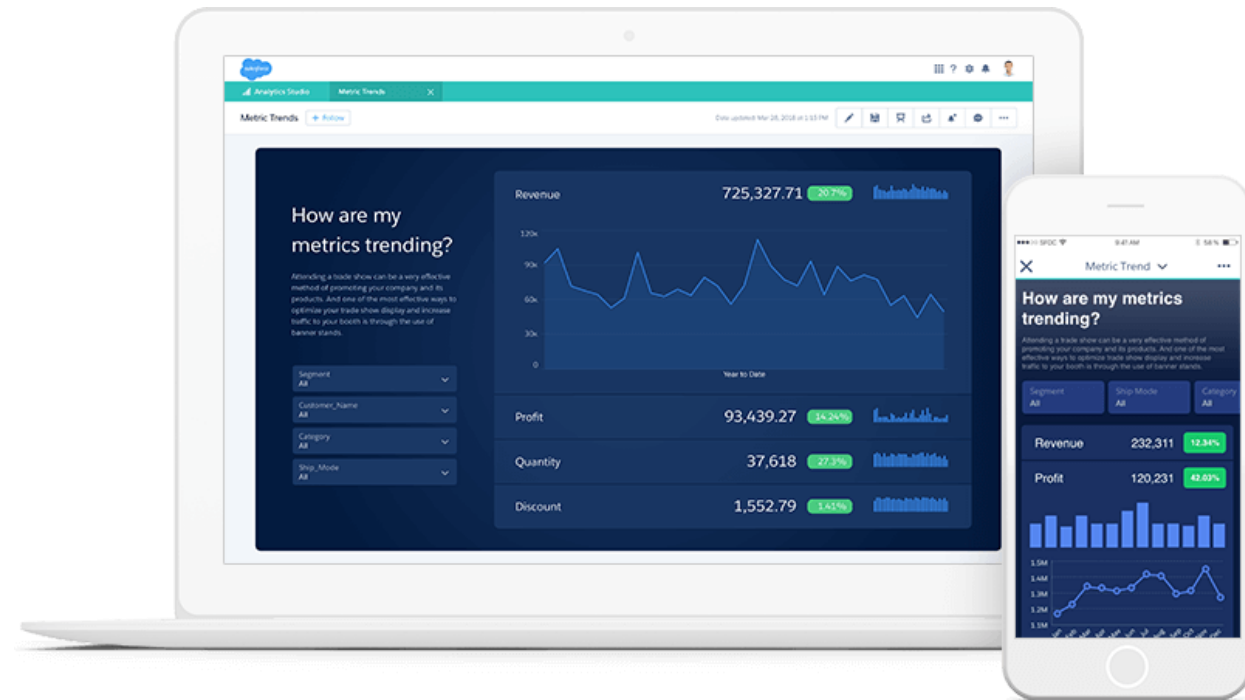


Source: <https://www.salesforce.com/>

# Max Labs – Enabling Organizations

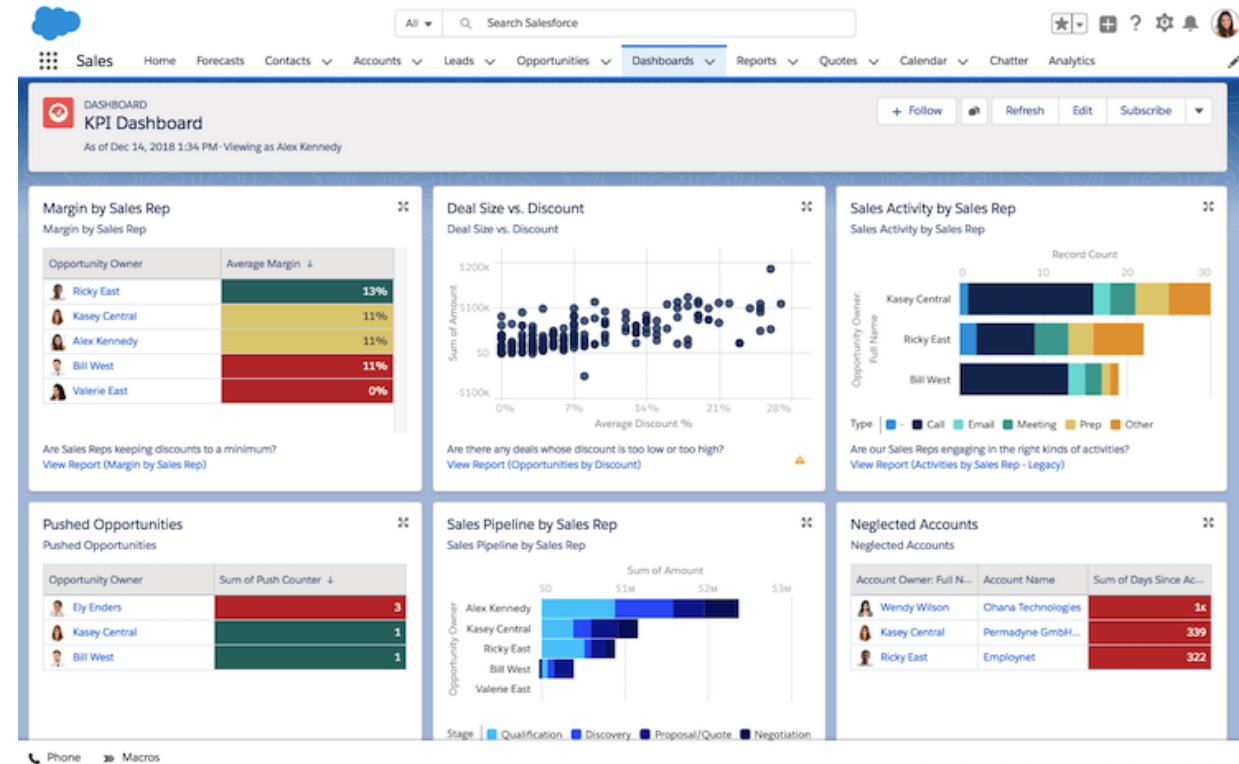
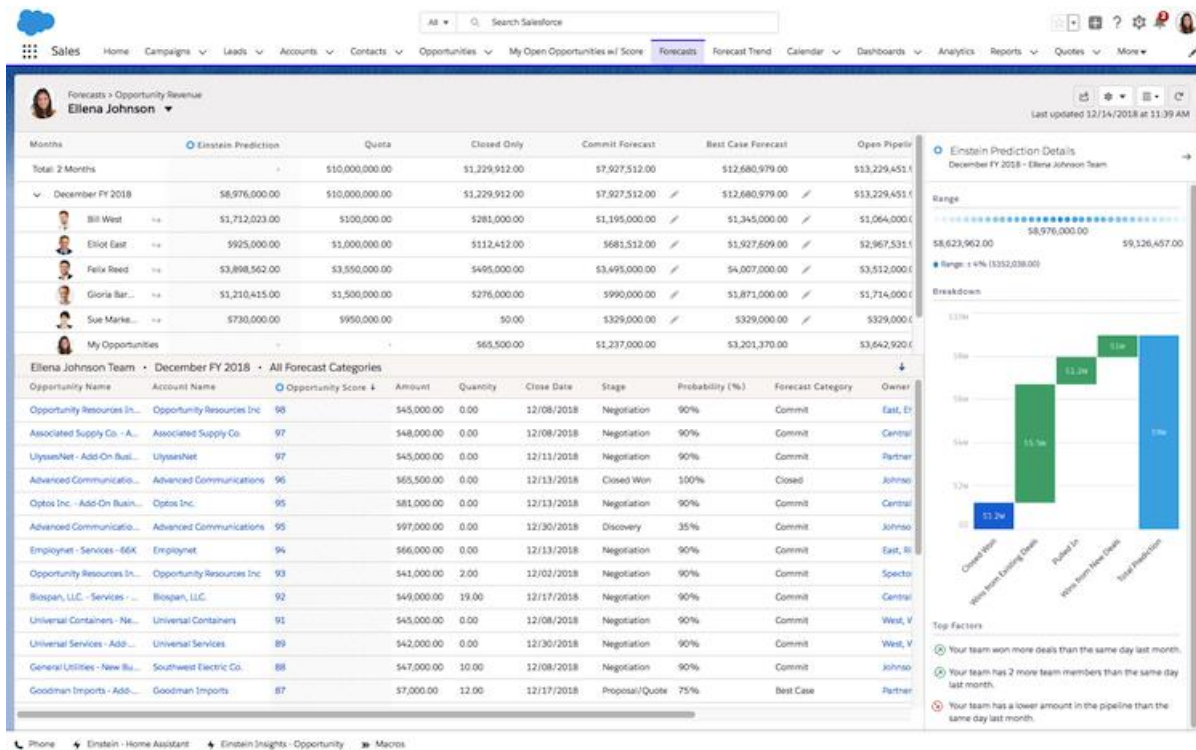
## Technology Enables Organizations to work faster/smarter/more efficient

