**Grandfield College Scenario Module 2 Assignment**

1. Study the samples given earlier. Make a list of questions you would ask about the data in them.

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| **Software** | **Version** | **Company** | **License Type** |
| Windows Vista | Business, Service Pack 2 | Microsoft | MS Site |
| MS Office | 2007 | Microsoft | MS Site |
| Visual Studio | Professional 2008 | Microsoft | MS Instructional |
| PhotoShop | CSS3 | Adobe | Adobe1 |
| FileZilla | 5 | FileZilla | Open Source |
| German | 2.5 | LanguageSoft | LanguageSoft1 |

* Why does the *version* of the software matter?
* What happens when the *software* *version* is updated?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **License Type** | **Start Date** | **End Date** | **Terms** | **Pricing** | **Pricing Unit** |
| MS Site | 7/1/09 | 7/1/13 | Can install as many copies as needed on campus and on laptops controlled by the school. Includes all service patches, updates, and version changes | 12500 | 5 years |
| MS Instructional | 7/1/10 | 7/1/15 | Used for instructional purposes only. Cannot be used for school development projects. | 300 | 5 years |
| Adobe1 | 7/1/09 | 7/1/15 | Reduced price per installed copy, maximum of 25 active copies | 450 | Per Active Copy |
| Open Source | 7/1/09 | 7/1/20 | Free for use as long as registered | 0 |  |
| LanguageSoft1 | 7/1/12 | 7/1/16 | 25 copies | 5200 | For 25 Copies |

* Can the terms of the *license* change?
* Are there any discounts on the *pricing* for the college?
* Does the college pay for the software for the students/faculty? What happens when you can’t afford the software?

|  |  |  |
| --- | --- | --- |
| **CS5 Number** | **Location** | **Assigned User** |
| 3214 | Rm214 | Cardwell |
| **Software** | **Install Date** | **RMV Date** |
| Vista Business | 5/3/13 |  |
| MS Office | 5/3/13 |  |
| Photoshop | 6/4/13 |  |
| Dreamweaver | 6/4/13 |  |
| **CS5 Number** | **Location** | **Assigned User** |
| 3114 | Rm212 | Larson |
| **Software** | **Install Date** | **RMV Date** |
| Vista Business | 4/15/13 |  |
| MS Office | 4/15/13 |  |
| Visual Studio Pro | 6/12/13 |  |
| Dreamweaver | 6/14/13 | 7/12/13 |

* What is the *RMV* date and why are some not filled out?
* Does the *Location* matter?

2. Identify the stakeholders in the software-tracking system.

* faculty and staff
* administration
* IT department

3. Prepare a plan for a 1-hour interview with representatives of the stakeholders listed earlier. Then meet with the instructor to discuss possible answers to the questions.

|  |  |  |
| --- | --- | --- |
| **Grandfield College Interview** | **Total time:**60 minutes. | |
| Allow 10 minutes for introductions. | |
|  | |
| **Question** | **For** | **Time Allotted** |
| What is the most difficult software to use pertaining to your job currently? | Faculty - Staff | 15 minutes |
| Describe how you handle maintenance requests. | IT Department | 5 minutes |
| What part of the installation request takes the most time? | IT Department | 10 minutes |
| What would you like most to get out of this new process of software installation? | Administration | 10 minutes |
| Time for follow-up questions. | Faculty – Staff - Administration | 10 minutes |

4. Create a questionnaire for faculty and staff about changes they would like to see in the request process.

**1**. What improvements would you like to see implemented into our current process of software installation?

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**2**. How much time does it currently take for the IT Department to respond to your software installation request?

A. 1-2 hours

B. 3-5 hours

C. 1 Day

D. Other. Explain **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**3**. How much time does it currently take you to fill out the software installation request form?

A. 15 minutes

B. 30 minutes

C. 1 hour

D. Other. Explain **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**4**. What is your satisfaction level with the new process of software installation requests?

A. Satisfied

B. Neutral

C. Not Satisfied

D. Other. Explain **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**5**. Please provide any other useful information pertaining to the software installation that you would like us to know about.

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5. Review the job shadowing report. Do you see any **exceptions**? Do you see any additional **business rules**?

* Some college instructors are given administrator like privileges in order to manually install and update the software without having to go through the IT department.
* Sheri has specific exceptions and business rules pertaining to the information given in the job shadowing report. As she prefers to document any installation issues she runs into manually on a notebook then transfers that information to a spreadsheet, she will have to be required to gain permission to make any new software installations or updates. This can cause problems in the future due to user error.