

This document presents the output of the Case Study implementing a system to expand the operations of Suntap Energy Systems.

Process Document

Suntap Energy Systems

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Background

Suntap Energy systems, (formerly KEM Materials) is a renewable energy company headquartered in Turkey. In addition to developing, building, owning, and operating solar power plants and wind energy plants, it also manufactures high purity polysilicon, monocrystalline silicon ingots, silicon wafers, solar modules, solar energy systems, and solar module racking systems. Originally a silicon-wafer manufacturer established in 1989 as the Kontoya Electronic Materials, Kontoya sold the company in 1999. Suntap works with governments, privately owned companies and not-for-profit organizations for establishment of energy stations with capacity ranging from 10MW to 500MW.

Expansion

The **Marketing and Corporate Communications** department of Suntap Energy Systems, is expanding and requires a system to manage their processes. Below are some of the details provided by Suntap's head of corporate communications.

Department Activities

- Publish Suntap Monthly Magazine
- Publish blogs and newspaper articles on renewable energy options
- Organize Events for exhibiting the Suntap products for various domains like agriculture, residential complexes and industrial setups, etc.
- Arranging hotel stays for corporate delegates for the events organized by Suntap
- Prepare Suntap yearly event calendars

- Accept enquiries and cases for public communication and reply to them

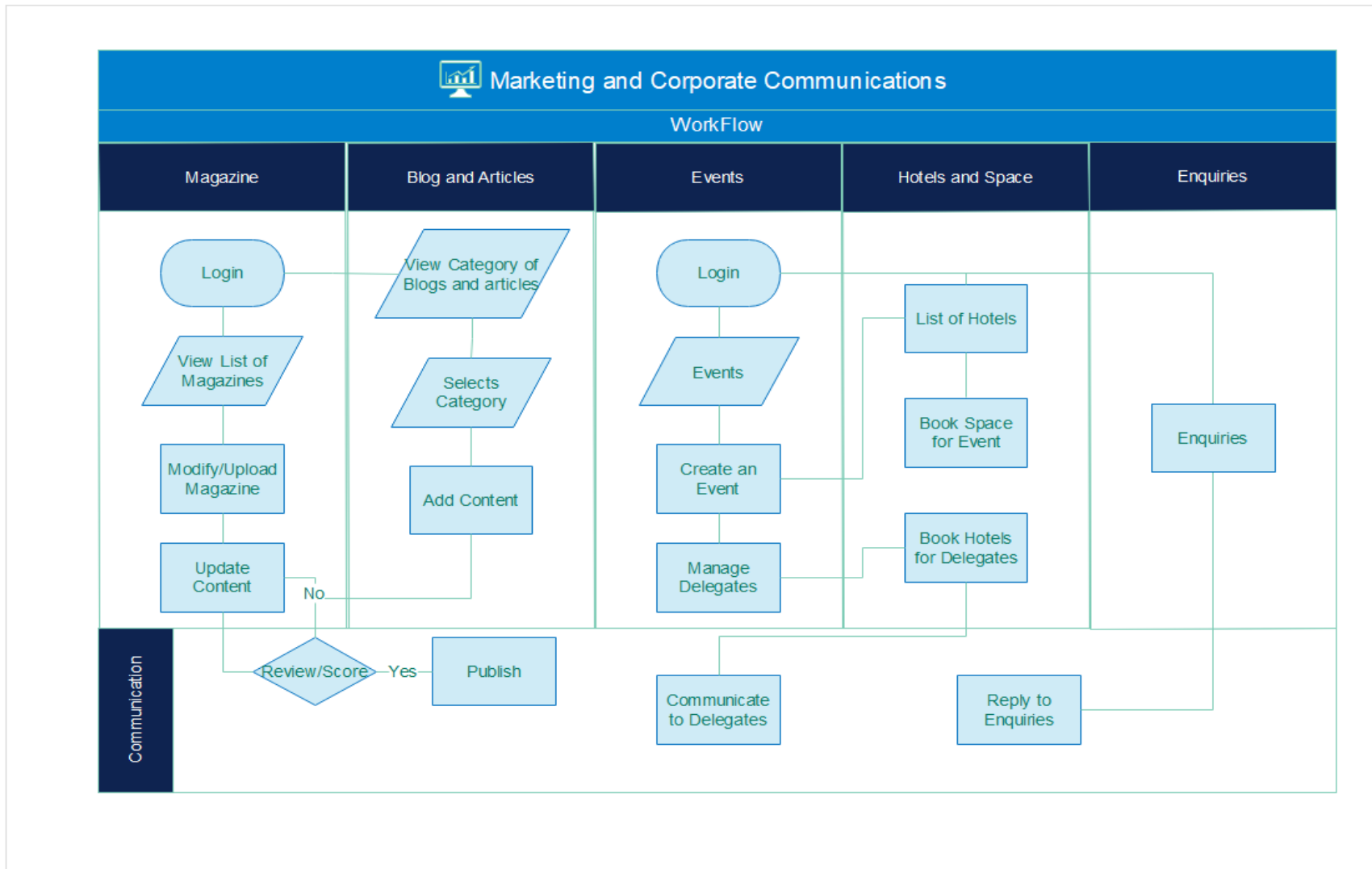
Requirements

All articles published by Suntap undergo a review process. The number of reviews is not fixed. Suntap also wants to have a scoring system based on a writer's performance which is measured by number of approval iterations required to finalize the document. The users of the desired system need to be provided access as per their authorization level and permission for a specific content project.

