

**Chapter – 5 : BPA Through SW****1. Classification of Business Application:**

Basis	Type	Meaning
Nature of Processing	Real Time	Input is continuously, automatically acquired from sensors
	Online	Data is processed immediately while it is entered
	Batch	A processing of large set of data in a specific way, automatically
Size & Complexity of Business	Large Business	Business tools that tend to be favored by larger businesses like CRM , SCM , ERP etc.
	SBE Business	Software designed to help them to run their operations better, cut costs and replace paper processes
Source of Application	Leased SW	User pays Fixed Rent for using the application for agreed terms
	Packaged SW	Which are not free but are licensed, Ex. Tally, Oracle 9i etc
	Custom Build APP	App. configured to meet a particular company's requirements
Nature of Application	Industry Specified	Specific App. focused on a specific industry sector. Ex: banking
	Legal Mgt SW	Used by Legal Professional like big legal firms for case study and data analysis & Management
	Logistic	App to track products and people across the globe
	Product Life Mgt SW	To launch new products and are involved in development of new products
	ERP SW	To manage resources optimally and to maximize the Three (3) Es i.e. Economy, Efficiency & Effectiveness of business operations
	Mgt Support SW	Used for Decision Making and for long term and short term planning
	CRM	Used largely in FM CG categories, to interact with their Customers and respond to them
	Compliance	Used in e-compliance for its citizens with government promoting e-filing of documents, e-payments taxes, e-storage of data et
	Office Mgt	To manage their office requirements like MS Word, Excel, PPT etc
	Accounting	For accounting, like Tally, SAP, Oracle Financials etc.



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2. Explain: BPA – Business Process Automation

Ans.:

BPA is a strategy that is used to optimize and streamline the essential business processes, using the latest technology to automate the functions involved in carrying them out.

3. What BPA should ensure for the success of automation of any business process?

Ans.:

Confidentiality: To ensure that data is only available to persons who have right to see the same;

Integrity: To ensure that no un-authorized amendments can be made in the data;

Availability: To ensure that data is available when asked for;

Timeliness: To ensure that data is made available in at the right time.

4. What are the benefits of automation?

Ans.:

- A. Reducing the Impact of Human Error
- B. Transforming Data into Information
- C. Improving performance and process effectiveness
- D. Making users more efficient and effective
- E. Making the business more responsive
- F. Improving Collaboration and Information Sharing
- G. Cost Saving
- H. To remain competitive
- I. Fast service to customers

5. How to go about BPA?

Ans.:

Step 1: Define why we plan to implement BPA?

Step 2: Understand the rules/ regulation under which it needs to comply with?

Step 3: Document the process, we wish to automate.

Step 4: Define the objectives/goals to be achieved by implementing BPA. (SMART)

Step 5: Engage the business process consultant.

Step 6: Calculate the ROI for project.

Step 7: Development of BPA.

Step 8: Testing the BPA.



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6. What are the applications that help entity to achieve BPA?

Ans.:

- A. Tally
- B. SAP R/3
- C. MS Office
- D. Attendance Systems
- E. Vehicle Tracking System
- F. Automated Toll Collection Systems
- G. Department Stores Systems
- H. Travel Management Systems
- I. Educational Institute Management Systems
- J. File Management System

7. What are the types of information processing cycle?

Ans.:

Manual Information Processing Cycle:

The level of manual intervention is very high.

- A. **Input:** Put details in register.
- B. **Process:** Summarize the information.
- C. **Output:** Present information to management in the form of reports.

Computerized Information Processing Cycle:

- A. **Input:** Entering data into the computer;
- B. **Processing:** Performing operations on the data;
- C. **Storage:** Saving data, programs, or output for future use; and
- D. **Output:** Presenting the results.

8. Explain - Delivery Channels

Ans.:

Information Delivery Channel: How to choose one?

