

Question 1

A major retail store recently spent \$24 million dollars on a large private satellite communication system that provides state-of-the-art voice, data, and video transmission between stores and regional headquarters. When an item gets sold, the scanner software updates the inventory system in real time. As a result, store transactions are passed on to regional and national headquarters instantly, which keeps inventory records up to date. One of the store's major competitors has an older system in which transactions are uploaded at the end of a business day. The first company feels that its method of instant communication and feedback allows it to react more quickly to changes in the market, giving the company a competitive advantage. For example, if an early winter snowstorm causes stores across the upper Midwest to start selling high-end (and high-profit) snow throwers quite quickly, the company's nearest warehouse can prepare next-day shipments to maintain a good inventory balance, while the competitor may not move quite as quickly and thus lose out on such quick inventory turnover.

QUESTIONS:

1. Do you think a \$24 million investment in a private satellite communication system could be justified by a cost-benefit analysis? Could this be done with a standard communication line (with encryption)?
2. How might the competitor attempt to close the "information gap" in this example?

Question 2

The South Dakota Department of Labor, Workers' Compensation division was sinking under a load of paper files. As a state agency which ascertains that employees are treated fairly when they are injured on the job, the agency had a plethora of paper files and filing cabinets. If a person (or company) called to see the status of an injury claim, the clerk who received the call would have to take a message, get the paper file, review the status, and call the person back. Files were stored in huge filing cabinets and were entered by year and case number (for example, the 415th person injured in 2008 would be in a file numbered 08-415). But most callers did not remember the file number and would give their name and address and the date of injury. The clerk would look in a spiral notebook for the last name around the date that was given—and then find the file number to retrieve the folder. Some folders were small—possibly documenting a minor cut or minor injury, and the employee was back to work after a brief treatment period. Other folders could be very large, with numerous medical reports from several doctors verifying the extent of a serious injury and treatment (such as an arm amputation). A digital solution was suggested—reports could be submitted online via a secure website. Medical reports could be submitted electronically, either as a pdf file or as a faxed digital file. This solution would also mean that the clerk taking the phone call could query the database by the person's name and access the information in a matter of seconds.

QUESTION:

Prepare a systems request for this project. Fill in as much

as you can on the basis of the information provided.

Question 3

Think about your own university or college and choose an idea that could improve student satisfaction with the course enrollment process. Currently, can students enroll for classes from anywhere? How long does it take? Are directions simple to follow? Is online help available?

Next, think about how technology can help support your idea. Would you need completely new technology?

Can the current system be changed?

QUESTION:

Create a system request that you could give to the administration that explains the sponsor, business need, business requirements, and potential value of the project. Include any constraints or issues that should be considered.

RECALL QUESTIONS

1. What are the six general skills all project team members should have?
2. What are the major roles on a project team?
3. Compare and contrast the role of a systems analyst, business analyst, and infrastructure analyst.
4. Compare and contrast phases, steps, techniques, and deliverables.

5. Describe the major phases in the systems development life cycle (SDLC).
6. Describe the principal steps in the planning phase.
What are the major deliverables?
7. Describe the principal steps in the analysis phase.
What are the major deliverables?
8. Describe the principal steps in the design phase.
What are the major deliverables?
9. Describe the principal steps in the implementation phase. What are the major deliverables?
10. Which phase in the SDLC is the most important?
11. What does gradual refinement mean in the context of SDLC?
12. Describe the four steps of business process management.
Why do companies adopt BPM as a management strategy?
13. What is the purpose of an approval committee? Who is usually on this committee?
14. Why should the system request be created by a businessperson as opposed to an IS professional?
15. What is the difference between intangible value and tangible value? Give three examples of each.
16. What are the purposes of the system request and the feasibility analysis? How are they used in the project selection process?

QUESTION ONE (1)

a) First of all, I would like to categorically say that from the point of view of the machine analyst and a market analyst, I answer this question and not that of an infrastructure analyst or analyst point of view.

I would like to mention on this note that I would use my professional and analytical ability as a system analyst to address the issue at hand.

YES, the purchase the satellite communication system worth a whopping sum of \$24 million investment is a good decision which can be justified by the amount of revenue that will be returned. Cost-Benefit Analysis is a systematic approach to estimating the strength and weaknesses of alternatives used to determine options which provide the best approach to achieving benefits while preserving savings.

