

SOFTWARE PACKAGE SELECTION FRAMEWORK BY USING DECISION TREE MODEL : A CASE STUDY OF ORACLE'S PEOPLESOFT ENTERPRISE HCM

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ABSTRACT

This research arises from the problem of the product of Oracle PeopleSoft HCM. The product consists of modules that cover HR works and are available for all sizes of organizations. However, this product is big and expensive overall. Consequently, some organizations decided to use the cheaper and smaller products. It demonstrates that the product lacks opportunity to be sold in some organizations by either the product owner or outsourcing company.

This research gives a dual model framework. First, The Firm's Resource Model defines the package by 2 factors, given as: the number of employees and the budget per head. The second model is the HCM Module Model. This package is defined by only one factor, which is the desired module of company.

The experimental results show that the framework could reduce the operation time for the package selection compared to the traditional model. The salesperson can use this framework to represent their customer by providing the suitable suggestion/package. The product can be sold easily and quickly. Moreover, the customers are able to choose their own packages based on the three factors; the number of employees, the budget per head, and the desired module of company.

KEY WORDS: HCM / DECISION TREE / PACKAGE SELECTION

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