IBE505 Exam – 59

Task 1.

UPS is an American shipping and supply chain management company that intends to use digital tools to synchronize its operations and logistics strategy to better meet customer needs. They ran interviews with a portion of their customers and concluded that there are two major customer experience challenges UPS need to deal with:1) fast delivery and 2) real-time package tracking. As a chief innovation officer (CIO)at UPS

A) A solution that would significantly help on the stakeholders and the customers would be to include the SRM this task. This is because with the help of this software you can easily hold track with all your stakeholders. Communication to the stakeholder from an early point is key to get success with this. If we have 2 ways communication it with help building trust within the organization, it will show that the organization care about their stakeholders and customers. That would enhance efficiency on the company operations.

B) What I said in the previous task is that to use SRM – software would help the organization. SRM is a program where you easily can create communication with your stakeholders and create records of phone calls and etc.

C) My role as a Chief Innovation Officer (CIO) is to work with information technologies to improve the company's goal and create new solutions with this.

D) If we a lack of skills within my organization on my innovative solutions, I would hire a consultant/contractors that could help my workers get more information about my solutions and how SRM works.

E) I think that SDGs goal nr 17 would have a positive impact on my organizations which is about partnerships to achieve our goals. Because we have a lack of skills with my new solution with the SRM – Software. So we need to include third parties to help my workers get better and more skills with this.

2. The COVID-19 pandemic has affected the education industry and nearly all institutions have been adopted to digital education approaches that make it safer for both students and teachers to meet social distancingconstraintswhile keeping the academic standard unaffected. Major problems with remote learning arethe limited access to labs and lab equipment and inability to monitor suspicious activities such as opening tabs, chat boxing in the background, picture exchange and more while students are taking home exams.

A) The best solution would of course be A virtually reality 3d lab would be. Were the students would have a VR headset and had to the experiments all alone with the support of a teacher. The other solutions to this is a live lab session, were the teacher does of all the experiment and recording this to all his students from a point of view.

B) A good solution to this is when a students take an exam, they will need to have a webcamera recording themselves through the hole exam. then the teacher can see the student's activity throughout the exam. And flag out suspicious activity They could also record their screen and microphone, but I don't think this is legal.

C) The technologies that can be used with the webcamera is facial recognition which can automatically flag out suspicious activity and machine learning that can learn itself when there is suspicious activity.

D) There are several impacts on online learning. The online learning causes social isolation, lack of motivation, bad technology and critical thinking. Which causes bad learning from the students and people are also dropping out from schools more easily.

E) SDGs goal nr 4 will have a positive impact here with the education. Which is about quality education. Because is about remote education and better learning.

3. As hospitals strive to provide the right care to the right patient at the right time, healthcare providers need to do two things: evaluate patients' needs accurately and manage hospital resources effectively. Shortage in healthcare staff can lead to overworking, crowdingand hence more medical errors, and patients feel neglected.

A) Because there's a lot of undemand staff within the healthcare there a lot of overworked staff. There should be a better solution to this, were a nurse only working with maybe 4 patients at the time. This will cause less errors if a the person who is working is working overtime. Because if the person have too much to do at one time it will more easily causes errors. And they should carry a small ipad looking thing which they can keep a journal tracking for each patient.

B) They will need a software which can keep track of the patients that include what the cause of the patients, medicine needed, time that medicine was given and by who. Which makes it easier for the nurse to get the information needed for the patient.

C) The positive thing here to use cloud is that all the nurses can get a gold of the information that is stored in the journal. This journal could not work without cloud storage. Because if you had saved all the storage internally the information would only been possible to see on one journal unit.
the four cloud models are:
DAS – direct attached storage
SAN – storage area network
NAS – Network attached storage
journal storage

D) Because hospital are driven by the municipality they are funded by the citizen who pay taxes. They also have private persons or organization who they are funded by. My solution is by hiring third parties companies to help the staff get the help and skills who is needed.

E) The SDGs goal 3 here is the right choose for this. Where it includes "Good health and well-being".

4. Industrial digital transformation can be defined as the minimum effort to stay in business.

a) Defensive strategies are used when you have threats and weaknesses within your companies.
   Aggressive strategies are used when you have opportunities and strengths within your company in the commercial sector.
   they are both used in the Swot-analyses but bare are used in different steps

b) When a crisis like COVID-19 show up there are always made emerged technology. The bad thing when a crisis like this shows up unexcepted there is always a lack of technologies that is needed in this situation. The good thing about that is the there is a "need" to make technologies that is missing in this situation. So, it easier for the creator to find that need. is what I am trying to say here. And the people who is working with this have more and better time to devolpe these technologies.

c) That is technologies that is made and later on need to be refactored by it current needs. Like when COVID-19 came to this world.

d) Due to bad systems and implementation are the main leading to failure for organizations. When a company never reaches completion and lack of IDT strategy and when they have too much focus on technologies rather than completing tasks and have the vision in their mind.

e) Lights out manufacturing mean that when a process is fully automated and is driven only buy robots/technology, with no human needed. Example of this can be 3d printing and all other way a process can complete be driven by itself.

Sources:

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