Analyzing the Cost – Benefit:

Satellite Communication System	Standard Communication Line
Provides voice, data and video from two remote regions of state-of-the-art	Speech, data and video between the remote regions do not create state-of-the-art
Automatic Inventory System Upgrade after a commodity is sold	A manual inventory update
Instant interaction and input	Delays Upgrading Details

Yeah, the procurement of a \$24 million investment in the satellite communication infrastructure is a smart move that can be explained by the amount of income that can be returned.

Cost-Benefit Analysis is a comprehensive method to estimating the intensity and limitations of solutions used to define solutions that, while maintaining profitability, provide the best approach to achieving benefits.

b) In reality, the rival "the investor using the standard communication line" will close the data gap to do this:

The competitor should follow the inventory control type JUST IN TIME (instant). And if he does not afford the transmission of voice and video, the immediate transmission of data alone is adequate to close the gap and hold the inventory up to date on a timely basis.

QUESTION TWO (2)

SYSTEM REQUEST

SPONSOR: Dr. Edward Salifu

BUSINESS NEED:

Lower the load capacity of document files
The clumsy cabinets to deal with
To alleviate the burden on the clerk
To accelerate the inquiry process
To save the files from going missing
To make it easier to access files when necessary.

BUSINESS REQUIREMENT:

An integrated system that requires reports to be electronically submitted through a secure website

BUSINESS VALUE:

The value of this project is to help minimize employee inquiry response time, improve storage, upgrade and recovery efficacy of employee injury claims. The cost of the document archives being used would thus be reduced.

SPECIAL ISSUES OR CONSTRAINS:

There is a requirement for an expert who knows how to build and manage a reliable website. It is extremely important to have tools to help transfer paper files to digital data storage. Access to certain health sector files requires certain legislation, not everybody will have access to certain files, and so it is necessary to obey certain regulations.

The conversion of knowledge from paper archives to digital data storage requires rigorous preparation for clerks.

QUESTION THREE (3)

Fill-Man Collage is the collage that I passed from. There is an online mechanism for students to enrol for whatever course they choose to take. They will fill out online forms, pay online to get their hall tickets for personal interview dates and tests and other procedures. This has undoubtedly been made possible by the technologies without which students might have had trouble and difficulty registering for the course.

However, by going to their centers in a restricted area, students also have to submit their completed form to university via posts or physically and undergo the examination. The instructions are confusing and registration from only a few chosen countries around the world should be completed. And it also has no support for touch or live aid.

The idea will be to get anything online or online, such as online checking and interviews and submission of signed copies. This will save money for students and colleges and would also speed up the process.

SYSTEM REQUEST
<p>SPONSOR: It is an individual or a corporation who pays for or contributes to the costs involved in the construction of a project. They have a clear stake in the company.</p> <p>Sponsor for this project is the Administration of the collage</p>
<p>BUSINESS NEED: This covers the reasoning for the initiative or method being initiated.</p> <p>Upon the in depth study of the case, the business needs include the following :</p> <ul style="list-style-type: none"> - Form submission with the help of the internet - Instruction should be made simple to follow - Live assistance availability - Enrollment in courses without a geographical obstacle
<p>BUSINESS REQUIREMENTS: This deals with the new system planned for.</p>

I will suggest an upgrade of the already developed framework (software) from the above case study that would integrate all the market needs listed above, using a robust technology.

BUSINESS VALUE: This addresses the values that, if applied, the scheme will bring to the enterprise.

Students from their respective geographical areas would be eligible to register
To ensure enrollment satisfaction, there will be simple guidelines for learners to obey.
There will be limited time for students to apply physical forms.
Live support will be available 24/7 hours to help students enroll with happiness.

CONSTRAINTS/ISSUES: Issues that could occur alongside device implementation

In order to implement a new one, the government would need a professional who knows the technology in the current framework.

It would be necessary for the government to include clear guidance for how to use the new system.

To better satisfy the students' admission needs, the device may require regular upgrades.

RECALL QUESTIONS

Question 1.

- Technical
- Business
- Analytical
- Interpersonal
- Management
- Ethical skills.

Question 2.

- project manager
- project team member
- project sponsor
- executive sponsor
- business analyst

Question 3.

