

Managing Information in Organizations

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Chapter 6 Information Management Strategy

Link 6.2 Example of How Business and IT Work Together

The following scenario shows how business and IT staff can work together to purge data relating to obsolete products in Match Lighting. It demonstrates collaboration in an information management project.

Problem: When a list of products is printed, the list contains products that Match Lighting has not sold for over 10 years.	
Proposal: Delete records of products that have not been sold in the last 10 years.	
Business Staff Tasks	IT Staff Tasks
Identify the areas of the business that use product data. <i>Sales, Purchasing, Warehousing. Manufacturing, Distribution, Finance.</i>	Identify which IT systems use product data to help inform business staff of who may use product data. <i>Product database, order processing, stock management, accounts.</i>
Discuss how product data are used in each area. <ul style="list-style-type: none">○ <i>Sales: advertise product, promote product, receive product orders.</i>○ <i>Product design: specifications of product.</i>○ <i>Purchasing: order parts needed for product.</i>○ <i>Warehousing: quantity of product in stock.</i>○ <i>Manufacturing: production schedules.</i>○ <i>Distribution: orders to dispatch, product weight.</i>○ <i>Finance: cost of manufacture, value of sales.</i>	Identify how product data are stored in IT systems. <i>Product data are related to:</i> <ul style="list-style-type: none">○ <i>Part.</i>○ <i>Customer order.</i>○ <i>Production schedule.</i>○ <i>Forecast.</i>○ <i>Invoice.</i>○ <i>Complaint.</i>

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Business Staff Tasks	IT Staff Tasks
<p>Assess the impact on each area of the business of deleting the product data.</p> <ul style="list-style-type: none"> ○ <i>Product design will not have a record of previous designs.</i> ○ <i>Sales will not have historical data for analysis.</i> 	<p>Assess the impact on IT systems of deleting the product data.</p> <p><i>Need to delete associated records of:</i></p> <ul style="list-style-type: none"> ○ <i>Customer order.</i> ○ <i>Production schedule.</i> ○ <i>Forecast.</i> ○ <i>Invoice.</i> ○ <i>Complaint.</i>
<p>Together, agree a plan of work needed to delete old product data.</p> <ul style="list-style-type: none"> ○ <i>Create an archive of obsolete product designs so the product design department has an historical record of products but the data are not included in the current product database.</i> ○ <i>Create a summary of sales for the obsolete product to support historical analysis.</i> ○ <i>Delete associated records for obsolete products (such as, order, schedule, forecast, invoice, complaint).</i> ○ <i>Delete obsolete product records.</i> 	
	<p>Raise any queries with the business.</p> <p><i>Order number 0159852 relates to an obsolete product. The order was placed three years ago and has not been closed. Can the order be closed and deleted?</i></p>
<p>Resolve queries raised by IT.</p> <p><i>Order number 0159852 was created in error. The order can be closed and deleted.</i></p>	<p>Write program code to resolve queries.</p> <p><i>Write code to close and deleted order number 0159852</i></p>
<p>Develop a policy for retention of product data.</p> <p><i>Product data are retained for three years after the product was last offered for sale. The product design then needs to be archived. A summary of sales data must be created before the product data are deleted.</i></p>	<p>Implement the policy for retention of product data.</p> <p><i>As part of the annual purging cycle, run a program to identify products that satisfy the criteria for purging. Archive product designs, create a summary of sales data then purge data.</i></p>