- A. More than just the Intranet:
- B. Understand staff needs & environment
- C. Traditional Channel need to be formalized

Product Delivery Channels: How to choose one?

So, any delivery channel shall work till it convinces customer.

The customers have moved from purchase of physical books to e-books.

This shift has forced business to strategize their delivery channels

**Chapter – 5 : BPA Through SW****9. Explain - Controls in BPA**

Ans.:

Control is defined as policies, procedures, practices and organization structure that are designed to provide Reasonable Assurance that business objectives are achieved and undesired events are prevented or detected and corrected.

10. What are the major objective of Control?

Ans.:

- A. Authorization
- B. Completeness
- C. Accuracy
- D. Validity
- E. Physical Safeguards & Security
- F. Error Handling
- G. Segregating of Duties

11. What are the types of Controls?

Ans.:

- A. Preventive Controls, B. Detective Controls, C. Corrective Controls

12. Managerial Controls:

Top Management	Top management must ensure that information systems function is well managed. It is responsible primarily for long – run policy decisions on how Information Systems will be used in the organization.
Information System Management	IS management has overall responsibility for the planning and control of all information system activities. It also provides advice to top management in relation to long-run policy decision making and translates long-run policies into short-run goals and objectives. <u>Major Functions of Senior Manager –</u> ➤ Planning, Organizing, Leading, Controlling.
SD Management	Systems Development Management is responsible for the design, implementation, and maintenance of application systems. <u>Diff. Types of Audit –</u> ➤ Concurrent Audit, Post Implementation Audit, General Audit
Programming Management	It is responsible for programming new system; maintain old systems and providing general systems support software.

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	Major Phases of PDLC – <u>Planning</u> , <u>Design</u> , <u>Coding</u> , <u>Testing</u> , <u>Maintenance</u> Testing includes – A. Unit Testing, B. Integration Testing, C. Whole of Program Testing Maintenance includes – A. Corrective, B. Adaptive & C. Perfective Maintenance
Data Administration	Data administration is responsible for addressing planning and control issues in relation to use of an organization's data.
Quality Assurance Management	It is responsible for ensuring information systems development; implementation, operation, and maintenance conform to established quality standards.
Security Administration	It is responsible for access controls and physical security over the information systems function. Security from major threats like Fire, Water, Energy Variations, Structural Damage, Pollution, Unauthorized Intrusion, Viruses and Worms, Misuse of Software – Data – Services & Hackers
Operations Management	It is responsible for planning and control of the day-to-day operations of information systems.

13. Explain - Application Controls**A. Boundary Controls:**

Cryptographic Controls –

Encryption and Decryption of Data, For the privacy of data & to prevent unauthorized modifications of data.

- 1) ACM - IAA
- 2) PIN – For Identification and Authorization use combination of numbers
- 3) Digital Signatures – Establish the authenticity of persons and prevent the denial of messages or contracts when data is exchanged electronically
- 4) Plastic Cards – Are used to store information required in an authentication process

B. Input Controls:

- 1) Source Document Control
- 2) Data Coding Control
- 3) Batch Controls
- 4) Validation Controls



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C. Communication Controls:

- 1) Physical Component Controls
- 2) Line Error Controls
- 3) Flow Controls
- 4) Link Controls
- 5) Topological Controls
- 6) Channel Access Controls
- 7) Internetworking Controls

D. Processing Controls:

- 1) Run to Run totals
- 2) Reasonableness Verification
- 3) Field Initialization
- 4) Exception Reports
- 5) Existence/ Recovery Controls

E. Output Controls:

- 1) Storage & Logging of Sensitive and Critical Forms
- 2) Logging of Output Program Executions
- 3) Controls over Printing
- 4) Report Distribution and Collection Controls
- 5) Retention Controls
- 6) Existence / Recovery controls

F. Database:

- 1) Sequence check Transaction & Master Files
- 2) Ensure all records on files are processed
- 3) Process multiple transactions for a single record in the correct order

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