- See How It Works First-Hand
- Understand how Used by Industry Fortune 100's
  - Across all Business Functional Areas
- Great Resume Builder For You!



Source: <https://www.salesforce.com/>

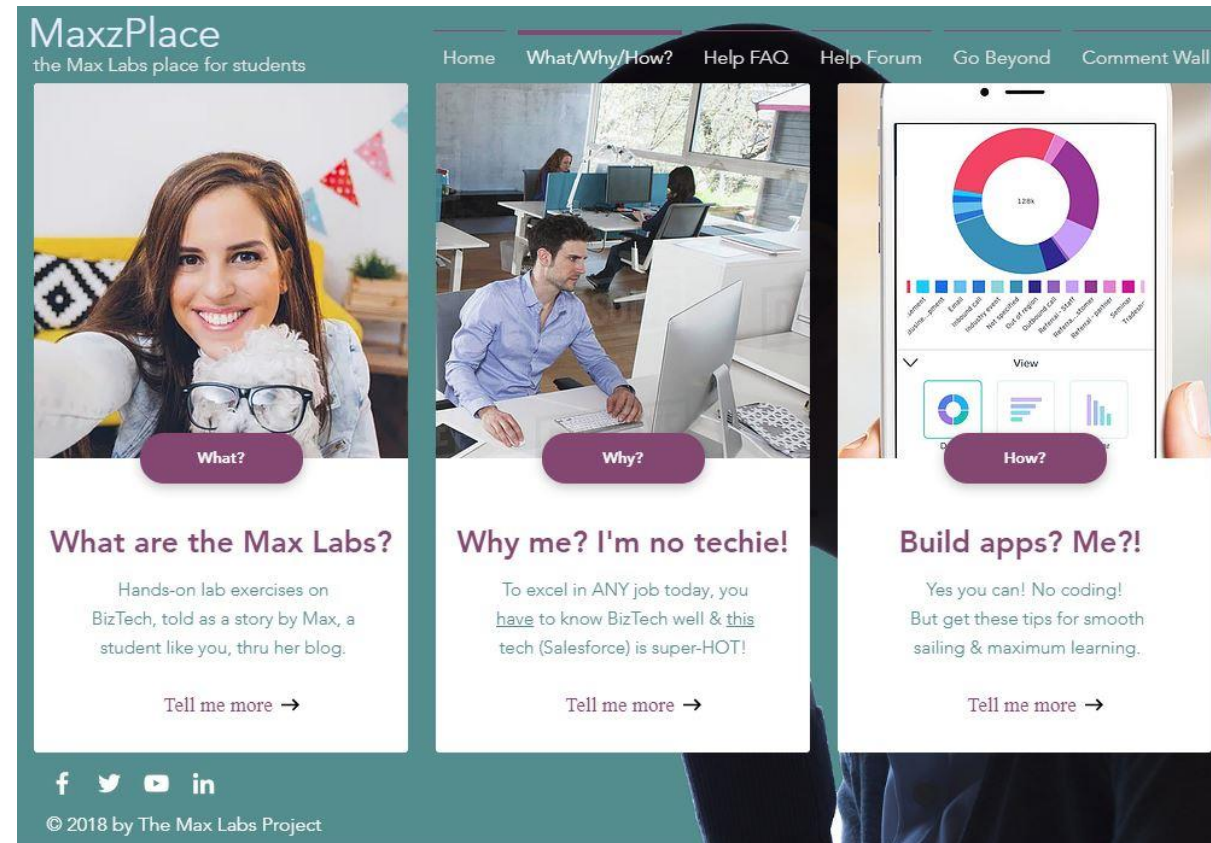
# Max Labs – What do they include?



Source: <https://www.salesforce.com/>

# Max Labs – Tips for Your Success

- READ & FOLLOW every single instruction EXACTLY, in order. (You'll have no problems.)
- READ the cover sheet BEFORE you start every lab.
- ALWAYS read stories BETWEEN instructions. (Connections to our key Course Concepts)
- They're quick (allow about 60-90 min for each lab)
- **DO NOT** get the 30-day trial account from [www.salesforce.com](http://www.salesforce.com).
- The Lab 1b instructions tell you EXACTLY how to pay the lab fee. (Just follow them)
- If you're stuck, FIRST check the Help FAQ at [MaxzPlace.com](http://MaxzPlace.com)
- **BE SURE** your name appears on every screen-capture you submit to show your progress
- DO NOT use Yahoo! for your Salesforce account email. (Use Gmail)
- They're on the exams (w/un-guessable questions)
- They'll help you get a job (IF you can explain what you did/learned)



Source: <https://www.maxzplace.com/what>

# Business Systems Innovation Labs

## Pre-lab Pre-flight Checklist



### "Distinctive, Impressive BizTech Student Blog" (Backstory)

SJSU Business Systems student Max sets out to blog her class, stumbles into a startup adventure, and invites you to follow along.

