



Systems, Roles, and Development Methodologies

Systems Analysis and Design, 8e
Kendall & Kendall

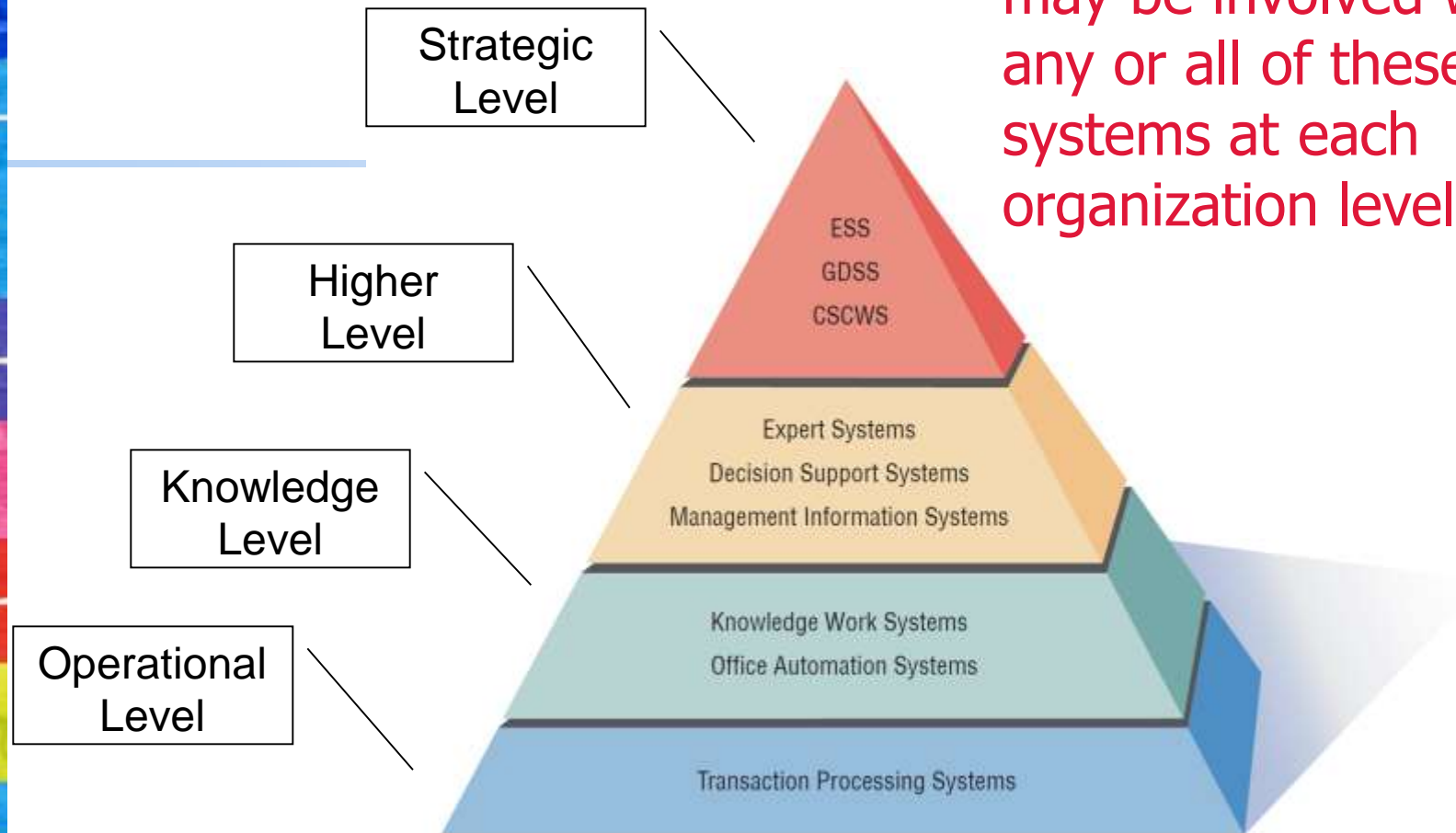
Major Topics

- Fundamentals of different kinds of information systems
- Roles of systems analysts
- Phases in the systems development life cycle as they relate to Human-Computer Interaction (HCI) factors
- Computer-Aided Software Engineering (CASE) tools

