Part A: Theory

1. In the space provided, explain how each of these legislation / regulations, from all levels of government, affect aspects of business operations:

 a. Anti-discrimination legislation,

 b. Ethical principles,

c. Codes of practice,

d. Privacy laws,

e. Financial legislation,

 f. Health and safety legislation,

 g. Consumer law,

 h. Credit procedures legislation and regulations.

1. Why is it necessary to have a working knowledge of the legislation involved in business?
2. What 4 steps need to be observed in order to successfully implement a new or modified system? Summarise each step in your own words.
3. How can you design effective procedures?

 5. What are the key elements to consider when researching administration system requirements? What resources would you use to identify each element?

6. Develop a list of selection criteria for choosing a software supplier. Prioritise these criteria and explain your reasoning.

7. Why is it important to involve staff in the implementation of administration systems?

 8. Describe the relative advantages and disadvantages of the different methods for monitoring administration system use.

9. What policies/procedures currently exist in your workplace (or should exist) with respects to sourcing and/or procurement. Provide a brief summary of each policy/procedure, who are they intended for?

 10. Provide a brief explanation of what we mean by ‘change’ and ‘change management’ in a business context. Your response should include impacts of change, as well as resistance, and consequences, if they are left unattended.

11. Explain how you can monitor a system to ensure it meets the changing needs of the group/individual/organisation it was intended to serve

12. What is the purpose of evaluating the project, including the current system and success of its implementation, the project team and project contracts? At what stage would you evaluate each? Briefly outline your process for different stages of the project cycle?

 13. Explain the role of a project manager, system analyst, users, stakeholders and project sponsor in terms of planning and implementing an administrative system. What roles and responsibilities would each have in different phases of the project lifecycle?

Part B: Assignment Instructions:

 Select an administration system that might be implemented by an organisation and complete the activities below. The systems should relate to:

 • Personnel management (e.g. A system that calculates and manages employees' annual leave),

• Financial management (e.g. A system that tracks and follows-up outstanding payments), or

• Data collection (e.g. A system that can be used to collect customers' feedback), or

 • Data analysis (e.g. A system that can be used to analyse sales trends), or

 • Information sharing (e.g. A system that can be used to ensure that any changes to organisational procedures are communicated to all of an organisation's departments/ staff),

• Record-keeping (e.g. A system that stores customers' information and buying history) Tasks 1.

Write a Request for Quotation for the development and supply of that system.

 Include:

 • Details of your organisation (e.g. Who you are and what you do)

 • A description of the system required

• Detailed information about the system requirement

• The timeline for system implementation

 • How their quotation should be submitted

 • How their quotation should be formatted

• A request for details about post-purchase costs, such as technical support, maintenance and the ongoing costs of operation

• The date by which their quotation should be received

• Who to contact if they need more information

2. Create an action plan, to do list, checklist, flow chart or Gantt chart for the implementation of the administration system.

 3. Identify 2 problems that might be encountered when implementing the system and explain how these problems can be prevented and dealt with (e.g. contingency plans).

 4. Identify a core process for your selected system and explain why it is necessary (why change?), and what it aims to achieve.

1. For the process you have identified, write a procedure that outlines how achieve the desired outcomes. Include details about:

• What to do,

• What not to do,

• How to do it,

• When it should be done,

• Who should do it,

• What resources are available,

• What the expected results are.

6. List any concerns you (or others) may experience relating to this change.

7. Explain how you (or your organisation) could better prepare, train and support staff throughout the changes?

8. Research and explain what security precautions your organisation should take with the new system. Make recommendations as to how the security can be improved.

 9. Find out what privacy laws your state or territory is governed by, name them and summarise how they relate to your identified system.

10. Design a survey that could be used to identify the training needs of employees in relation to administration systems.