Prep: What do you need to start?

To get the most out of this pre-lab, you need a healthy curiosity, a sense of humor and a little imagination. Focus, read for understanding, and put yourself in Max's shoes so you don't just read it—you *experience it*.

# Max Labs - Pre-Flight

Due by EOD Sunday

**FOX**  
**MIS**

# Process Mapping

## What

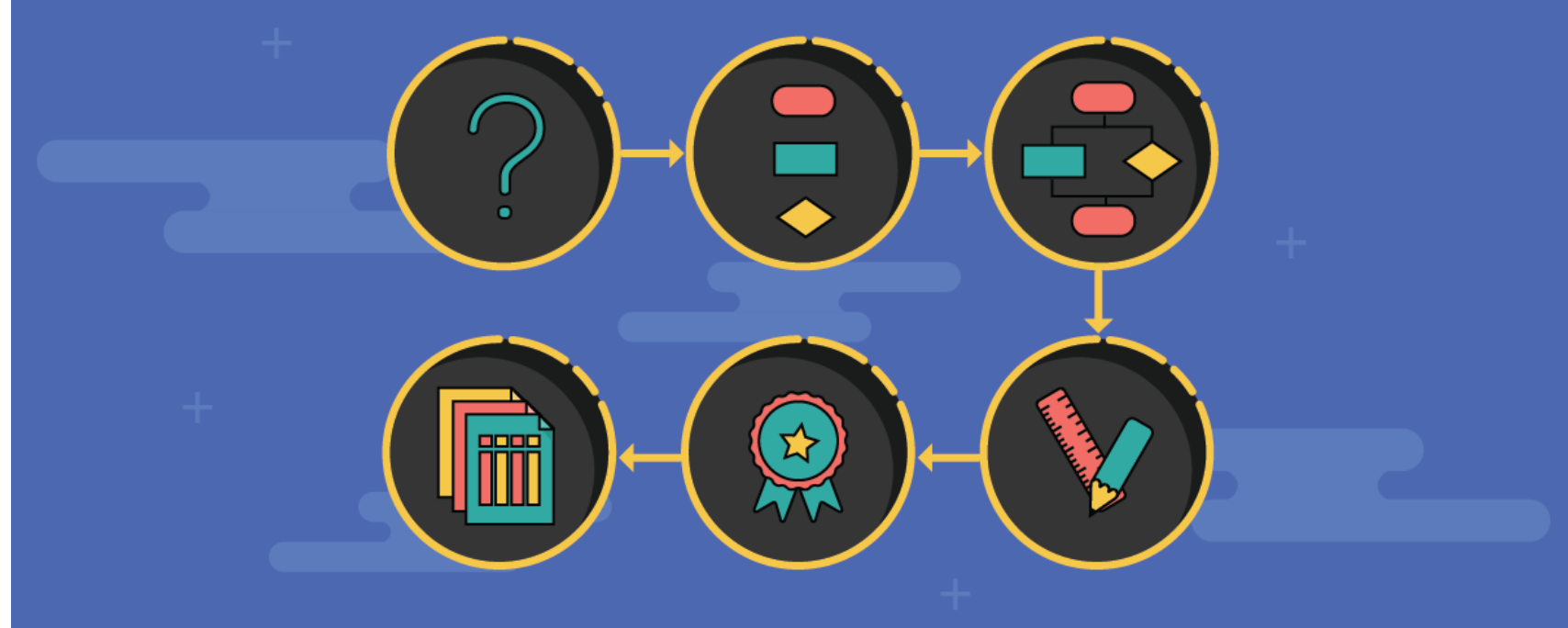
- Visual Representation

## Why

- Identify Problems

## How?

- Draw the “as-is”

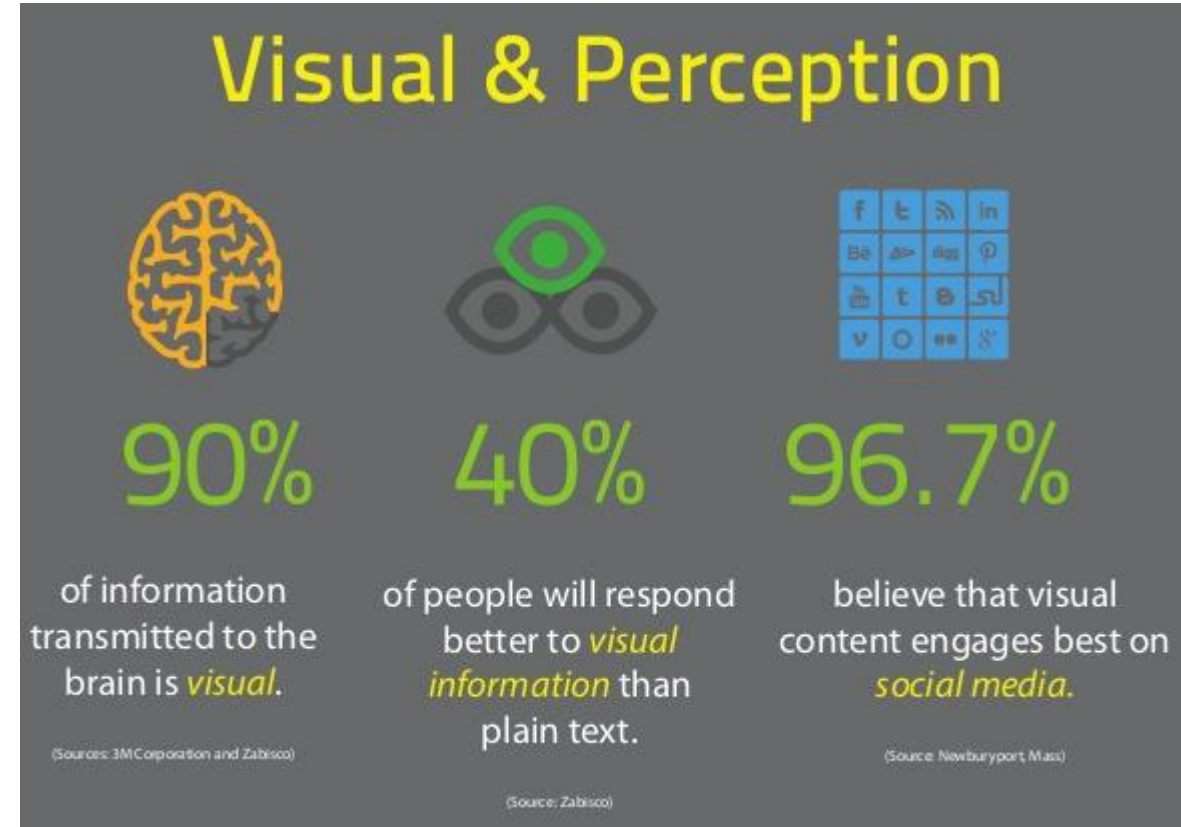


Source: <https://creately.com/blog/diagrams/process-mapping-guide/>

# What's a Picture Worth?

## How about a diagram???

- How fast does the brain process images?
- 70% of your sensory receptors are in your eyes
- 50% of your brain is active in visual processing