These three positions stress various viewpoints on the scheme. The company analyst understands and reflects the preferences of the users, while the system analyst knows how to apply IS to support business needs. The system analyst and the business analyst will jointly develop a system that complies with IS standards while adding value to the organization. The infrastructure analyst has more technological experience and offers technical constraints to the team, or defines improvements to the infrastructure that would involve the new system.

System Analyst: A System Analyst's role is to:

- Identifying how business processes can be strengthened by technology
- Conception of new business methods
- Conception of the Information System
- Ensuring that the framework conforms to the requirements of information systems

Business Analyst: A Business Analyst's role is to:

- Analyzing the system's core market aspects
- Identifying how business value will be generated by the framework
- Design of new company procedures and methods

Infrastructure Analyst: The Infrastructure Analyst's role is to:

- Concentrate on the technological design of devices, including networking, hardware, applications.
- Ensuring that the device conforms to the requirements of infrastructure
- Identifying improvements to the facilities necessary to maintain the framework

Question 4.

The "SDLC" Systems Development Life Cycle has a set of four basic phases: planning, study, design and implementation. Different projects which highlight various components of the SDLC or approach the SDLC phases in various ways, but all projects have components of these four phases.

Each stage consists of a series of steps that depend on methods that produce deliverables (specific documents and files that provide understanding about the project).

Example: There are many stages that all students go through when you apply for admission to a university: collecting, submitting and accepting information. There are steps in each of these phases: information collection involves steps such as searching for schools, requesting data, and reading brochures. Students then use methods that can be applied to steps (e.g. requesting information) to construct deliverables (e.g. Internet searching) (e.g., evaluations of different aspects of universities).

Question 5.

There are four major phases in SDLC.

a) Planning: The planning stage is the essential phase of understanding why an information system should be constructed and deciding how it will be built by the project team.

b) Analysis: The research stage asks the questions of who is going to use the system, what the system is going to do, and when and when it is going to be used. The project team examines any existing system(s) during this process, identifies areas for change, and creates a framework for the new system.

c) Design: In terms of hardware, software, and network infrastructure, the design process determines how the system will operate; the user interface, forms and reports; and the specific programs, databases, and files that will be required.

d) Implementation: The final stage of the SDLC is the implementation process in which the framework is actually constructed (or purchased, in the case of a packaged software design). This is the stage that generally receives the most coverage, since it is the longest and most expensive single aspect of the development process for most systems.

Question 6.

The planning stage is the essential phase of understanding why an information system should be constructed and deciding how it will be built by the project team. It consists of two steps:

a. Project Initiation: This step includes defining the business value of the method. A system request provides a brief description of a business need, and describes how business value can be generated by a system that supports the need. To perform a feasibility study, the IS department works together with the individual or department that created the request (called the project sponsor). The feasibility review explores key elements, such as technological feasibility, economic feasibility and organizational feasibility, of the proposed project. The deliverables are the job schedule, personnel and standards list.

b. Project Management: When the project is approved, project management comes into action. The project manager creates a work plan during project management, staffs the project, and sets in place techniques that help the project team control and direct the project through the entire SDLC. Project management deliverables are a project plan that explains how the project team is going to build the system.

Question 7.

The phase of analysis answers the questions of who is going to use the system, what the system is going to do, and when and when it is going to be used. The project team examines any existing system(s) during this process, identifies areas for change, and creates a framework for the new system. There are three steps to this phase:

a. Analysis Strategy: Built to direct the activities of the project team. Usually, such a technique requires a review of the existing system (as-is system) and its issues, and then ways to build a new system (to-be system).

b. Requirements Gathering: In combination with input from project sponsors and several other entities, the study of this knowledge contributes to the creation of a design for a new framework. The design of the system is then used as a basis for the creation of a series

of business analysis models that explain how the organization would work if the new system is developed.

c. System Proposal: In a document called the system plan, which is presented to the project sponsor and other key decision-makers, the analyses, system design, and models are combined.

In a document called the system plan, which is presented to the project sponsor and other key decision-makers, the analyses, system design, and models are combined.

Question 8.