Systems Analysts Recommend, Design, and Maintain Many Types of Systems for Users

- Transaction Processing Systems (TPS)
- Office Automation Systems (OAS)
- Knowledge Work Systems (KWS)
- Management Information Systems (MIS)
- Decision Support Systems (DSS)
- Expert Systems (ES)
- Executive Support Systems (ESS)
- Group Decision Support Systems (GDSS)
- Computer-Supported Collaborative Work Systems (CSCWS)

A systems analyst may be involved with any or all of these systems at each organization level



Operational Level

- Transaction Processing System (TPS)
 - Process large amounts of data for routine business transactions
 - Boundary-spanning
 - Support the day-to-day operations of the company
 - Examples: Payroll Processing, Inventory Management

Knowledge Level

- Office Automation System (OAS)
 - Supports data workers who share information, but do not usually create new knowledge
 - Examples: Word processing, Spreadsheets, Desktop publishing, Electronic scheduling, Communication through voice mail, Email, Video conferencing
- Knowledge Work System (KWS)
 - Supports professional workers such as scientists, engineers, and doctors
 - Examples: computer-aided design systems, virtual reality systems, investment workstations

Higher Level

- Management Information System (MIS)
 - Support a broad spectrum of organizational tasks including decision analysis and decision making
 - Examples: profit margin by sales region, expenses vs. budgets
- Decision Support System (DSS)
 - Aids decision makers in the making of decisions
 - Examples: financial planning with what-if analysis, budgeting with modeling
- Expert System (ES)
 - Captures and uses the knowledge of an expert for solving a particular problem which leads to a conclusion or recommendation
 - Examples: MYCIN, XCON

Strategic Level

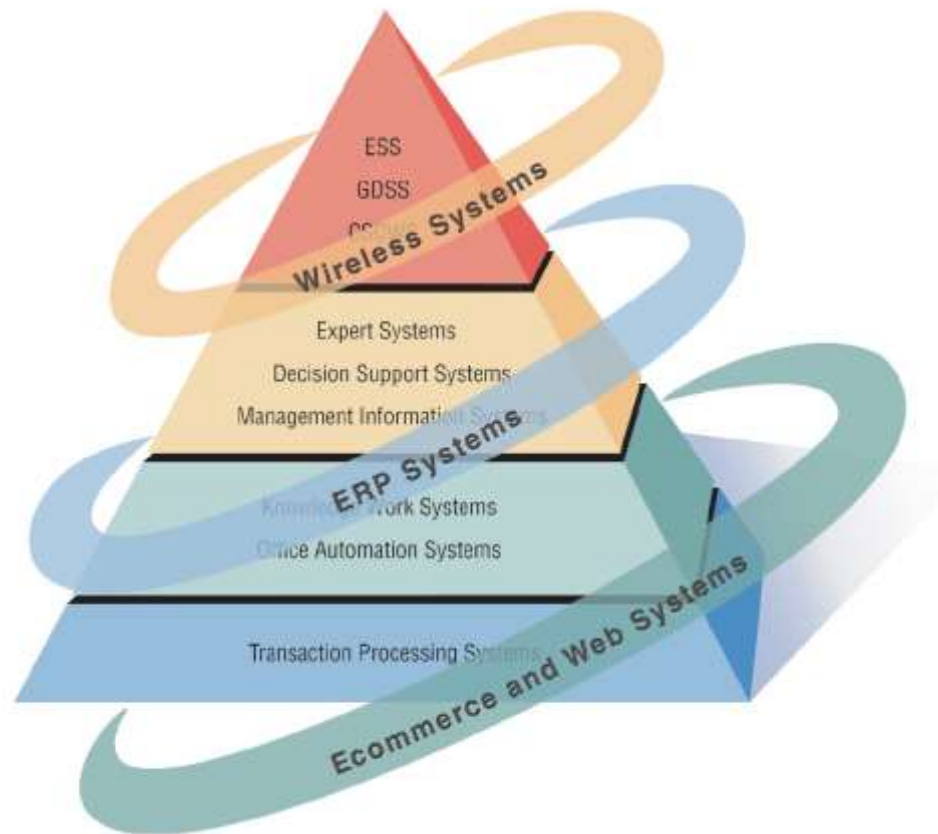
- Executive Support System (ESS)
 - Helps executives to make unstructured strategic decisions in an informed way
 - Examples: drill-down analysis, status access
- Group Decision Support System (GDSS)
 - Permit group members to interact with electronic support
 - Examples: email, Lotus Notes
- Computer-Supported Collaborative Work System (CSCWS)
 - CSCWS is a more general term of GDSS
 - May include software support called "*groupware*" for team collaboration via network computers
 - Example: video conferencing, Web survey system