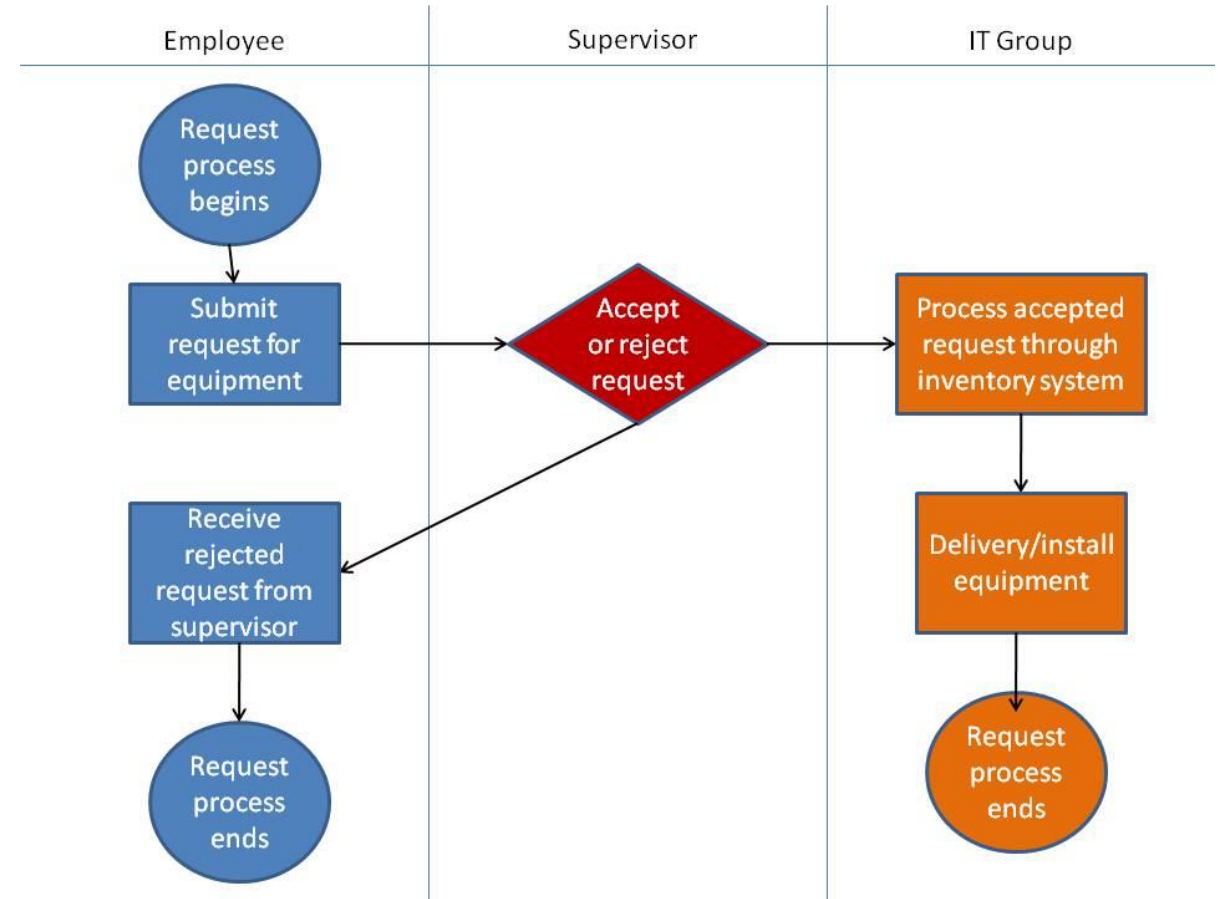
Source: <https://tax.thomsonreuters.com/blog/the-importance-of-visual-content-marketing-infographic/>

Source: <http://esheninger.blogspot.com/2018/08/a-picture-is-worth-thousand-words.html>

# Swim Lane Diagrams

## Advantages

- Identifies who does what & in what order
  - Logical & Chronological
  - Indicates hand-offs
- Versatile
  - Applied to other diagrams
  - Training tool



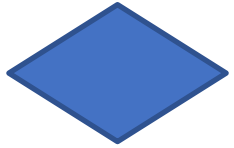
# Swim Lane Diagrams - symbols



- A circle signifies the starting and ending of an event in the process



- A rectangle represents an activity in the process.



- A diamond represents a decision that must be made.



- Arrows indicate the flow of the process.



- A cylinder represents stored data.

# Swim Lane Diagrams – Order to Cash (O2C)

The process starts when the customer contacts Sales to place an order. The person in Sales creates the sales order. As part of doing this, the person in sales first checks to see if the customer has enough available credit to cover the order. They do this by looking up the customer's credit on a report that is generated by Accounting and sent to Sales every Monday morning. If the customer doesn't have enough available credit then the person in sales notifies the customer who can then either update or cancel their order. Next the person in sales checks to see if the items being ordered are in stock. They do this by checking a report on inventory that the Warehouse created at the end of each day. If the items being ordered are not in stock then the person in Sales notifies the customer who can then update or cancel their order. If the report indicates the items are in stock then the order goes to the Warehouse where the workers there will pick the order. Since Sales is looking at a report that is only updated at the end of each day, there is a chance that they accepted an order for an item that is not really in stock. If that is the case the Warehouse notifies Sales who then notifies the customer who can update or cancel their order...