In terms of hardware, software and network infrastructure, the design process determines how the system will operate; the user interface, forms and reports; and the specific applications, databases, and files that will be required. There are four phases to the design phase:

a. Developing design strategy: This explains whether the system will be created by the company's own programmers, whether it will be outsourced to another company (usually a consulting firm), or whether an existing software package will be purchased by the company.

b. Basic architecture design: The hardware, software, and network infrastructure that will be used are listed here. The framework can add or modify the infrastructure that already exists in the enterprise in most cases.

c. Database and file specifications: They determine precisely what information will be stored and where it will be stored.

d. Program Design: The software design, which determines the programs that need to be written and precisely what each program will do, is created by the analyst team. The framework specification that is handed to the programming team for implementation is this set of deliverables (architecture design, interface design, database and file requirements, and software design). The feasibility report and project plan are re-examined and updated at the conclusion of the design process, and another decision is taken by the project sponsor and approval committee on whether to cancel or continue the project.

Question 9.

The final stage of the SDLC is the implementation process in which the framework is actually constructed (or purchased, in the case of a packaged software design). There are three steps to this phase:

a. System construction: To ensure that it works as intended, the device is installed and tested. As the cost of bugs can be enormous, one of the most important steps in implementation is testing.

b.. Installation: This is the method of turning off the old machine and turning on the new one. A direct cut over approach, a parallel conversion approach, or a phased conversion method can be used.

c. Support plan: This plan usually involves a formal or informal post-implementation review, as well as a systematic way to identify the system's necessary major and minor changes.

Question 10.

In essence, all system development initiatives adopt the same universal mechanism called the life cycle of system development (SDLC). The planning phase in SDLC is the most critical stage since the project team determines the system's market value, performs a feasibility study, and schedules the project during this phase. This step is the basic process of understanding why it is important to construct an information system and deciding how the project team can build it.

Question 11.

Generally, during the phases of the SDLC, the consistency of interpretation and the depth of detail of the new framework are progressively refined. The criteria are initially only partially known. During the review point, this awareness is increased. During design, more information is generated, and is then fully articulated during implementation. From each level, deliverables created are built on to the next stages that follow up. This could be seen to demonstrate that a work plan would be deliverable created on planning. It would be difficult to perform research phases without providing a work plan, since there would not be a framework for performing SDLC.

Question 12.

BPM is a technique used to consistently optimize end-to-end business processes by organizations. A cycle of systematic development, assessment, and alteration of said processes follows. The four BPM phases are :

- a: Defining and mapping the steps involved in a business process
- b: Establishing ways to strengthen measures in the process that add value
- c: Seeking ways in the process to remove or merge measures that do not add value
- d: To build or change electronic workflows to fit the enhanced maps of the operation.

Organizations can attain many by researching and enhancing their underlying business processes

Major advantages include: improved agility of systems, improved coordination of processes and increased efficiencies.

Question 13.

In general, the approval committee serves as the decision-making body for investments in projects in information systems. In general, this committee has a broad organizational composition and can thus avoid allocating resources that would only fulfill narrow organizational interests. The approval

committee also typically has project oversight duties; tracking the success of the project after the project has been approved. The makeup of the approval committee will vary from organization to organization, but typically consists of organization-wide high-level managers. The CIO is still presiding over the committee.

Question 14.

Usually, because the need for system or system improvement is recognized in the business unit, the system request originates with a business person. It is doubtful the IS experts in the company would be able to understand all the business needs and potential for processes and changes in the business units because they are not interested directly in those areas. The business person would now have a much greater understanding of the importance of the system or change suggested, and is thus in a better position to make a meaningful proposal for a system.

Question 15.

Tangible Assets	Intangible Asset
1. They have a physical existence.	1. They don't have a physical existence.
2. Tangible assets are depreciated.	2. Intangible assets are amortized.
3. Are generally much easier to liquidate due to their physical presence.	3. Are not that easy to liquidate and sell in the market.
4. The cost can be easily determined or evaluated.	4. The cost is much harder to determine for Intangible assets.
5. Examples: vehicle, plant & machinery, etc.	5. Examples: Software, logo, patent, etc.

Question 16.

The aim of the system request is to initiate a project involving systems. Preliminary thoughts on the purpose for the system and its anticipated importance to the company are brought together by the system request. A more thorough study into the proposed framework outlined in the system request reflects the feasibility analysis. The system analyst and the project sponsor are working together to more fully develop the system's goals and to understand the organization's potential costs and benefits. The system request and the feasibility analysis are the key inputs used by the approval committee to determine whether there is sufficient merit for the proposed system to move into the analysis stage.