Integrating New Technologies into Traditional Systems

- Ecommerce and Web Systems
- Enterprise Resource Planning Systems
- Wireless Systems
- Open Source Software
- Need for Systems Analysis and Design

Figure 1.2 Systems analysts need to be aware that integrating technologies affects all types of systems



Ecommerce and Web Systems

- Benefits

- Increasing user awareness of the availability of a service, product, industry, person, or group
- The possibility of 24-hour access for users
- Improving the usefulness and usability of interface design
- Creating a system that can extend globally rather than remain local, thus reaching people in remote locations without worry of the time zone in which they are located



Enterprise Resource Planning Systems (ERP)

- Performs integration of many information systems existing on different management levels and within different functions
- Example: SAP, Oracle

Wireless Systems

- System analyst may be asked to design standard or wireless communication networks that integrate voice, video and email into organizational intranets or industry extranets
- System analyst may also be asked to develop intelligent agents
- Example: Microsoft's new software based on Bayesian statistics
- Wireless communication is referred as m-commerce (mobile commerce)

Open Source Software

- An alternative of traditional software development where proprietary code is hidden from the users
- Open source software is free to distribute, share and modify
- Characterized as a philosophy rather than simply the process of creating new software
- Example: Linux Operating System, Apache Web Server, Mozilla Firefox Web browser



Need for Systems Analysis and Design

- Installing a system without proper planning leads to great user dissatisfaction and frequently causes the system to fall into disuse
- Lends structure to the analysis and design of information systems
- A series of processes systematically undertaken to improve a business through the use of computerized information systems

Roles of the Systems Analyst

- The analyst must be able to work with people of all descriptions and be experienced in working with computers
- Three primary roles:
 - Consultant
 - Supporting Expert
 - Agent of change



Qualities of the Systems Analyst

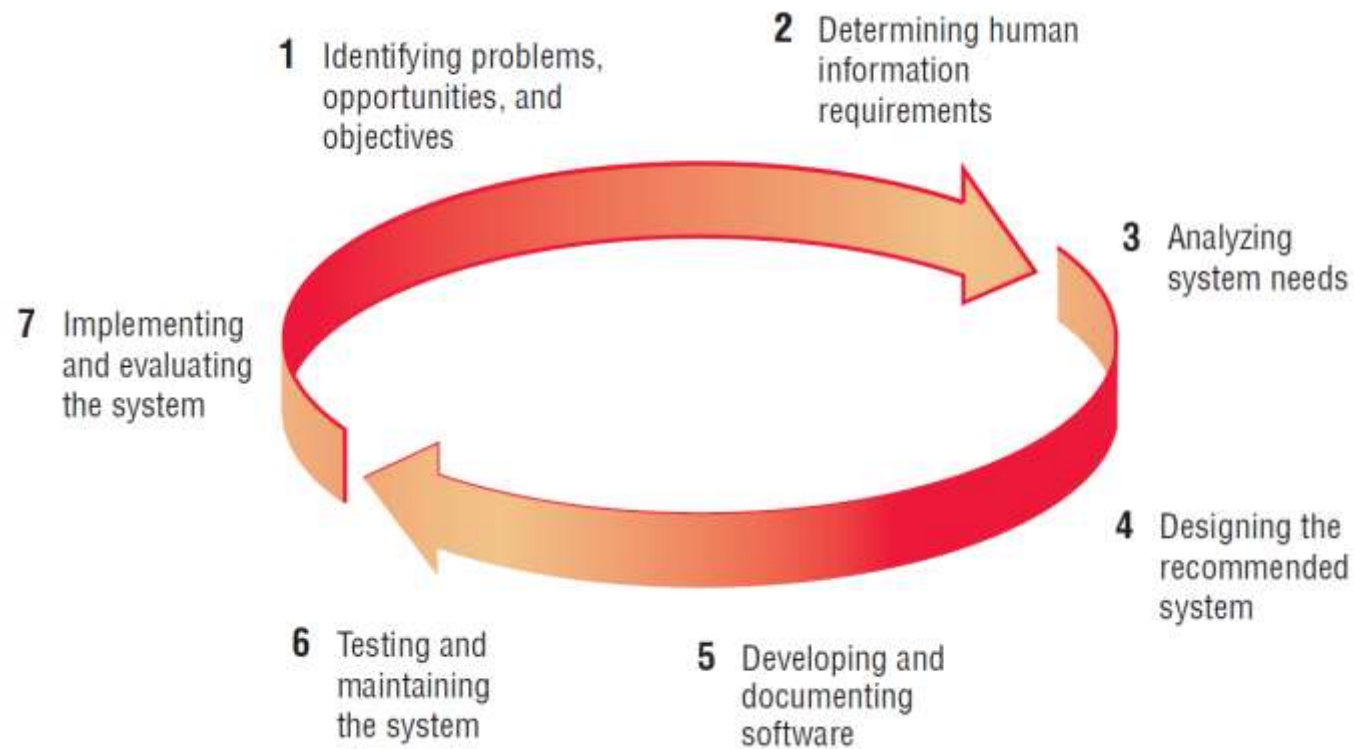
- Problem solver
- Communicator
- Strong personal and professional ethics
- Self-disciplined and self-motivated