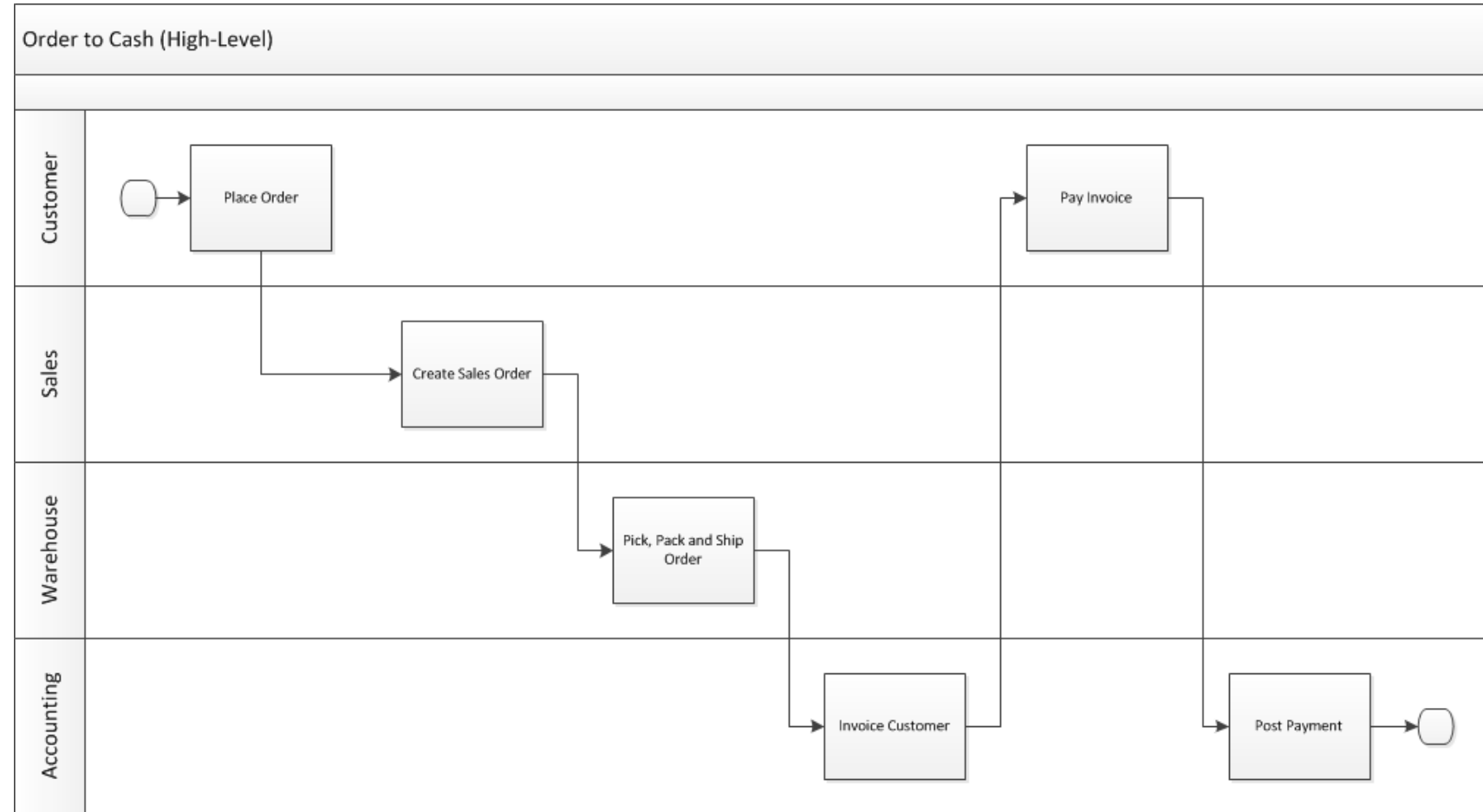
# Swim Lane Diagrams – Order to Cash (O2C)

...Once the people in the warehouse pick the order, the people in Accounting have to make sure that the customer actually has enough credit to cover the order. Since the people in Sales use a credit report that is generated on Monday morning, there is a chance that the information on the credit report is old. If the customer doesn't have enough available credit then Accounting notifies Sales who then notifies the customer who can then choose to update or cancel their order. If the customer has enough available credit then their available credit is reduced by the total cost of the order and the warehouse is notified and they pack and ship the order. As soon as the order is shipped the people in the warehouse notify accounting and accounting generates and sends the invoice to the customer. When the customer pays the invoice the people in Accounting increase the customer's available credit by the amount of the payment, they post the payment and we're done.

