Case Study

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A supercomputer which was named after the first CEO and founder of IBM, Thomas J. Watson has the ability to answer questions following the processing of natural language. The supercomputer Watson first came to spotlight when it registered a victory in a TV show after beating human Jeopardy champions. This essay spins around the question of Watson’s place in the future business and also addresses the future of Learning management system which Conagra has resorted to. Conagra is actually a leading American brand that sells packaged food. In 2013, Conagra decided to put in place a talent management system and integrate this management system with its core HR system following the retirement of most of its prevailing HR systems. Owing to the answer of particular questions concerning Watson supercomputer and Conagra’s learning management system this essay will provide the reader a profound analysis of Watson’s future in business and Conagra’s HR system integration with the talent management system.

Watson supercomputer actually a self-learning system and uses algorithms that are intended to interpret data from the external sources. Its core proficiencies include interpreting, read and process human language (Asaad et al., 2015). In addition, its algorithms require a scarce amount of time to read, process and interpret documents consisting of thousands of natural languages. The use of cognitive computing is yet another feature which makes it a most sophisticated machine. Through cognitive computing, this machine aids human in data visualization and responding to question vis-à-vis natural languages. Despite being a supercomputer, this machine also has some constraints when it comes to predicting future and answering question grounded on presumptions and experiences (Coyne, Hulen, & Watson, 1993).

The system’s ability allows it to accommodate repeating tasks. This machine accomplishes tasks that need proficiency and knowledge. The integration of Watson supercomputer with another computer that is intended to perform specific tasks such as telephone management, speech recognition, and weather prediction makes it an accurate machine for such purposes (Coyne et al., 1993). As far as the future of the Watson system is concerned then it can well be integrated with service industries such as medicine and financial service industries. Such service industries carry an enormous amount of data handled online and Watson system will further the growth of such business through trade benefit.

IBM professionals are of the view that the Watson system will be very helpful for the systems which require large data storing and that are rapidly becoming a source of data transfer and communication network (Coyne, Hulen, & Watson, 1992). The most sophisticated of the Watson system is that it keeps the track of all the algorithms. Such tracks can be used to sort answer swiftly through another approach designed in its algorithms i.e. trial and error approach. It is anticipated that in the years to come IBM Watson will undoubtedly have a role to play owing to the immense growth of the AI system.

Conagra, a leading American company which is famous for food packaging and produces a wide variety of packaged food under various brand names decided to retire most of its existing HR systems and integrate its core HR system with the talent management system. following the decision was taken by Conagra and resorting to the learning management system, a few of the questions need to be answered to determine the effectiveness of Conagra’s new learning management system.

The name of the system adopted by Conagra is My Recipe which was objectified in three stages over the time span of 15 months. In the first stage, Conagra objectified the Success Factors Learning tool coupled with Development and Succession components. Execution of tools like Recruiting Management, Workforce Planning, SAP SuccessFactors Workforce Analytics, and Recruiting Marketing modules followed the first stage. The actualization of SuccessFactors Compensation and a rejuvenated SuccessFactors Performance were carried out in the third stage. Newly employed learning management system gave access to workers and chief to review and gather data solely from the framework (Ariyachandra & Frolick, 2008). Manual data storage was replaced by digital records following the implementation of SuccessFactors framework which integrated eight human assets frameworks.

The steps taken by Conagra to make the SuccessFactors frameworks successful are as follows:

* Usage target choice was left to the My Recipe on the basis of a particular date.
* Conagra made sure that target dates coincide with the time of the year the particular task was carried out.
* Conagra exposed the framework in steps in order to make the system alive and significant.
* All the modules were integrated and it also allowed employs to see how one module depends upon the other.
* The fragmentation of the system implementation into step enabled the adoption of the system.

Following the successful implementation of SuccessFactors framework, Conagra was able to share and store succession planning, talent review and other data that was not possible to access or share by using an old system. This new system enabled the HR staff to carry out workforce planning in a more subtle manner. Elimination of eight HR system also helped Conagra’s HR team to plan workforce. In addition, elimination of the old HR system also reduced inadequacies and managerial problems associated with HR systems (Trkman, 2010). It allowed employees to review their payroll records directly from My Recipe.

My Recipe helped Conagra to gauge and review its processes and also helped Conagra in decision making by mapping the processes against the business processes. SuccessFactors has aided HR in a number of ways. It facilitated conversation between the managerial staff and workforce. My Recipe equipped managers with the data to gauge the performance of any employee coupled with the enunciation of the data to higher management. My Recipe enabled everyone to keep an eye on the people and maintain a check and balance i.e. it helped the managerial staff of Conagra’s HR to check whether or not the right people are in right place throughout the organization.

# References

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