Systems Development Life Cycle (SDLC)

- The systems development life cycle is a phased approach to solving business problems
- Developed through the use of a specific cycle of analyst and user activities
- Each phase has unique user activities

Figure 1.3 The seven phases of the systems development life cycle



Identifying Problems, Opportunities, and Objectives

- Activity:
 - Interviewing user management
 - Summarizing the knowledge obtained
 - Estimating the scope of the project
 - Documenting the results
- Output:
 - Feasibility report containing problem definition and objective summaries from which management can make a decision on whether to proceed with the proposed project

Determining Human Information Requirements

- Activity:
 - Interviewing
 - Sampling and investing hard data
 - Questionnaires
 - Observe the decision maker's behavior and environment
 - Prototyping
 - Learn the who, what, where, when, how, and why of the current system
- Output:
 - Analyst understands how users accomplish their work when interacting with a computer; and begin to know how to make the new system more useful and usable. The analyst should also know the business functions and have complete information on the people, goals, data and procedure involved

Analyzing System Needs

- Activity:
 - Create data flow diagrams
 - Complete the data dictionary
 - Analyze the structured decisions made
 - Prepare and present the system proposal
- Output:
 - Recommendation on what, if anything, should be done

Designing the Recommended System

- Activity:
 - Design procedures for data entry
 - Design the human-computer interface
 - Design system controls
 - Design files and/or database
 - Design backup procedures
- Output
 - Model of the actual system

Developing and Documenting Software

- Activity:
 - System analyst works with programmers to develop any original software
 - Works with users to develop effective documentation
 - Programmers design, code, and remove syntactical errors from computer programs
 - Document software with help files, procedure manuals, and Web sites with Frequently Asked Questions
- Output:
 - Computer programs
 - System documentation

Testing and Maintaining the System

- Activity:
 - Test the information system
 - System maintenance
 - Maintenance documentation
- Output:
 - Problems, if any
 - Updated programs
 - Documentation

Implementing and Evaluating the System

- Activity:
 - Train users
 - Analyst plans smooth conversion from old system to new system
 - Review and evaluate system
- Output:
 - Trained personnel
 - Installed system

The Impact of Maintenance

- Maintenance is performed for two reasons
 - Removing software errors, and
 - Enhancing existing software
- Over time the cost of continued maintenance will be greater than that of creating an entirely new system. At that point it becomes more feasible to perform a new systems study

Case Tools

- CASE tools are productivity tools for systems analysts that have been created explicitly to improve their routine work through the use of automated support
- Reasons for using CASE tools
 - Increasing Analyst Productivity
 - Improving Analyst-User Communication
 - Integrating Life Cycle Activities
 - Accurately Assessing Maintenance Changes

Case Tool Classifications

- Upper CASE tools perform analysis and design
- Lower CASE tools generate programs from CASE design
- Integrated CASE tools perform both upper and lower CASE functions

Upper CASE Tools

- Create and modify the system design
- Help in modeling organizational requirements and defining system boundaries
- Can also support prototyping of screen and report designs

Lower CASE Tools

- Lower CASE tools generate computer source code from the CASE design
- Source code is usually generated in several languages



Object-Oriented Systems Analysis and Design

- Alternate approach to the structured approach of the SDLC that is intended to facilitate the development of systems that must change rapidly in response to dynamic business environments
- Analysis is performed on a small part of the system followed by design and implementation. The cycle repeats with analysis, design and implementation of the next part and this repeats until the project is complete

Summary

- Information is a key resource
- Systems analysts deal with many types of information systems
- Integration of traditional systems with new technologies
- Roles and qualities of the systems analyst
- The systems Development Life Cycle
- CASE tools
- Alternatives to structured analysis and design and to the SDLC