# Swim Lane Diagrams – Order to Cash (O2C)

## Who does What & When

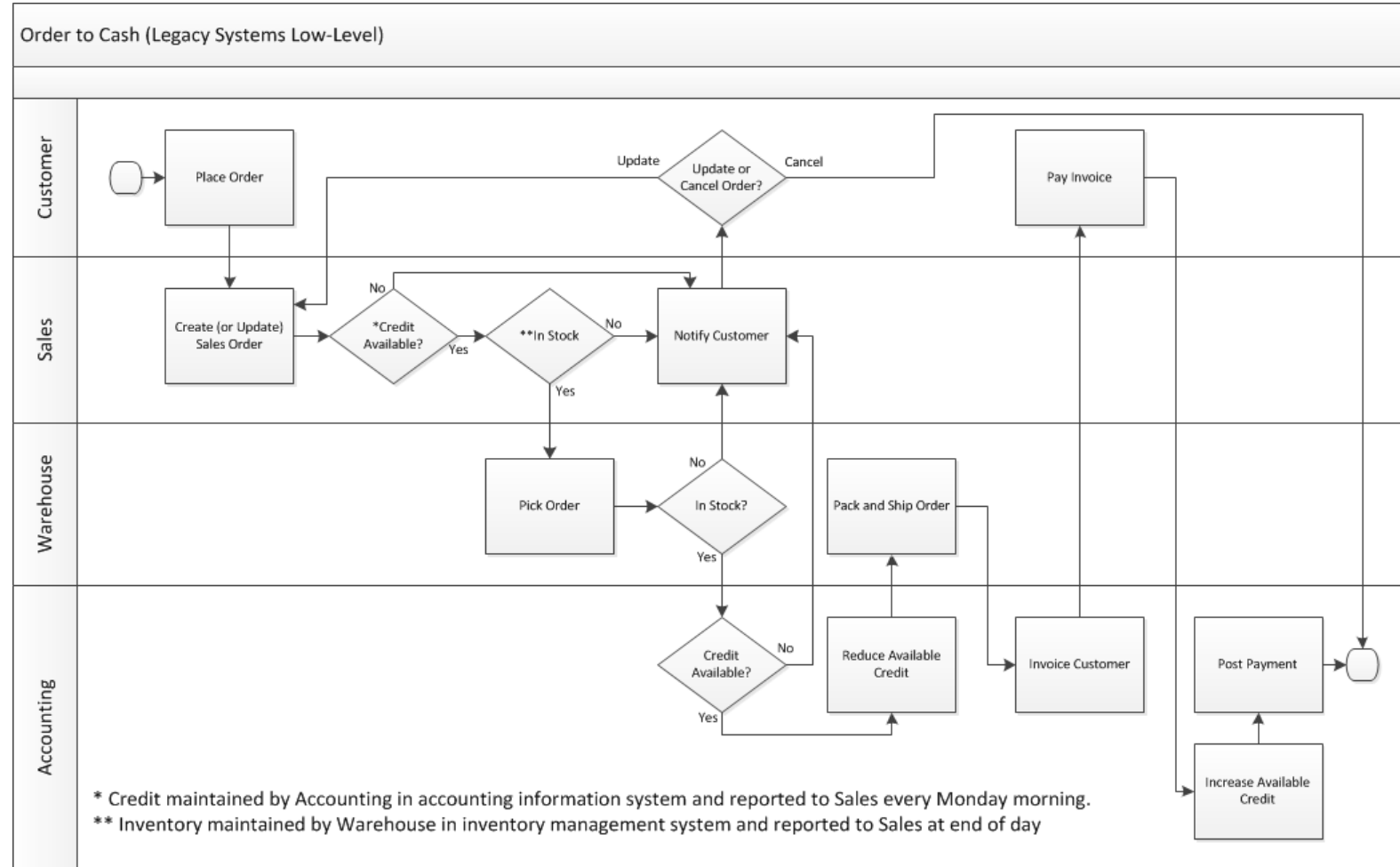
- Overview example



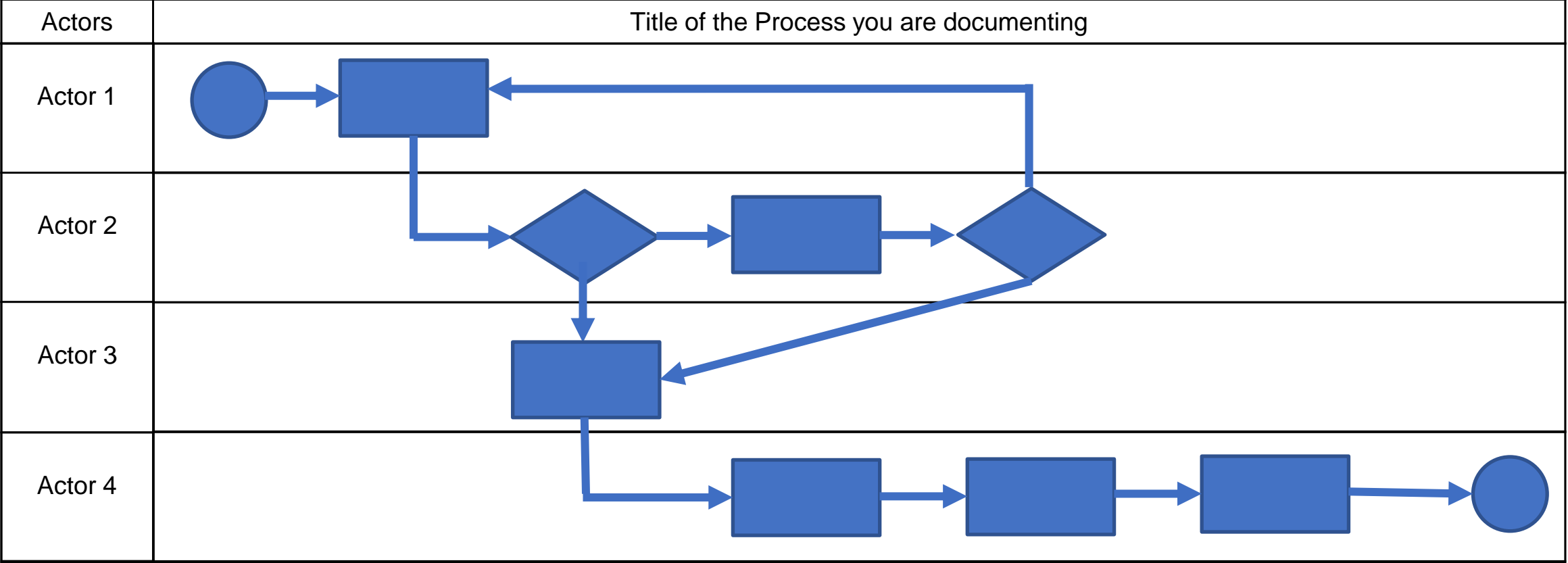
# Swim Lane Diagrams – Order to Cash (O2C)

## Who does What & When

- Complexity added
- Legacy system



# Swim Lane Diagrams – Create your own





# Digital Systems

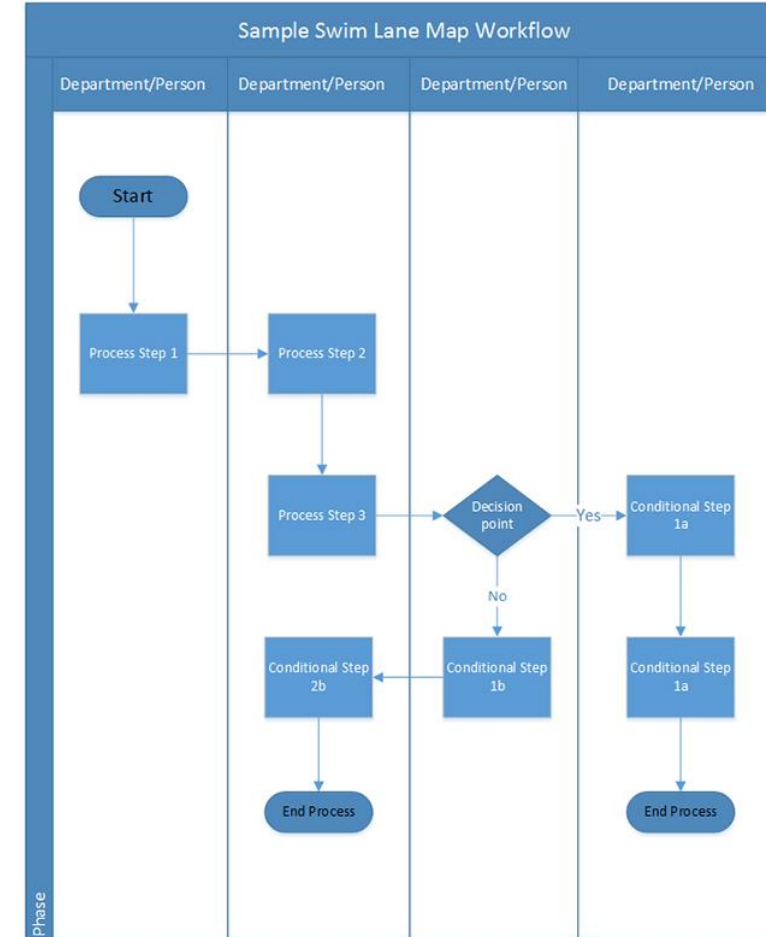
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Swim Lane Diagrams #1  
In-Class Activity

