Task A

Using the words below, complete the systems development life cycle flow diagram.

Investigation

Analysis

Stages:

* Analysis
* Design
* Evaluation
* Implementation
* Investigation
* Maintenance

Design

Implementation

Maintenance

Evaluation

Task B

A key part of the investigation phase is the feasibility report. Explain the purpose of a feasibility report.

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| If an organisation recognise a new IT system or current IT system could be upgraded then they need to investigate how suitable this proposal is by conducting a feasibility report. This report will ask question such as:   * How much will cost to develop/use a new IT system? * What is the budget? Will the organisation have the ability to fully implement a new system or will there be constraints? * How long will this take? If a new system is to be implemented then it could cause some disruption so have timeframe is recommended. * Skills/Training – If a new system is implemented, are the current employees equipped with the skills required to use it effectively? Do they need training? Do they need to employ more specialist staff? * Hardware and Software requirements – Will a new system require investment in additional hardware and software whether it’s additional applications software or bespoke software specific to the new system.   Once the report is complete, the management must consider whether to perform a complete overhaul, make small changes or leave the system as it is. All of these decisions come with their own benefits and drawbacks. |

Task C

Part of this process is to investigate the problem. Complete table below to identify a wide range of investigation methods that could be used by the systems analyst. The first one has been done for you.

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| **Method** | **Purpose** |
| Business documents | The organisation could already in possession of a wide range of business documents which could relate to how the current system works which outlines processes which employees (users) should follow. |
| Interviews | Staff within the organisation who use the current system may be interviewed face-to-face by the systems analyst to get an overview on the current system, how it works, what works well and what doesn’t. This is an extremely powerful method of investigation because the organisation might receive good qualitative feedback from the people who have first hand experience of using this system. If the organisation is made aware that the system doesn’t work well, then it gives them an indication into the overall experience for the consumer. |
| Observation | The systems analyst might decide to observe staff using the system in real time. It gives them the opportunity to study each part of process and make any notes on any part of the process that might not be working as well as it should. |
| Paper trail | The system could be studied at the points of input and output so that a record can be kept on what happens at each phase of the process. |
| Questionnaires | Questionnaire will allow the system analyst to receive feedback on much larger scale. Questionnaires can be distributed to all users of the system and in a medium-sized organisation this could reach a much larger pool of people in comparison to conducting face-to-face interviews.  The system analyst could also use questionnaires to ask a combination of qualitative questions and quantitative questions that could give them more comprehensive feedback in comparison to other methods. |