

## SECTION 3 - METHODOLOGY

### 3.1. Business Process Evaluation Methodology

#### *Interviews*

Interviews were needed in order to look at Addressing Section at Seminole County's Planning & Development Department from a process perspective. In the Addressing Section, we interviewed employees who have experienced the power of process improvement and who understand the key roles in process management. In addition to staff interviews, we reviewed any existing documentation of the process. We developed flowcharts to document information from interviews, including time for steps and information flow. Simultaneously, we reviewed interview documentation and obtained feedback.

BUSINESS UNIT	% Complete	# Interviews	# Processes	# References
Addressing	100	Multiples	12	Multiples

#### *SCOR Evaluation Criteria*

The evaluation criteria are supported by the Supply Chain Operation References Model (SCOR) based on five principals of performance: Reliability, Responsiveness, Flexibility, Cost and Profitability. These principals are weighted according to the relevance of each principal criterion through the behavior of the system. The total weight of the system is 100%.

In addition, each principal criterion has its own standard explained through questions which are weighted and scored between 0-100% according to the evaluator. The principal criteria are evaluated according to the definitions below.

1. **Reliability:** Describes the performance of the Addressing Section in delivering the service to the correct place, within the required time frame, in the condition required, with the necessary documentation, to the assigned Division.
2. **Responsiveness:** Describes how quickly the Addressing Section provides services to the correct customers.
3. **Flexibility:** Describes the ability of the Addressing Section to respond to customer changes.
4. **Cost:** Describes the cost associated with operating the Addressing Section in terms of man-hours.
5. **Profitability:** Describes the effectiveness of the Addressing Section in managing assets to support demand satisfaction.

### **3.2 Technical Evaluation Methodology**

The purpose of the technical evaluation criteria and weighting is to assist in the evaluation of software development methodologies (SDM) used in meeting the objectives of the SCI.NET project. The SDM is the utilization of various programming languages, techniques, and products in various combinations. Some SDM may employ multiple vendors.

In order to facilitate the best choice for the project, it is essential to follow an objective methodology which allows quantification of the capabilities and features of each system or alternative. The SDM measures critical components of the software solution, which are:

- **Usability and Integration:** The system should be effective, efficient, and satisfy the user by providing the best way to complete tasks and solve problems for a particular

situation. High usability means that the system is easy to learn and remember. The system should be user friendly for everyone, especially those people who are unfamiliar with the Internet, programming, or other computing concepts.

- **Scalability and Maintainability:** The system will be tested through the control system for this purpose and any technical problems will be controlled to keep intact or carry on the entire system configuration, in order eliminate any faults, and to preserve and retain the functionality of the system.
- **Development Cycle:** The system must be able to adapt and change in order to meet the user's needs. The documentations and examples are essential for the system to be properly adapted to the business environment.
- **Security and Reliability:** The system will be reliable and easy to access for all users. Users will be able to trust the system, knowing that it can be used at any time. The system must provide different levels of security access in accordance with the responsibility for approving or denying each change on the agenda. The system must track all the operations and users, according to their level of responsibilities.
- **Solution Provider:** The vendor must be evaluated to insure experience and expertise when assisting the client.

In order to get the total punctuation of the system, each component is measured according to the importance (relative weight) it has in the overall performance of the software solution. In addition, each component is divided in criteria and each criterion is measured according to the importance that it has in the overall performance of the system component. The sum of the percentile weight assigned to each criterion must be equal to 100 %. In the same way, a numerical score is given by the evaluator to each criterion in the following range:



- 10: Fully meets the criteria
- 0: Does not meet criteria

Next, the overall score is calculated by multiplying weight by score and summing for each component with the result multiplied by the component's percentile overall weight to get the punctuation of the system's component. Finally, the punctuation obtained by the usability, scalability, development cycle, security, and solution provider is summed to get the total punctuation of the evaluated system.