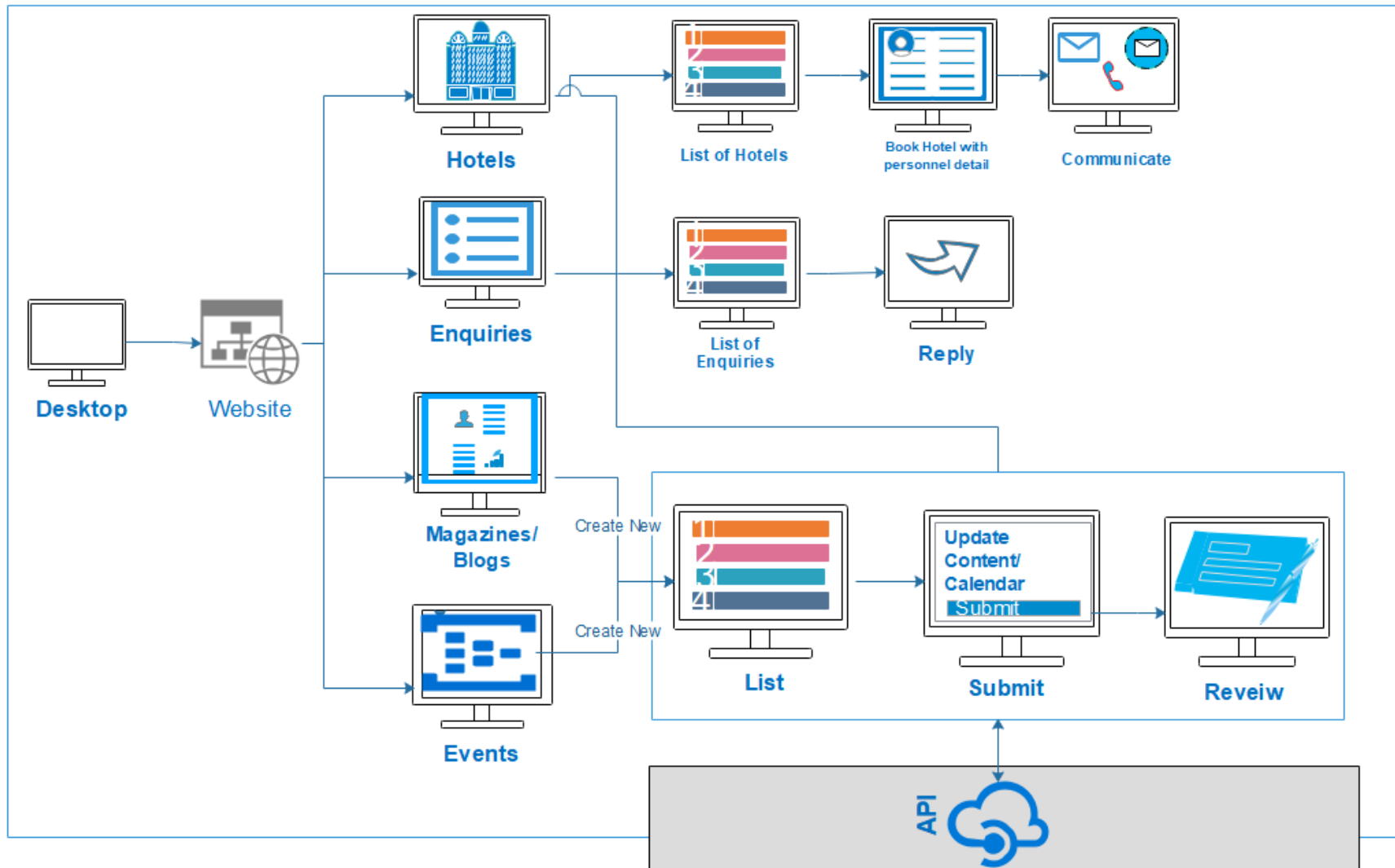
Assignment Requirements

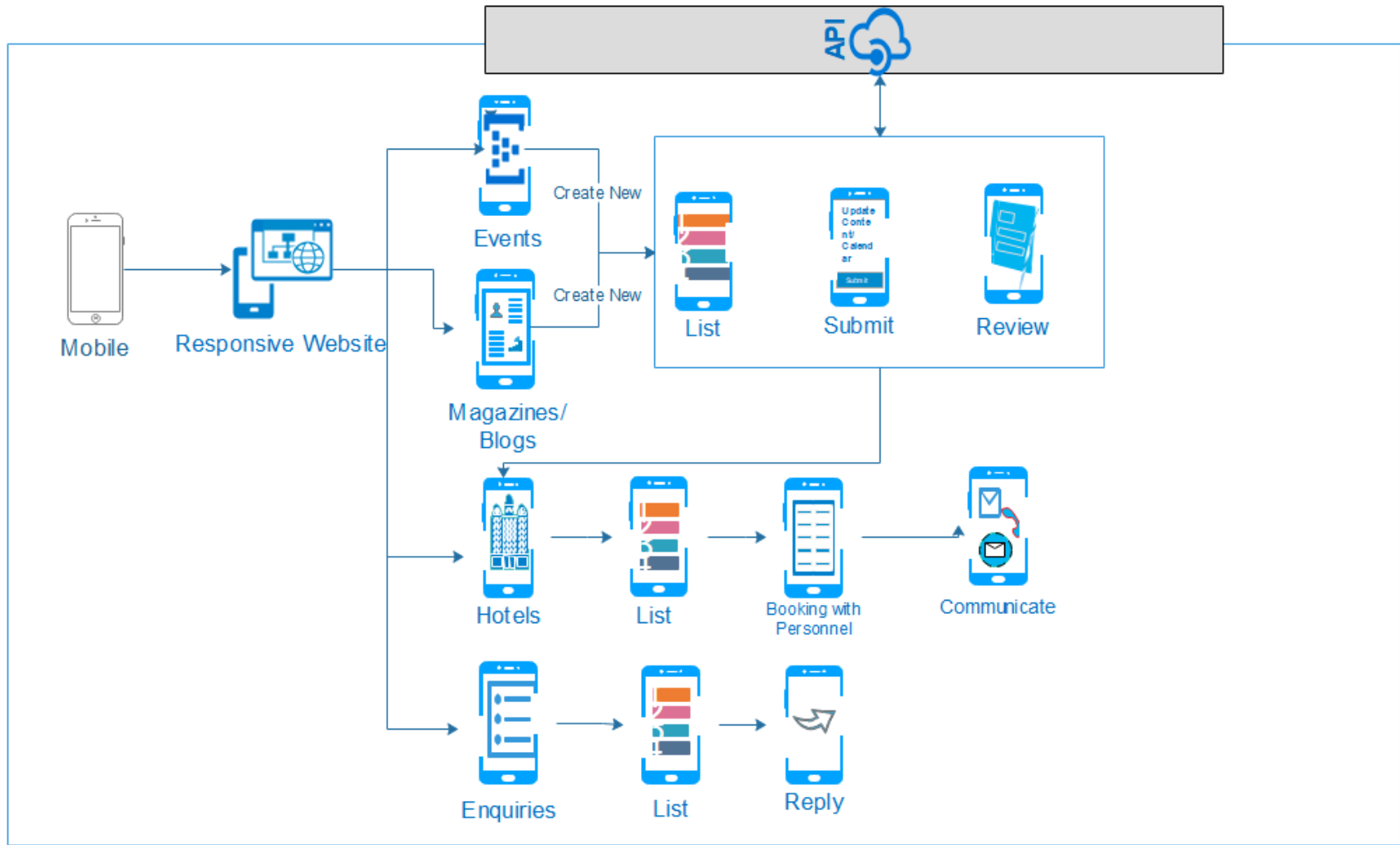
1. An ER diagram identifying the system entities and their relationships.
2. Workflow of the department displaying the sequence of activities that are orchestrated by the proposed system.
3. Diagrammatic representation of workflow elaborating the use of API's in case of an existing system.
4. Approach on the implementing the future requirement to take the approval process on mobile device.
5. Wire-frames of the proposed system.