**FOX**  
**MIS**

# ICA#2: Swim Lane Diagrams

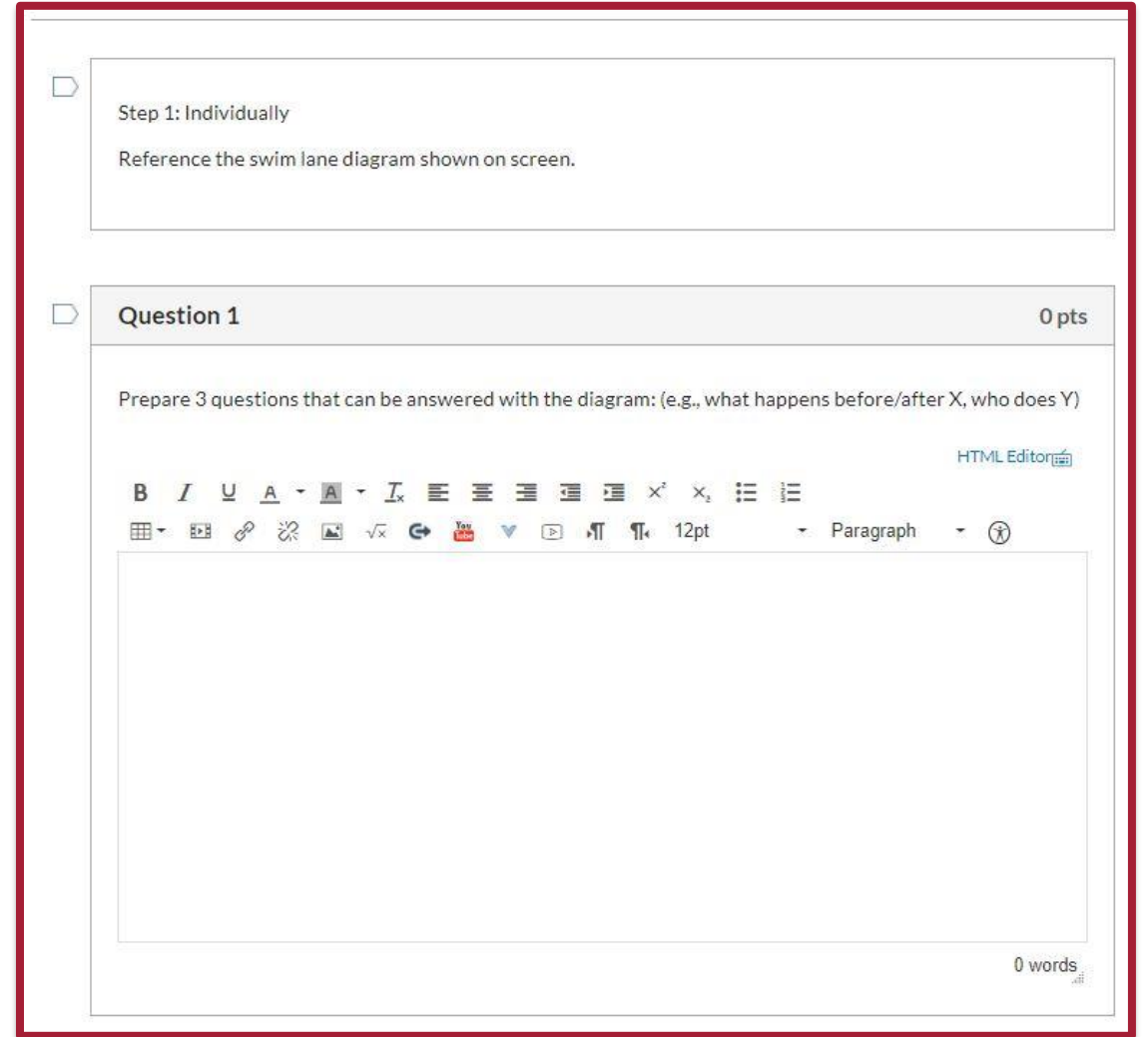
- What?
  - Interpret a swim lane diagram
  - Construct a swim lane diagram from provided story
- Why?
  - Simple, effective tools for documenting a business process and eventually improve it!
  - Everything you do at work will be part of a business process
    - Modeling processes = analysis and improvement opportunities
  - Swim lane diagrams will be on the first 2 exams!



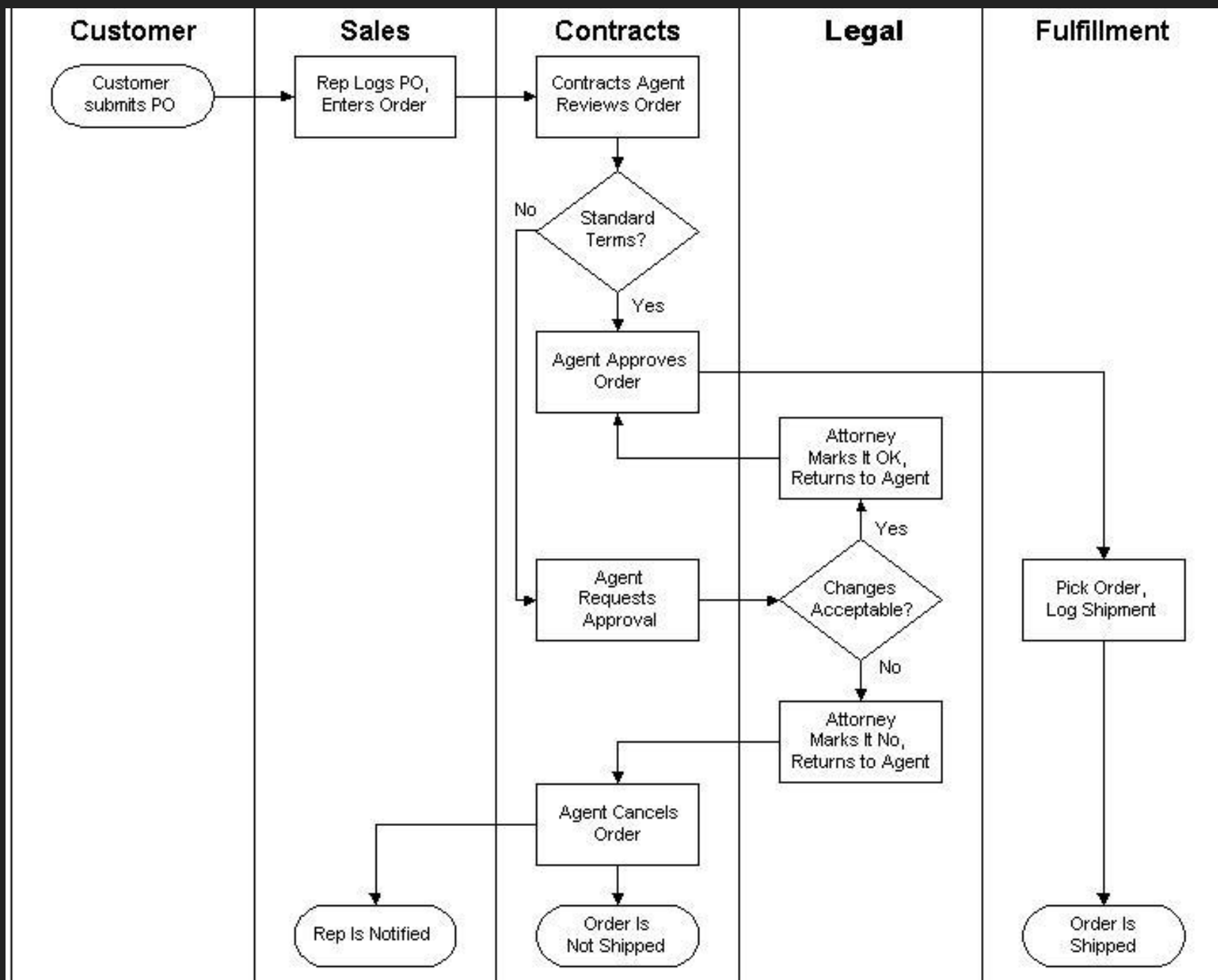
Source: <https://www.businessport.net/wp-content/uploads/2018/10/Swim-Lane-Map-Businessport-blog.jpg>

