

CASE STUDY QUESTIONS

1. What kinds of systems are described in this case? Identify and describe the business processes each supports. Describe the inputs, processes, and outputs of these systems.

ANSWER: In this case, the domino used the Transaction Processing System. The reason behind that I pull out this system from this case, Domino changes its system manual to auto (online) as well as customer choice preference Domino.

Business Processes System, in this case, are: Pizza tracker System, Pulse, Online Polling system, Online Ordering System, and Point-of-Sale system.

- A. Pizza Tracker: Customers can track through adding ingredients till delivery.
- B. Pulse: Domino uses this system for effective management and continues harmonious.
- C. Online Polling System: They use this system to gather information from local franchise continuously which cause improved and better delivery as well as taste.
- D. Online Ordering System: Customers order the food online from the website and through an application, however, they add a choice of ingredients (crust, cheese, sauces, topping, etc.).
- E. Point-Of-Sale System: Customers pay online through a credit card or online payment system which escapes the time of customers as well as makes efficient the system.

INPUT: Customer choice type in the topping, ingredients, pizza crust, combo, and payment type.

PROCESSES: The input data is transferred to the system and database along this preparing pizza and updating the status of orders placed online. The data support system contains the information and help in improving the ingredient and freshness of pizza.

OUTPUT: the output of this case is the number of pizzas to deliver, side order quantity, address to deliver, and 20% of orders in 2010 through the online platform.