Workflow diagram of proposed system:



Wire-frames depicting the to be Workflow presented above:





Process Description

Process Name:	Marketing and Corporate Communications System		
Created By:	Shaik Ishaq	Date Created:	10/15/2018
Process Owner	Super Admin		
Process Purpose:	The purpose of this process is to improve Suntap’s operational efficiency by implementing a standardized system with participation from cross functional departments and implement a system in order to achieve hazzle free expansion.		
Process Scope:	This process pertains only to marketing and corporate communications activities mentioned earlier. All other requirements are out of scope.		
Process Flow:	<p>1.1 (Magazine)</p> <ol style="list-style-type: none"> 1. Admin opens the web-app on the desktop/laptop. 2. Admin logins to the web-app. 3. The web-app displays the menu with “Magazines and Blogs” as one of the menu items. 4. Admin selects “Magazines and Blogs” from the menu. 5. Web-app opens a page displaying the list of the magazines and blogs. 6. Admin selects Magazine and category option. 7. Web-app displays the existing list of Magazines with following option. <ol style="list-style-type: none"> a. Upload New b. Modify 8. Admin selects “Upload New” option. 9. Web-app fetches the data from existing system through API call. 10. Admin updates the necessary content and sends for review. 11. The ‘quality team” (assumed) reviews the articles and content updated. 12. The quality team approves the articles/magazine. 13. Admin is notified with the approval of the articles/magazine. 14. Admin publishes the magazine/articles. <p>1.2 (Blogs)</p> <ol style="list-style-type: none"> 1. The flow starts with step no 1.1.1 and follows till 1.1.4 		

2. Admin selects Blog and category option
3. Web-app displays the existing list of Blogs with following option.
 - a. Upload New
 - b. Modify
4. Admin selects "Upload New" option.
5. Step number 1.1.9 continues till step number 1.1.13.
6. Admin publishes the Blog/article.

1.3 Events and Hotels

1. Admin opens the web-app on the desktop/laptop.
2. Admin logins to the web-app.
3. The web-app displays the menu with "Events" as one of the menu items.
4. Admin selects "Events" from the menu.
5. Web-app opens a page displaying the list of the events upcoming and finished with below options.
 - a. Create Event
 - b. Modify Event
6. Admin selects "Create an Event".
7. Web-app opens a page asking for the details on the event to be created.
8. Admin fills the details of the event with date and saves.
9. Web-app saves the event details in the calendar.
10. Web-app asks for the invitees (delegates) to be invited to his event.
11. Admin fills the details and confirms to send invitations.
12. Web-app asks for the option to book hotel/stay for the delegates attending the event.
13. Admin selects "Yes" to confirm on selecting the hotel/stay for delegates attending the event.
14. Web-app displays the list of available hotels on the day/one day prior to the event.
15. Admin selects the hotel and confirms on it.
16. The details of the hotel and events are sent to the communications department.
17. Communications department admin communicates the details to the delegates and related people.

1.4 Enquiries and Replies

1. Admin opens the web-app on the desktop/laptop.
2. Admin logins to the web-app.
3. The web-app displays the menu with "Enquiries" as one of the menu items.

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| | <ol style="list-style-type: none">4. Admin selects “Enquiries” from the menu.5. Web-app displays the list of enquiries with notification on the priority to be responded.6. Admin opens the enquiry.7. Web-app displays the details of enquiry with suggestions on the possible reply.8. Admin fills the reply and sends the reply.9. Web-app communicates this to the enquirer. |
|--|---|

Summary

Supporting organizations beyond simply delivering a development event is increasingly important. The multiple and complex demands that are placed on Heads of Departments and Departmental managers come at an ever-increasing pace, resulting in less opportunity to take time out for formal development, or to have time to reflect on and implement the learning. The volatile, uncertain, complex and ambiguous environment that affects leaders in big organizations demands a different approach from understanding the process and mapping that process to a future system.

The purpose of this case study is to show how using a process model proposed has been used in a developing the system to both support and develop its leaders and tech team. Exploring the business process and work flow and its practical application in the workplace, the case study also introduces the wire-frames template which can be used to both the departmental manager and to plan all subsequent development support.