# Step #1

- Reference the swim lane diagram shown on the following slide
- Prepare three questions that can be answered with the diagram (e.g. what happens before/after X, who does Y) and enter these questions in Canvas



The screenshot shows a Canvas LMS question editor. At the top, there is a section titled "Step 1: Individually" with the instruction "Reference the swim lane diagram shown on screen." Below this is a question editor for "Question 1", which is currently set to "0 pts". The question text is "Prepare 3 questions that can be answered with the diagram: (e.g., what happens before/after X, who does Y)". The editor includes a rich text toolbar with options for bold, italic, underline, text color, background color, link, unlink, insert image, insert video, insert link, and insert table. The text area is currently empty, and the word count at the bottom right shows "0 words".



# Step #2

- **Review the provided narrative and create a swim lane diagram that describes the hiring process at Playwicki Financial Services**
- **Upload your swim lane diagram individually into canvas**

Step 3: Review the following narrative & create a swim lane diagram that describes the hiring process:

Mike is the HR manager at Playwicki Financial Services. They need to hire a new systems analyst. The job has been posted on the company's web site and a few people have applied for the position. The hiring process starts when Mike reviews the applications and matches them up with the job requirements to identify the best candidate. Once the best candidate has been identified, their resume is sent to the hiring manager to review. If the hiring manager is not interested they ask Mike for another candidate and Mike starts looking for another candidate. If the hiring manager is interested in interviewing the candidate, they let Mike know and Mike schedules a phone interview with the hiring manager. The hiring manager conducts the phone interview with the candidate. If the hiring manager is not happy with the candidate, they ask Mike for another candidate and the process starts over again. If the hiring manager is happy with the candidate, then they let Mike know and Mike schedules a face-to-face interview for the candidate with the hiring manager. The hiring manager conducts the interview. If the hiring manager is not happy with the candidate, they let Mike know and the process starts over again. If the hiring manager is happy with the candidate, they notify Mike that they'd like to hire the candidate. Mike call the candidate to offer them the position over the phone. If the candidate is interested, Mike assembles the formal offer and mails it to the candidate. The candidate signs the offer, returns it to Mike and the new employee is officially hired.

Question 2

0 pts

Step 4: Draw a diagram and discuss it as a class. Attach a picture or screenshot of your diagram here.

Upload

Choose a File

Mike is the HR manager at Playwicki Financial Services. They need to hire a new systems analyst. The job has been posted on the company's web site and a few people have applied for the position. The hiring process starts when Mike reviews the applications and matches them up with the job requirements to identify the best candidate. Once the best candidate has been identified, their resume is sent to the hiring manager to review. If the hiring manager is not interested, they ask Mike for another candidate and Mike starts looking for another candidate. If the hiring manager is interested in interviewing the candidate, they let Mike know and Mike schedules a phone interview with the hiring manager. The hiring manager conducts the phone interview with the candidate. If the hiring manager is not happy with the candidate, they ask Mike for another candidate and the process starts over again. If the hiring manager is happy with the candidate, then they let Mike know and Mike schedules a face-to-face interview for the candidate with the hiring manager. The hiring manager conducts the interview. If the hiring manager is not happy with the candidate, they let Mike know and the process starts over again. If the hiring manager is happy with the candidate, they notify Mike that they'd like to hire the candidate. Mike calls the candidate to offer them the position over the phone. If the candidate is interested, Mike assembles the formal offer and mails it to the candidate. The candidate signs the offer, returns it to Mike and the new employee is officially hired.

# Some help.....

- **When does the process starts?**
- **How many Actors do we have?**
  - **Warning: use title** not names on your diagram!
- **Look for 4 decisions (or verification/question?) that will lead to a Yes or No (diamonds)**

# Step #3

- **Discuss as a class**



Source: <https://i1.wp.com/www.nationalreview.com/wp-content/uploads/2016/12/school-bans-students-raising-their-hands-answer-questions-2.jpg?fit=788%2C460&ssl=1>

# Step #5

- **Individually answer three short-answer questions and enter them into the form**
  - In which situations is it useful to draw a swim lane diagram?
  - Describe the main elements included in a swim lane diagram:
  - Do you think you could utilize swim lane diagrams in some of your other classes? If so, what classes and how would you use them?

Question 3

0 pts

Step 5: Answer three short-answer questions (individually)

1. In which situations is it useful to draw a swim lane diagram?
2. Describes the main elements included in a swim lane diagram:
3. Do you think you could utilize swim land diagrams in some of your other classes? If so, what classes and how would you use them?

HTML Editor

**B** *I* U A A *I* 12pt Paragraph

0 words

# Step #6

- **Individually rate this activity**
- **From 1 (completely disagree) to 5 (completely agree)...**

**Question 4** 0 pts

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Rate this activity from 1 (completely disagree) to 5 (completely agree)...

- This is an engaging activity
- I learned a lot completing this activity
- This activity should be used again in future semesters

**Question 5** 0 pts

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Is there anything you would like the professor to know?

[HTML Editor](#)

B I U A A I ≡ ≡ ≡ ≡ × x<sub>2</sub> ≡ ≡

12pt Paragraph ⓘ

0 words

# Want more practice with Swim Lane?

- Look for my email tonight!

# Want to use a free software to draw a swim lane diagram?

- <https://www.lucidchart.com/pages/>

# More to Come

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Prepare with Readings & Videos before our next class!!!